

Annual report for

IPSO

The Jewish Chronicle

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Submitted by Richard Burton (managing editor)

1. Our editorial standards explained

The JC is a London-based weekly newspaper and the leading authority on matters concerning the Jewish community in Britain, the diaspora and Israel's role in the Middle East. Its coverage of all matters that effect Jews abroad is extensive, thanks to its network of correspondents around the world. At home, it attracts some of Fleet Street's leading voices and enjoys access to key players in politics, entertainment and the Arts.

Its senior executive pool have a long track record in national newspapers, particularly at the quality end of the market, and all of the middle management (section editors) have worked within the Jewish Community for between five and 30+ years.

The editorial philosophy is to make sense of - and help readers navigate - an often confusing world, particularly as many of the issues important to us are widely covered elsewhere by media with varied social and political agendas. Trust is, therefore, key. We like to think a reader may follow a particular issue but rely on the JC to put it into context.

Our website, www.thejc.com, updates six days a week with breaking news, allowing the newspaper to present a more reflective and analytical tone.

2. The story-gathering and approval process

The editor holds an open editorial conference on Monday mornings at which reporters pitch stories via the section editors. The editor and myself, as managing editor, may question the provenance or give guidance about how we should approach certain subjects.

This is followed by a planning meeting of senior staff where further guidelines may be issued (ie: we may stipulate where we think the boundaries should be placed in terms of privacy).

Progress meetings take place at various points leading to the Wednesday deadline. The editor leads these and I am present throughout. Both of us may raise legal or ethical questions. Some of these may be answered by asking a writer in to discuss directly. On other occasions, they may involve a conversation with the in-house lawyer.

Stories are assigned to pages according to the editor's briefing and edited by section editors. They are then proof-read by a sub editor and handed to the editor for sign off. Any which involve ethical or legal issues are also copied to me. On occasions, a particularly sensitive story may be edited by myself or the editor (possibly, in conjunction with the lawyer) before being handed back to the author for comment.

Finally, on press night, colour proofs of all approved pages are placed in a transparent folder which is presented to the lawyer to review before the edition is closed.

3. How we handle complaints

The home page of our website *www.thejc.com* has a permanent link titled *How to complain*. It sets out a simple step-by-step process, explaining how to do it, gives examples of the sort of issues we will and will not consider (with examples), and gives links to the Editor's Code of Practice and the Ipso home page. There is a hotlink to a dedicated Complaints inbox.

There is also a reference to this in the newspaper's comment page. It reads:

Press regulation

The Jewish Chronicle is a member of the Independent Press Standards Organisation (IPSO) and its writers are bound by the Editor's Code of Practice. If you feel you have a complaint about something we have published, you can do so via the How to Complain link on our website www.thejc.com. A link to IPSO can also be found there.

The Complaints inbox receives all correspondence via the weblink. That is monitored daily and responses are either given immediately or an email is sent explaining it has been forwarded elsewhere.

Complaints, either via this route or others, are directed to myself as Managing Editor, (for IPSO purposes, the *Responsible Person*). I have free reign to investigate fully, should that involve speaking directly - and often separately - to anyone involved in an issue, asking to see emails, shorthand notes. I have been in newspapers for 40 years, at local, provincial and national level, and have either edited or managed titles from across that spectrum. There are few scenarios I have not experienced in that time and feel able to make such judgments.

We have a policy of trying to offer responses to all complaints, however minor (see example in appendix) in keeping with our remit as a community newspaper.

In each week's issue, the letters page template is produced at the start of the design process with a dedicated slot reserved for minor corrections and amendments. This is called *For the Record*, a title picked out in a red font in 14pt caps. Entries vary from one-sentence clarifications to more detailed explanations when appropriate.

Readers with differences of opinion are regularly invited to state their case on the letters page, although we reserve the right to edit in line with good publishing practice.

Happily, the *For the Record* slot has only had to be used twice in the past two months.

The Company Handbook has been amended to include the following assertion:

13.6 Press Regulation

The JC is a member of the newspaper industry's new regulatory body, the Independent Press Standards Organisation (IPSO). All journalists who write regularly for the newspaper (staff and retained correspondents) are expected to be aware of the IPSO rules and, in particular, the Editor's Code of Practice, as stipulated in the contract between IPSO and the JC. All are required to sign a disclosure that they have read and understood the Code and agree to comply with its conditions.

A copy of the code can be downloaded from the IPSO website or directly via this link:

<https://www.ipso.co.uk/IPSO/cop.html>

Copies can also be obtained via the Managing Editor. Journalists should also familiarise themselves with the company's complaints procedure which appears on the JC.Com or directly via this link:

<http://www.thejc.com/our-complaints-procedure-explained>

4. The training process

All editorial staff have been given a copy of the current Editor's Code. All recipients had to agree to sign and return a declaration that they had read and understood it - and were willing to comply with its terms.

The code was discussed at an initial training seminar with our lawyers, the publishing specialists Gallant Maxwell of Greek Street, London, W1. Such sessions take place twice-yearly at our offices. They take the form of a briefing on any new legislation and an open discussion with specific scenarios sent to all staff in advance. This usually involves the principle lawyer and his juniors, leading to a greater exchange of views.

Appendix:

For the record section (how it appears in print)



The How to Complain link (how it appears online)

THE JC .COM THE JEWISH CHRONICLE ONLINE
Our fares are from so you won't b
News | Sport | MGBSFL | Lifestyle | Comment | Stud

Our complaints procedure explained

June 9, 2015



If we have reported something you disagree with, have made a factual error or you simply wish to rectify something you have seen in print or online, please feel free to let us know. We will do our best to rectify matters if at all possible. This page describes our complaints procedure and how to make a complaint. [It also tells you about our service standards and what you can expect from us.](#)

How do we view complaints?

We are here to serve the community. This does not mean pleasing everyone all the time. But it does mean we try to conduct our business honestly, openly and in good faith. While we have a public duty to report matters that are in the public interest, we try to do so in accordance with the [Editor's code of Conduct](#), as stipulated by the [Press Standards Board of Finance](#). That means we take them extremely seriously.

The full text can be seen by following this link:

<http://www.thejc.com/137538/our-complaints-procedure-explained>

