



## KM Media Group Ltd

Medway House  
Ginsbury Close  
Sir Thomas Longley Road  
Medway City Estate  
Rochester  
Kent  
ME2 4DU  
Tel: (01622) 717880

[www.kentonline.co.uk](http://www.kentonline.co.uk)  
[www.kmfm.co.uk](http://www.kmfm.co.uk)

### **Annual Ipsos statement for KM Media Group September 8 to December 31 2014**

#### **About us**

KM Media Group is an independent publisher with 272 employees and an annual turnover of £18.5m.

We publish weekly paid-for and free newspapers and the [kentonline.co.uk](http://kentonline.co.uk) digital network, an umbrella for our 26 local news portals and associated kmfm, Kent Business and What's On brands.

We also operate a network of kmfm radio stations, whose output is subject to regulation by Ofcom.

KM Media Group also has interests in television, having been awarded a terrestrial licence for the Maidstone and Tonbridge area.

Any terrestrial television output would also come under the governance of Ofcom, although our current IPTV service would fall under Ipsos's remit.

#### **Our products**

We publish the following weekly paid-for newspapers:

Kent Messenger, with editions for Maidstone, Malling and Weald  
Medway Messenger  
Sittingbourne Messenger  
Kentish Gazette  
Herne Bay Gazette  
Whitstable Gazette  
Faversham Times  
Kentish Express, with editions for Ashford, Romney Marsh and Tenterden  
Folkestone and Hythe Express, with editions for Folkestone and Hythe  
Gravesend Messenger  
Dartford Messenger  
East Kent Mercury, with editions for Deal and Sandwich  
Dover Mercury  
Sittingbourne News Extra  
Sheerness Times Guardian

We publish the monthly Kent Business, which appears in most of the above titles.

Registered Office: Medway House, Ginsbury Close, Sir Thomas Longley Road, Medway City Estate, Rochester, Kent ME2 4DU  
Kent Messenger Ltd. Registered in England No 8528676

NEWSPAPERS • RADIO • ONLINE

TOGETHER WE MAKE A DIFFERENCE

We publish a series of free newspapers, the Extras, with editions for Maidstone, Medway, Gravesham, Folkestone, Ashford and Thanet.

Our kentonline.co.uk network is an umbrella site encompassing 26 local news portals, What's On, kmfm and Kent Business.

The paid-for circulation of our titles on our current ABC certificate is 86,395 whilst we distribute 153,999 free titles. Our ABC figure for the KentOnline network is 1.93m unique monthly browsers.

### **Responsible person**

The responsible person is editorial director Ian Carter. His contact details are [icarter@thekmgroun.co.uk](mailto:icarter@thekmgroun.co.uk) or 07808 632908.

### **Training**

All editorial staff are issued with copies of the Editors' Code as part of their induction process. This applies to staff who also work primarily on radio news bulletins, given increasing levels of cross-over between platforms.

All editorial staff are also required to sit annual training on the Editors' Code. We have purchased licences for all staff from the Press Association for their online training. Staff are required to pass all modules and their progress is logged and monitored on a weekly basis.

As with the Editors' Code, all editorial staff undergo this training regardless of the platform they primarily work on.

New licences are purchased each time a new member of staff joins the KM, with a requirement to complete all modules with two weeks of starting. We have a 100% completion rate.

Refresher courses also take place every six months, which include reviews and discussion of recent published adjudications.

### **Compliance with the Code**

There were no upheld complaints during the period September 8 to December 31.

### **The complaints process**

All KM Group titles carry text on the same page every week, either on page 2 or the letters page. (The variance is due to some titles running a full page advert on p2).

This text states the title is a member of Ipso and abides by its rules and regulations. It provides a contact number and email for the editor, and also directs people to our online complaints form, [kentonline.co.uk/complaints](http://kentonline.co.uk/complaints)

The majority of complaints come in via this online form. The form automatically generates an email to the relevant senior editor.

All complaints are documented on complaint logs as soon as they are received. They are also diaried for the 14 and 28 day point.

If a complaint has not been resolved within 14 days, it is forwarded the editorial director who will review the correspondence to date and suggest further avenues to explore in an attempt to resolve a complaint in-house.

If a complaint has not been resolved within 28 days it is referred to Ipsos.

All complaints logs are reviewed on a weekly basis, and ongoing complaints are discussed at monthly editors' meetings.

Details of all ongoing complaints are also circulated to all KM Media Group board members.

### **Pre-publication guidance**

KM Media Group contracts a legal advisor to provide pre-publication advice and we are also subscribed to the News Media Association's legal advice service. All editorial staff are aware of these facilities, and pre-publication advice is obligatory in some instances (for example, court cases involving sexual offences).