



NWN Media Ltd is one of the UK's leading independent media groups.

The company publishes a portfolio of daily, weekly and monthly publications and a series of interactive websites. Combined, the group reaches a reader audience in excess of a million each week. Included within the group's portfolio is the oldest weekly newspaper in Wales as well as some of the most advanced web environments in the UK.

The group also has a number of additional commercial divisions providing additional services and revenue from contract print, design services through to distribution providing a complete marketing solution to an array of businesses.

NWN Media Editorial Director is Barrie Jones. He is the responsible person regarding all IPSO issues.

### **Areas of responsibility**

The Leader - six days a week, three editions, Wrexham, Flintshire, Chester – Barrie Jones.

#### Weeklies (paid for)

Oswestry and Border Counties Advertiser - Colin Channon

Whitchurch Herald - Colin Channon

County Times - Nick Knight

Denbighshire Free Press - Matt Warner

#### Weeklies (free)

Rhyl Journal - Andrew Martin.

Chester and District Standard - Jonathan Barnett.

Frodsham and Helsby Standard - Jonathan Barnett.

South Wirral Standard (Ellesmere Port and Bromborough editions) - Jonathan Barnett.

North Wales Chronicle - Andrew Martin.

North Wales Pioneer - Andrew Martin.

NWN Media Ltd prides itself on its editorial standards. It fully adheres to the Code of Conduct and is always willing to seek advice and guidance from IPSO.

NWN Head of News Paul Chamberlain keeps a record of all complaints received and is then centrally involved in the internal investigation processes and also as the senior person in discussions with IPSO relating to the specific complaints. He then liaises with and advises the company's editors through the process.

Editorial staff are trained in a partnership arrangement with Glyndwr University in Wrexham. This is an NCTJ accredited course.

All journalists are also made fully aware of the Code of Practice as part of ongoing newsroom training. They are advised to check legal and other queries with Head of News Paul Chamberlain and their editions editors and news editors.

We ensure the stories we print are factually correct and are always conscious of moral and sensitivity issues.

Our complaints handling process is clear. Complaints are initially dealt with by the editors concerned who then seek advice from Editorial Director Barrie Jones and, when appropriate, Head of News Paul Chamberlain as the IPSO liaison.

We accept complaints in letter form, email and over the telephone.

We seek to resolve complaints as swiftly as possible to the satisfaction of all parties.

Details of how to complain are clearly presented in our newspapers and can be seen every day on page two of The Leader and a similar panel appears in all NWN Media titles and online.

Cases involving The Leader newspaper and other NWN Media Ltd publications requiring the attention of IPSO during 2016 - zero.