

IPSO annual report from Wyvex Media Limited, Oban.  
1 January 2016-31 December 2016

## TITLES PUBLISHED

The Oban Times	print/digital edition	weekly (Thur)	10,800
The Campbeltown Courier	print/digital edition	weekly (Fri)	3,082
The Argyllshire Advertiser	print/digital edition	weekly (Fri)	2,235
The Arran Banner	print/digital edition	weekly (Fri)	2,950
Scottish Field Magazine	print/digital edition	monthly	16,895
Fish Farmer	print/digital edition	monthly	2,000
Scots Heritage	print/digital edition	quarterly	2,000
SF Edinburgh	Print edition (free)	quarterly	22,867
Cask & Still	Print edition (free)	biannual	7,000
Holiday Arran	Print edition (free)	annual	15,006
Holiday West Highland	Print edition (free)	5 issues a year	35,000
West Coast Review	Print edition (free)	11 issues a year	10,200
Mull and Iona Life	Print edition (free)	4 issues a year	1,850
Lochaber Life	Print edition (free)	11 issues a year	11,550

## RESPONSIBLE PERSONS

Susan Windram, group editor, The Oban Times, Argyllshire Advertiser, Campbeltown Courier and Arran Banner, plus free magazines Holiday Arran, Holiday West Highland, West Coast Review, Mull and Iona Life, Lochaber Life.

Richard Bath, Editor, Scottish Field, Scots Heritage and Fish Farmer, plus free magazines SF Edinburgh and Cask & Still.

## OVERVIEW

Wyvex Media is a privately-owned company. It produces The Oban Times, which is the regional title for the West Highlands and covers one of the largest geographical spread of any local weekly newspaper in Scotland, serving an area which stretches from the Kintyre peninsula in the south to Fort William and Mallaig in the north. Sister titles, The Campbeltown Courier and The Argyllshire Advertiser circulate in the historically important but small Argyllshire towns of Campbeltown and Lochgilphead, and surrounding areas, while The Arran Banner serves the island off the west coast of Scotland that bears its name. All titles have a dedicated website, Facebook pages and Twitter feeds.

Wyvex Media Ltd also publishes Scottish Field magazine which has a proud heritage spanning 109 years, delivering editorial on a variety of key subjects including country

news, interiors, gardens, food and drink, property, antiques, travel, fashion, whisky and heritage. The magazine has its own website, Facebook page and Twitter feed. The Scottish Field team also produce two free magazines - SF Edinburgh, a What's On-style magazine which is distributed free to homes within designated areas of Edinburgh, and Cask & Still, a free drinks magazine which is distributed to relevant businesses.

Added to this, the company also produces Scots Heritage magazine which printed its last edition in January and will now be a digital-only product; and Fish Farmer magazine, which has been serving the aquaculture industry for over 30 years and has a worldwide distribution and its own website.

## EDITORIAL STANDARDS

Maintaining high editorial standards is at the core of Wyvex Media's business. All our journalists are issued with the Editors' Code of Practice when they join and their contracts make it clear that they are expected to act within its guidelines.

Following the publication of the new version of the Editor's Code in 2016, a hard copy was distributed to all staff with details of the changes, and any new staff are made aware of the Code at their induction and directed to the IPSO website.

## VERIFICATION OF STORIES

Editorial staff will always endeavour to follow best practice and do their utmost to verify the stories that are put forward for publication. Our aim is to ensure fair, balanced and accurate reporting. Newspaper articles involving possible contentious issues are reviewed by the group editor Susan Windram who would seek pre-publication/ code compliance advice from IPSO and/or the company's lawyer where necessary.

Articles for all magazines are the responsibility of editor Richard Bath, who follows the same guidelines and would seek pre-publication/ code compliance advice from IPSO and/or the company's lawyer where necessary.

## COMPLIANCE WITH THE EDITOR'S CODE

We will comply with the findings of IPSO and take the suggested remedial action.

## COMPLAINTS HANDLING PROCEDURE

Wyvex Media seeks to resolve editorial complaints as quickly and as amicably as possible when a mistake has been recognised. However, we will defend our journalism when we believe that there has been no breach of the Code.

Readers who wish to bring a factual error to our attention are directed to the relevant editors/senior reporters, who will arrange a prompt correction of admitted inaccuracies. In the majority of cases corrections, clarifications and/or apologies will appear on the same page as the original article. If the story appeared online, so will the corrections, clarifications and/or apology.

All complaints will be handled in the first instance by the title's editor/deputy editor or senior reporter. Initial contact with the complainant must be made within 24 hours. Any investigation will be completed within seven days where possible. Where the disputed article also appears online, it will be removed immediately until the investigation has been completed.

All formal complaints to the group editor/magazine editor are recorded on an IPSO complaint sheet which is available to all relevant staff on our intranet. Entries should include the nature of the dispute, how the dispute was handled and any agreed remedy. This helps ensure all complaints are dealt with in a professional and timely manner and makes compiling the annual compliance report easier. Every effort will be made to resolve complaints amicably, but if the dispute looks like it cannot be resolved, the group/magazine editor must be informed as soon as possible so the matter can be discussed.

After initial contact with the relevant deputy editor/senior reporter, further official correspondence with the aggrieved party should come from the group/magazine editor so the complainant is aware the matter has been escalated.

If the group/magazine editor is satisfied the complaint has been handled properly but there is no resolution, complainants will be given details of how to contact IPSO.

All Wyvex Media Ltd titles have a standard complaints procedure which is published on the letters pages of our newspapers, magazines and websites. It explains in detail how we will attempt to resolve legitimate complaints and carries details of Wyvex Media's IPSO membership together with IPSO contact details.

All legal complaints (complaints that come via a lawyer's letter or a demand for financial remedy and refer to a cause of action) are handled by the company lawyers.

Complaints received by The Oban Times, her sister titles and our magazines are recorded in a rolling report by the group/magazine editors. Although complaints received on an informal basis are generally noted, given the trivial nature of many issues and the disparate way these complaints are received and dealt with (orally, by telephone, letter or email), it would be disproportionate for these types of complaints to be formally assessed in terms of the Code.

The most important factor is that all complaints are addressed and, where possible, resolved quickly. The complaints report is available to all editorial staff and is submitted for the quarterly board meetings.

We state unequivocally that we will abide by the findings of IPSO and the remedial action it deems necessary.

In line with IPSO's request, we ensure a complete copy of the original articles are archived and kept for four months before any substantive changes are made to an online article or other material in response to a complaint. PDFs of the published pages are retained and as the newspapers have recently switched to a Wordpress content management system, this now means that original copy by the reporter and any changes made by sub-editors are all archived.

All staff responsible for such changes are aware of these responsibilities. Staff are notified of any changes to procedures or IPSO obligations and updates via our intranet, and if appropriate in our employee handbook.

## INTERNAL GUIDES

All journalists are provided with the Editors' Code of Practice in hard copy form, which they receive when they join the department, including subsequent updates, and are given details of accessing the IPSO website. We would also circulate IPSO rulings among staff, discussing and determining the implications. Staff have access to the house style guide and an up-to-date copy of Scots Law for Journalists (8th edition). Every employee also has a copy of the Employee Handbook, which is updated at least annually.

## STAFF TRAINING

Newspaper journalists receive any relevant updates and guidance about the implications of regulatory changes, particularly in relation to the Editors' Code of Practice and industry best practice. All editorial staff at The Oban Times and its sister titles are obliged to attend a legal training refresher every two years. The sessions include discussions as well as presentations and are updated regularly to reflect any changes in the law, together with relevant cases. The course covers IPSO, including how it works, the Code itself, highlighting any recent adjudications of note. The most recent law refresher took place in February 2016, all editorial staff on our newspapers attended the course which was organised through the NUJ.

This year the newspaper journalists will undergo subbing training as well as digital training to make the most of our new websites and improve our online reporting.

## ADVERSE ADJUDICATIONS

There have been no adverse adjudications against any Wyvex Media titles.

IPSO COMPLAINT SHEET

Date of complaint	Newspaper in which article appeared	Complainers details	Summary of complaint; code provision - eg privacy; date article published, what it was about and why person is unhappy. Was story published on web?	Reporter/sub editor	Is this first contact with complainer? Have they contacted IPSO? What remedy offered?	Any comeback following contact with complainer?
15.4.16	Oban Times (south)	[REDACTED]	[REDACTED] complained that our story about litter, which mentioned a discarded syringe needle was sensational. The story was printed 14.4.16. Neither the headline or picture made any reference to the syringe as the story was mainly about litter. Story was on web.	David McPhee	First contact. Editor wrote to [REDACTED]. No further follow-up required.	
1.7.16	Campbeltown Courier	[REDACTED]	Council complained we had some figures wrong over the cost of a new school. Story published 1.7.16. Story had not gone online at this point.	Mark Davey	Yes, first contact. Offered an apology and the correct figure printed the following week. Story updated that week for online.	
25.8.16	Oban Times (north)	[REDACTED]	Business owner complained that [REDACTED] lorry, which was stationary in traffic following an accident in which a cyclist was killed by a lorry, was identifiable and people were thinking it was [REDACTED] lorry that had been involved in the accident. Story was published 25.8.16 and was on web	Ellie Forbes	First contact with paper. Editor emailed to say that lorry reg and details had been pixilated and that as lorry was sitting mid traffic it was clear the truck was not part of the accident. Clarification was printed the following week at owners request.	
4.10.16	Oban Times (south)	[REDACTED]	Complained that information of a public event that [REDACTED] posted on a public FB group was then used in paper.	Louise Glen	First contact with paper. Reporter explained we had permission to use.	
17.10.16	Oban Times / Argyllshire Advertiser	[REDACTED]	Complained that [REDACTED] was spelt wrongly in business feature, which appeared 13.10.16. Story did not appear online but did appear in digital version.			
21.10.16	Oban Times (south)	[REDACTED]	[REDACTED] complained about our recycling coverage in paper on 20.10.16. Story not online at this point.	Louise Glen	Information wasn't wrong, council had not given us correct info. Offered to do follow-up in next week's paper.	
11.11.16	Oban Times (south)	[REDACTED]	Complaint about headline on court story, felt it misrepresented [REDACTED] case. Article published in paper on 10 November. Covered road accident where [REDACTED] careless driving forced another driver off the road. [REDACTED] complained the word crash in headline made it sound as though [REDACTED] was in collision with another vehicle. Story not online	Louise Glen / Martin Laing	This is the first contact with complainer. Editor emailed complainer and explained paper's stand on matter.	
17.11.16	Oban Times (south)	[REDACTED]	Complained that wrong caption appeared in obituary. Editor spoke to production and sub to ensure nothing like this happens again. Story not online	Lorna Scott / Martin Laing	This was first contact with complainer. Editor emailed to apologise and offered to print apology in next week's paper.	