

## **Faversham House Ltd IPSO Annual Report April 2020**

Period covered: 1 January 2018 to 31 December 2019

Faversham House Ltd is an independent media company meeting the needs of business to business clients in the utilities, sustainability and visual communications markets.

Founded in 1960, Faversham House started as a controlled circulation publishing house. Over its first 50 years, the company has evolved and grown through a succession of acquisitions and launches. Following a management buy-out on retirement of the founders, the new board is building on a rich and successful heritage to create a dynamic and progressive media company. We reach our audience through publications, websites, events and exhibitions and through a bespoke mix of these media provide the best solutions for our clients to reach their customers.

### **Faversham House Ltd Publications**

<http://desalination.biz>

edie website (<http://edie.net>)

Network

Network website (<https://networks.online/>)

Water & Wastewater Treatment

WWT Online (<http://wwtonline.edie.net>)

Utility Week

Utility Week website (<http://utilityweek.co.uk>)

Faversham House IPSO responsible person is Angela Himus (Director).

### **Faversham House Editorial Standards**

#### **Faversham House's Commitment**

It is Faversham House's commitment that the highest standards of journalism will be maintained across all the company's publications in line with our value of Caring about the integrity of all we do.

Inaccurate or thoughtless reporting can harm the reputation of the journalist, the brand and Faversham House. Journalists and editorial staff are trained at induction and at regular refresher courses that it is vital at all times that accurate notes with dates and times of who was spoken with are kept to back up stories and to record conversations or quotes. These could be used as evidence in disputes and help the journalist protect their own and the company's interests. The importance of checking facts cannot be over emphasised especially if there is likely to be contention around an issue. Care should be taken

where one party makes an allegation about another. Both sides should be asked to comment before a story is reported.

All of our print publication include the IPSO membership declaration below as well as the IPSO kite mark and details of our membership and policy can be found on our corporate website at <http://www.favershamhouse.com/ipso/> as well as on our publication sites.

*Declaration - PUBLICATION NAME is a member of the Independent Press Standards Organisation (which regulates the UK's magazine and newspaper industry). We abide by the Editors' Code of Practice and are committed to upholding the highest standards of journalism. If you think that we have not met those standards and want to make a complaint please contact [insert contact details]. If we are unable to resolve your complaint, or if you would like more information about IPSO or the Editors' Code, contact IPSO on 0300 123 2220 or visit [www.ipso.co.uk](http://www.ipso.co.uk)*

### The Editors' Code

Faversham House are committed to following the IPSO editors' code of conduct. See our website <https://www.favershamhouse.com/ipso/>

Our complaints-handling process - See appendix I

### Training Process

All new staff are trained on the complaints procedure and as part of the induction process. Regular refresher training sessions are planned to ensure that staff are up to date with any changes to the code and to go over any issues that may have arisen. All staff were informed of the changes that took effect on the 1<sup>st</sup> July 2019. The new policy was circulated and will be updated on the company websites.

### Our record on compliance

There were two complaints made over the time period of this report. They were resolved without dispute and Faversham House had no cause to contact IPSO for advice.

Pre-publication advice would be sought from IPSO if it were thought to be necessary for a story.

We take all reasonable steps to verify the accuracy of the information we publish.

Appendix

Appendix i)

Faversham House complaints handling process

Complainant raises an issue about a story, or journalist identifies a story which he/she recognises as potentially controversial. Faversham House point of contact/journalist records date and time of call, nature of the potential issue or actual complaint and any supporting information. Faversham House point of contact asks for complaint to be submitted in writing either by e-mail or by post.



Editor reviews the complaint and decides whether to escalate to the Publisher.



Faversham House point of contact/journalist escalates issue to the publication Editor immediately, outlining the complaint, and provides supporting information. If the Editor is not contactable, the issue should be escalated to the Publisher in his/her absence, or another Board member in the Publisher's absence. Angela Himus is to be informed of complaint at the same time to track progress and timing of responses.



ESCALATE



If the Editor concludes there is possible cause for complaint, remove the story temporarily if it is online (our websites and others, Twitter, LinkedIn, Facebook, RSS feeds etc) and, if unpublished but due to appear in the magazine, hold publication of the magazine until the issue is resolved if possible or remove the story from the publication.



DON'T ESCALATE



If the Editor concludes there is no cause for complain, speak to the complainant, and explain the position



Editor/Publisher undertakes a full review of the complaint and ascertains if it is justified. Dependent on the seriousness, inform CEO, Amanda Barnes, or other board member, who will alert our libel insurers, RSA, of a potential claim and seek guidance from IPSO where necessary.



**DO:**  
Communicate with the complainant to assure them the matter is being full investigated. Tell them that in such a case it is company policy to take down a contentious story although we reserve the right to re-post and publish if we find there are insufficient grounds for a complaint.



**DON'T:**  
Admit liability; offer any redress at this time.