

Introduction

The origins of the company go to 1798, when Orkney was a very different place. While Lord Nelson was busy defeating the French in the Battle of the Nile, Magnus Anderson was fully occupied, setting up a bookbinding business in Kirkwall. The business was primarily focussed on the binding of bibles, and gradually developed into a professional printing business; the first in the islands, and a dramatic development at the time.

This was the birth of today's company. Totally different in both size and nature, The Orcadian of the 21st century continues to introduce new development, and stay at the cutting edge of technology. This has been the hallmark of the company throughout its history, and *The Orcadian* newspaper has fully embraced the digital age by launching an online edition, and running popular social media pages.

Over the years, the firm matured into a fully-fledged publishing and marketing company, producing the weekly newspaper, a monthly magazine, local interest books, commercial design and print services in Litho/Digital/Large Format and Sublimation. *The Orcadian* has a bookshop and gallery based in the centre of Kirkwall, where along with selling books and local merchandise, we sell printed canvases, chromaLuxe ® panels and framed prints.

Titles published

Weekly newspaper *The Orcadian* which is produced every Thursday.

Yearly tourist information magazine *The Orkney Islander* which is released every March.

Responsible Persons

Craig MacInnes - General Manager – email manager@orcadian.co.uk

Leah Seator - Editor – email leah@orcadian.co.uk

Editorial standards

The Orcadian operates to strict editorial standards. All reporters are clear on the essential requirement to take accurate notes, gathering facts from reliable and relevant sources, and ensuring that any information used for the basis of a story is accurate and verifiable.

All editorial staff are familiar with, and operate within the guidelines outlined in the Editors' Code of Practice. In addition, all editorial staff have confirmed that they are aware with any changes to the current revised version, July 2019.

Being a local newspaper in a small community, a common sense approach is required when it comes to news gathering and reporting. If the editor has any doubts about, or questions regarding, the factual accuracy or legalities surrounding any story, it will not be published until such time as they are satisfied.

The Orcadian is aware that IPSO offers pre-publication advice on the Editors' Code. If editorial staff required guidance on this or the public interest exception in relation to an article that it was looking to publish, staff would contact IPSO for advice.

Complaints handling

There are several ways to make a complaint. You can put information relating to the complaint in a letter and send it addressed to the Editor, The Orcadian, Hell's Half Acre, Crowness Crescent, Hatston Industrial Estate, Kirkwall, Orkney KW15 1GJ. Or you can email your complaint to newsroom@orcadian.co.uk alternatively you can call our reception on 01856 879000 to leave details for the Editor's attention. Complaint are made in confidence, taken very seriously and handled as quickly as possible.

All complaints concerning any aspect of the business are logged in a form which is accessed by department heads, by date, nature of complaint, the relevant publication, solutions offered and overall resolution.

Who handles complaints within *The Orcadian*

Leah Seator - Editor; Craig MacInnes - General Manager; Office Manager Janet Anderson.

Fact-checking of stories

Covering a small geographical area, local knowledge, industry training and common sense allows the editorial team members to ascertain in many cases whether a story is legitimate or not.

However, all staff know to check the facts of any claims made, before proceeding to the stage of writing a story. All claims and statements are checked with the relevant authority/body/company/individual etc, and discussed with the editor before progressing to the formation of a story, and subsequent publication.

Editorial meetings are held at least three times weekly, to assess content, and ensure all stories are given appropriate and thorough attention.

All interviewees are made aware of our intentions to publish comments made, and consent is always sought. Journalists keep copies of digital and shorthand interviews on file for future reference.

Manuals and guidance

We use www.ipso.co.uk and www.nuj.co.uk and all journalists are supplied with a copy of the latest Code of Practice, which is also on display in the newsroom.

Details of any complaints during the period January – December 2019

Period January – December 2019: In November, a woman contacted us to say that she was unhappy that her son's court case was published in *The Orcadian*. She complained that the report was unnecessary and that she wished to complain to IPSO about its publication.

She said that the charges published in the most recent coverage of the case were incorrect, but that she hadn't seen the article herself. She requested IPSO contact details, which we provided, and explained our position on court reporting.

It is assumed that she never took her complaint to IPSO, but the relevant information was provided at her request.

Staff training

Two reporters are learning shorthand with a local tutor. Three are refreshing skills via up-to-date NCTJ courses.