

# The Lady Limited

## IPSO Annual Report

Period covered: January 2019 – December 2019

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### 1.0 Factual Information about the Regulated Entity

The Lady Limited publishes one regulated publication.

#### 1.1 Title Published

Title	Print edition	Digital edition	Frequency	Circulation
The Lady Magazine	x	x	Twice Monthly	23,280

#### 1.2 Responsible Person

The Regulated Entity's responsible person is Ben Budworth

#### 1.3 Overview

The Lady was founded in 1885 and is a publisher, publishing print and digital editions of a weekly magazine as well as e-newsletters and a desktop/mobile website.

### 2.1 Internal Guides

The Lady does not have any editorial codes, manuals or written guidance that it provides to its staff in regards to editorial matters

### 3.1 Compliance Procedures

*How The Lady deals with:*

#### 3.2 Pre-publications guidance

Where required editors and journalists seek advice from IPSO in advance of publishing articles to consider matters of compliance with the Editors Code. This advice is then considered alongside editorial guidance and the public interest when refining and publishing any articles.

#### 3.3 Verification of stories

Journalists and Editors take all appropriate steps to confirm stories.

#### 3.4 Compliance with the Editors Code

Copies of the Editor's Code are supplied to all journalists, as well as copies listed on the intranet/shared drives. We can confirm that the Editor has made all Editorial Staff aware of the newest version of the Editors code.

Where the Regulator finds against a publication in the course of assessing a complaint, The Lady complies with the findings and any remedial action required.

### 3.5 Editorial Complaints

The Lady has a standard complaints procedure, which is published on the website. Members of the public can register and editorial complaint under this procedure by submitting a complaint in writing to the magazine's address.

Complaints received in line with the published procedure, or referred from IPSO, are logged on a complaints record and then assessed by the responsible person, who will seek to resolve the matter with the complainant. Complaints that fall outside the procedure, i.e. are not editorial complaints, are logged and referred to the relevant department/person.

Where the Regulator finds against a publication when determining a complaint the publication complies with the findings and any remedial action required by the Regulator.

### 3.6 Training of Staff

When required, The Lady arranges staff training sessions to update staff on regulatory changes. New joiners are supplied with a staff handbook and copy of the Editors Code.

## 4.0 Adverse Adjudications

There have been no adverse adjudications against The Lady Magazine.

Signed:

  
On behalf of The Lady Magazine

Submitted to IPSO 26/02/2020