

#### Introduction

The origins of the company go back 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 21<sup>st</sup> century continues to introduce new developments, 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 based in the centre of Kirkwall, where we sell books and local merchandise. All premises are risk assessed, and have implemented COVID related restrictions and adaptations as necessary.

#### Titles published

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

Annual tourist information magazine **The Orkney Islander** which is released in March/April.

#### Responsible Persons

Craig MacInnes - General Manager – email [manager@orcadian.co.uk](mailto:manager@orcadian.co.uk)

Leah Seator - Editor – email [leah@orcadian.co.uk](mailto: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, January 2021.

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 submit 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. Alternatively, complaints be emailed to [newsroom@orcadian.co.uk](mailto:newsroom@orcadian.co.uk)

Our reception can be contacted on 01856 879000 to leave details for the Editor's attention. Complaints 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, the nature of the complaint, the relevant publication, solutions offered and the overall resolution.

#### Who handles complaints within *The Orcadian*

Leah Seator - Editor; Craig MacInnes - General Manager.

#### 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](http://www.ipso.co.uk) and [www.nuj.co.uk](http://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 2020

*The Orcadian* received a notification from IPSO that a complaint had been made (REF 09598-21 - *The Orcadian* (Orkney Media Group Ltd), concerning an article headlined “Picnics, poetry and ‘patriotism’”, published by *The Orcadian* on August 19, 2021. The complaint was not upheld by IPSO. It followed several letters to the newspaper, which *The Orcadian’s* editor responded to publicly in the newspaper.

A follow up meeting was held with the complainer, who said he was satisfied that we had taken the time to discuss his concerns, and with IPSO’s decision.

*The Orcadian* was also served with an interim interdict in June 2021, to prevent the publication of a “vulnerable person” in the care of Orkney Islands Council, who had contacted us with concerns over his care provisions. *The Orcadian* had no intention of publishing any of the person’s information, and had declared this — but the authority sought an interdict regardless. *The Orcadian* was not given the opportunity to make a representation in court, but the newspaper has complied with the terms of the interdict, and decided not to take the matter further, given that it had no intentions of publishing any information in the first place.

#### Staff training

Two trainee reporters are currently learning shorthand with a local tutor, and progressing their NCTJ diploma training.