

Annual Report

2023



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For accountable journalism



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View from the Chair

2023 was yet another year in which our attention was urgently called to the rapid pace of change in journalism, and the impact it has on editors' and journalists' roles. This time it was the impact of artificial intelligence – in the form of large language models (LLMs) – that dominated discussion.

Much of the conversation has been, reasonably, about what will be different as large language models are adopted by more newsrooms for more tasks. At the core of IPSO's approach, however, is what will remain the same: publishers continue to be accountable for their content no matter who or what has written it. We have been glad to see the broad recognition of this principle across regulated publications. In practice, this means that human oversight is likely to play an important role for some time to come. Over the next year, we will continue to engage in

the conversation about how to reconcile the important role of editorial accountability and oversight, with the imperative to respond to this potentially revolutionary innovation.

2023 also gave us plenty of examples of how technologies a bit older than LLMs continue to disrupt reporting and discussion of global events. The speed at which first-hand images and reports arrive on our digital devices is breathtaking and as ever represents a huge challenge for editors who must make judgments in moments on what is valid or fake.

The ongoing (and entrenched) war in Israel and Gaza was a striking example. The explosive violence of the 7 October attacks by Hamas in southern Israel, and the ensuing war and humanitarian crisis in Gaza have been hugely difficult to report. Verifying and contextualising

PORTRAIT BY NOEL MURPHY

images and reports on the violence continue to be essential.

Dozens of journalists seeking to gather facts, insight and understanding on the ground in Gaza and at other sites of conflict around the world have been caught up in the violence, with many injured and killed. We owe them great respect and deep gratitude for their work. Without journalists working in warzones – in Ukraine, Gaza, and beyond – our understanding of global events would be greatly diminished.

The commitment to quality and accurate reporting demonstrated by news organisations is essential in building trust. Equally, the importance of the press as a place where different voices can be heard cannot be overstated.

In contrast to these terrible events, the media

played a traditional role in telling the story of one of the country's most ancient ceremonies: the coronation. The pomp that accompanied the crowning of King Charles III and Queen Camilla was reported by UK journalists across the country and around the world, inspiring a national and global conversation about the continuing role of the monarchy in the modern age.

This annual review sets out how, after nearly a decade of regulation, IPSO continues to be a clear mark of accountable journalism – protecting the public and freedom of expression and raising standards across the industry.

IPSO Chair Lord Faulks KC

POLICE LINE DO NOT CROSS POLICE

IPSO's privacy notice praised in review of Nicola Bulley police investigation



Introduction from the CEO

2023 was a year to reflect on IPSO's relationship with wider society and how we can use opportunities available to us to promote engagement between the public and journalists around press standards issues.

The disappearance of Nicola Bulley at the River Wyre in Lancashire and the turbulent period of uncertainty that followed, concluding with the sad news of her death, renewed discussion about the blurring of lines between edited, accountable, regulated journalism and unregulated social media commentators. It also highlighted the issue of the current state of engagement between journalists and the police.

We reviewed with concern the findings of the Independent External Review of Lancashire Constabulary's Operational Response, issued in November 2023. The review praised IPSO's

privacy notice service, which ensured no media was present at the funeral, but called for more to be done on ensuring that police and press can engage constructively during a high-profile incident. We are keen to do our part in this and are developing plans to promote a more positive and proactive relationship, in the public interest. We also continue our work to maintain awareness of privacy notices within the police, with a particular focus on communications teams and the Family Liaison Officers who are in direct contact with people who most need them.

Our second publisher consultation, launched in the Autumn, was an opportunity for regulated publishers to comment on their experience of various aspects of IPSO's regulation. The structured process we first ran in 2021, helps us to understand publishers' motivations for being part of IPSO and reveals areas for improvement.

One of the key themes in the feedback from publishers was encouragement for IPSO to do more on external engagement and improving awareness of its work.

Publishers praised the care and thoroughness of our complaints staff. I was delighted that two of our existing team – Emily Houlston-Jones and Alice Gould – were appointed midway through the year as joint Heads of Complaints and Pre-Publication Services. Their experience and insight will help to improve further our services to both complainants and publishers.

We have overhauled some of our technical systems to improve the way that we handle complaints. The first step in this has been the implementation of a new database for processing and managing complaints. We

PORTRAIT BY NOEL MURPHY

began developing a new website to improve the experiences of complainants and journalists, editors and others who wish to find out more about what we do, which will launch in mid 2024.

In this report, we talk about our work to enhance our complaints and investigation processes, and our ongoing efforts to ensure that this complaints work has a broader impact on editorial standards. We reflect on the challenges we've faced, the lessons we've learned, and the impact of our work on both the public and the press.

IPSO CEO Charlotte Dewar

Number cruncher

A tenacious investor approached IPSO to correct the presentation of share price data in The Times

Ken Hodgson, a chartered accountant before he retired, began investing in 1947 with a £50 gift from his grandfather. Just two years earlier, the London Stock Exchange had been forced to close (for the only time during the Second World War) when it was struck by a V2 rocket.

“I just got interested in business and investment and how the market works. It’s been a hobby throughout my life,” he told us, “both enjoyable and interesting”.

For more than 70 years, Mr Hodgson has used financial information presented by The Times to make decisions about which stocks to buy or sell. But for a number of years, he had noticed there was something wrong with some of the yield data presented by the newspaper. The dividend yield is a percentage figure that tells investors how much a company will pay out in dividend to

shareholders relative to the price of its shares. It helps investors to compare returns from different investments and can give clues about a company’s performance. To calculate the dividend yield, the dividend per share is divided by the price per share.

Mr Hodgson discovered that the dividend data provided by a financial information company and presented by The Times were out of date. The data used were from the previous year’s financial services declaration and would need to be updated to include information from the latest financial declarations. Mr Hodgson had contacted the publication and the financial services company about the inaccurate information, but to no avail; the company maintained to him and to the newspaper that the figures were accurate.

Citing Clause 1 (Accuracy) of the Editors’ Code of Practice, Mr Hodgson complained to IPSO about what he identified as an ongoing issue in the Times Money pages. As part of his complaint, he provided the Dividend Yields listings from 9 July 2022, but noted that the error was not an isolated one – rather, what he had

provided was simply one example of an ongoing issue with how the paper’s dividend yield figures were calculated.

A summary of IPSO’s ruling appeared on The Times’ share price page

Ipsos upholds accuracy complaint against The Times

KEN HODGSON COMPLAINED to the Independent Press Standards Organisation (IPSO) that The Times breached Clause 1 (Accuracy) of the Editors’ Code of Practice in a 9 July 2022 article. The complaint was upheld, and Ipsos required The Times to publish this adjudication to remedy the breach of the Code. The listing recorded various companies and their highest and lowest share yield. Above the listings it stated “Dividend yields”. Please note dividend yields are supplied by financial services firms. The month dividend payments divided by the last month’s closing share price 12 months high and low. Please note the 12 month high and low figures for shares supplied by financial services firms are based on intraday figures, not closing prices. The complainant said that the yield percentages were inaccurate in breach of Clause 1 as they had been calculated with dividends from 2020 payments instead of 2021. The complainant believed that the data supplied by the third party was inaccurate. The complainant said that this had been an ongoing issue which he had contacted both the newspaper and the third party financial services firm about several years prior to his formal complaint. The complainant said that the data used in the calculations would be from the prior financial year’s declarations and would habitually be updated with the latest financial year’s declarations, 7 - 18 months too late. The complainant considered the figures which he provided to be correct as a point of comparison. The complainant, who said he was an experienced investor, also said he did not consider the meaning of the complaint. The complainant said he did not consider the meaning of the complaint. Ipsos noted that this was a complex issue, which the complainant had been contacted about for several years and had sought to address directly with the publication and the financial services firm prior to their Ipsos complaint. It was extremely regrettable that the issue with the data had not been identified and acknowledged by the firm and the publication until the complaint to Ipsos. While the specific listing of 9 July 2022 was under complaint, the complainant’s concern related to the data set as a whole, which had been published over a number of years. The complainant had provided several listings to suggest that several of the listed dividend figures were inaccurate. During the Ipsos investigation, the complainant had accepted that the figures were inaccurate when reviewed by the publication. In circumstances where the complainant had been made aware of the potential issues with the data, yet had continued to use the data, the complainant was not in a position to dispute that the current figures were inaccurate, and the representation a failure to take care over the accuracy of the data, and this meant there was a breach of Clause 1. The Committee considered the inaccuracy to be significant, in circumstances where the intended use of this information was to inform investors on dividend yields and where the publication had suggested that it had been inaccurate “for some time”. Ipsos considered the explanation of the method, which appeared at the top of the listing, to be insufficient. In compiling the data, the explanation stated did not create the data that had been presented. Given that the complainant would help format had been calculated, the Committee understood the way in which the data had been calculated, the Committee considered that this inaccuracy was significant. There was a breach of Clause 1 on this point.



For over 70 years, Mr Hodgson has used financial information presented by The Times

The IPSO ruling is an important decision that helps the public – particularly the small investor”

“I wrote to IPSO and set out the facts... I must express how important it is for the unsophisticated investor who needs the correct figure to make the right decisions.” He provided another’s publication’s dividend yields listing that he considered correct as a point of comparison. “Even if you’ve got your portfolio managed by someone else, each day it’s a place to look: you don’t buy or sell unless you know the dividend and the price earnings ratio. And it’s good for all of us just to glance through and look at the figures, decide if we’re going to sell or buy and therefore it’s an important tool. I said they were giving the wrong information that was more than a year out of date.”

IPSO’s Complaints Committee noted that it was a complex issue which had not been addressed by either the publication or the financial services firm, although the complainant had contacted them directly, before he complained to IPSO. It was clear that Mr Hodgson had made the publication aware of the inaccuracies in the data, but it had continued to publish it over several years, and there was now no dispute that the current figures were inaccurate. So, this represented a

failure to take care over the accuracy of the data and meant a breach of Clause 1.

The Committee also concluded that given the nature and prominence of the breach, the prominence of a correction offered by the publication during IPSO’s investigation was not on its own sufficient.

It also noted that the explanation of the methodology had been inaccurate. The Complaints Committee ruled that given the seriousness and longstanding breach of Clause 1, the publication of a summary of the Committee’s findings should be published by The Times. It would be published in the relevant money section, to make it more likely to be seen by readers affected by an inaccuracy, and should make clear that IPSO had upheld the complaint against The Times.

Mr Hodgson was very pleased with the outcome: “If you invest it’s essential that you know what you buy. The IPSO ruling in ensuring what is printed in The Times on dividend yield is correct is an important decision that helps the public – particularly the small investor.”

In 2023 IPSO received an enquiry every 14 minutes. This calculation is based on 260 working days at an average of seven working hours per day. The figure does not include all phone or general email enquiries

Complaints

All enquiries are carefully assessed, and if any complaint might raise a potential breach of the Editors' Code of Practice, it is investigated fully



Complaints and enquiries received by IPSO in 2023

COMPLAINTS INVESTIGATED		COMPLAINTS ASSESSED		OTHER ACTIONS	
364	Investigated. Of these:	7,512	Complaints not in remit. Of these:	87	Advice which did not lead to formal complaint
120	Complaints resolved directly with publisher	139	Initial copy letter	42	Privacy notice
116	Complaints not upheld	899	Not pursued	16	Proactive approach
52	Complaints upheld	324	Non-regulated publication	24	Ongoing
34	Complaints resolved with IPSO mediation	239	Global jurisdiction		
6	Resolved - satisfactory remedy	206	Out of time		
36	Not pursued during IPSO investigation	57	Taste		
		1	Legal proceedings		
		1,131	Miscellaneous		
		4,516	No possible breach of the Code		

Full complaints statistics for all regulated publishers are available online at www.ipso.co.uk/monitoring/annual-reports

Most complained – about titles

Publications with the largest reach receive the most complaints, but have the lowest proportion of breaches

	2023 MOST COMPLAINED ABOUT PUBLICATIONS BY ARTICLES								RULINGS		
	Total number of complaints	Number of articles complained about	Number of complaints in remit *	Rejected **	Not pursued by complainant ***	Resolved by IPSO mediation	Resolved directly with publication	Resolved – satisfactory remedy	Fully Upheld	Partially upheld ****	Not upheld
Daily Mail	1138	171	912	887	9	2	8	0	0	0	6
telegraph.co.uk	808	91	731	722	2	0	2	0	0	1	4
Mail Online	731	503	261	221	16	2	12	0	3	1	6
The Sun	573	66	510	500	3	0	3	1	0	0	3
The Times	512	117	446	418	16	0	1	0	1	0	10
The Daily Telegraph	449	152	376	329	30	0	6	0	3	1	7
The Sunday Times	327	49	300	293	1	0	2	0	1	0	3
Metro	236	15	13	12	1	0	0	0	0	0	0
thesun.co.uk	146	115	72	55	1	3	13	0	0	0	0
The Mail on Sunday	145	51	109	104	2	0	1	0	0	0	2
mirror.co.uk	127	110	57	39	7	1	5	0	0	2	3
express.co.uk	117	98	69	55	2	0	8	0	0	2	2
Daily Express	92	27	81	79	2	0	0	0	0	0	0
spectator.co.uk	63	24	50	49	0	0	0	0	0	0	1
dailyrecord.co.uk	57	43	17	11	3	0	0	0	0	0	3
The Herald on Sunday	53	4	50	48	1	0	0	0	1	0	0
metro.co.uk	50	35	24	22	0	0	1	0	1	0	0
thejc.com	7	27	37	32	0	0	3	0	0	1	1
birminghammail.co.uk	45	29	13	9	0	0	1	0	0	1	2
walesonline.co.uk	40	31	22	16	2	0	0	0	0	1	3

* Includes breaches (all)/no breach – after investigation/not lead/not pursued (all)/rejections (all)/resolved (all)

** Includes rejection confirmed by Committee

*** Includes not pursued – no further contact after referral to publication and not pursued – during IPSO investigation

**** If a complaint is upheld on one or some points, but the complainant had raised further points that were not found to be in breach, the Committee may determine that the complaint is partially upheld.

Where complaints are listed as rejected, they did not raise a possible breach of the Editors’ Code. Some of the publications received many complaints, but they were not in breach. An increase in the proportion of complaints resolved between publication and complainant during the referral period demonstrates how this process encourages quick resolution of complaints

Notable 2023 case studies

Examples of the IPSO Complaints process in action

1 McGarry v The Scottish Sun

Complaint upheld and adjudication published because of the behaviour of journalists while covering a story about the complainant

Former SNP MP Natalie McGarry complained to IPSO that The Scottish Sun breached Clause 1 (Accuracy), Clause 2 (Privacy) and Clause 3 (Harassment) in the preparation and publication of an article about her release from prison. She said two photographers in two cars pursued her while she was in a car with her husband and child. The complainant alleged that the pursuit continued for 40 miles, and the cars swapped positions with each other allegedly to sandwich her car between them.

The complainant said the behaviour of the journalists was intimidating and reckless and had put her family at risk driving at speed on a motorway. This was exacerbated by the fact that her young child was in the car.

The publication offered an apology to Natalie McGarry for the behaviour of its journalists but refused to accept that its journalists had breached the Editors' Code. The Complaints Committee ruled that one of the photographers had acknowledged being aware there was a child in the car and continuing to pursue the

vehicle. It ruled that the journalists' behaviour must have intimidated and harassed the family.

The publication said a discussion had been held in person between the news editor and his deputy but was unable to provide any documentation showing what had been discussed and whether the proportionality of any action was discussed. The Complaints Committee did not consider that the publication had sufficiently demonstrated that it had considered how the pursuit of the complainant would serve the public interest in a proportionate way, prior to the pursuit. The publication had breached Clause 3 (Harassment) in preparation of the story.

The publication was required to publish an adjudication and train its staff to prevent similar incidents in the future. The adjudication was flagged on the front page of the newspaper and appeared in the online edition of the publication, following the upheld complaint from IPSO.

Reference: 18468-23 McGarry v The Scottish Sun

2 A woman v dailyrecord.co.uk

No breach in article on a criminal court case against an individual found guilty of raping a woman in Scotland and her identification in the story

A woman complained to IPSO that dailyrecord.co.uk had breached Clause 1 (Accuracy), Clause 2 (Privacy), Clause 4 (Intrusion into grief or shock), Clause 5 (Reporting suicide) and Clause 11 (Victims of sexual assault) while reporting on a criminal court case of a drug dealer who had been found guilty of raping her unconscious daughter. The complainant's daughter had been named in the article; it also included photos of the daughter and parts of her witness statement. Her daughter had died prior to the article's publication.

The publication did not accept any breach of the Editors' Code. It said it was legally free to identify the complainant's daughter, as the law does not prevent identification of deceased victims of sexual assault. It also stated that the case was heard in an open court and the complainant's daughter's testimony had helped secure a conviction, so the contents of her witness statement were included in the article to illustrate that she had brought her attacker to justice. The publication said that it understood that the article may have been upsetting for the complainant,

but it was usual for publications to include photographs of victims. It said it had taken care to only use the photos that presented the daughter's likeness but did not give excessive information.

The Complaints Committee offered its condolences to the complainant for the loss of her daughter. It acknowledged that the contents of the article had been upsetting for the mother but noted that her daughter had brought the defendant to justice and the article identified her in this context.

It also noted that the publication had reported details of the case heard during court proceedings, which it was legally entitled to do, as no Section 11 or Section 4 order had been made which would prevent the publication from publishing specific details of the case.

There was no breach of the Editors' Code after investigation into the complaint.

Reference: 16741-23 A woman v dailyrecord.co.uk

3 Illingworth v Mirror

Complaint about article that described seaside town of Skipsea as a ghost town resolved through IPSO mediation

Nickie Illingworth complained that mirror.co.uk had breached Clause 1 (Accuracy) in reporting that the seaside town of Skipsea in North Yorkshire was "rat infested" and a "ghost town". The article also included photographs of the town. She said the village was neither rat infested or a ghost town as the article claimed and said the photos included in the article were at least ten years old. The complainant said the article

was also damaging to Skipsea's reputation. During IPSO's investigation, the publication offered to remove the article. It also published a standalone correction. This successfully resolved the complaint, so the Complaints Committee did not rule as to whether there had been any breach of the Code.

Reference: 18604-23 Illingworth v mirror.co.uk

4 Abbas v Sunday Mirror

Complaint upheld about reporting on the welfare of children whose mother had died in Pakistan

The complainant, Syed Abbas, said the Sunday Mirror had breached Clause 1 (Accuracy), Clause 2 (Privacy) and Clause 6 (Children) in an article which gave an account from a couple whose daughter had died in Pakistan. The couple were concerned about the whereabouts of their grandchildren. The article named the children and included photographs of them.

The complainant, who was the custodial parent of the children and widower of the woman, said the article affected his and his children's life and wellbeing, and their time at school. It also had an impact on their privacy, particularly because their photographs were included.

The publication said there was a significant public interest in investigating the couple's concerns about the death of their daughter, how it had been handled by the local authorities,

and the whereabouts of their grandchildren. It maintained that the information about the children supported this public interest, and that the photos were published with consideration for the children's safety and welfare.

The Complaints Committee ruled that the article breached the children's privacy, because it had identified them by name, speculated about their whereabouts and included their photographs – all without the consent of the complainant, their surviving parent. While it acknowledged there was a public interest in the issues around the woman's death, it did not consider that there was a sufficient interest in the information about the children that justified publication of these details. The Sunday Mirror was required to publish an adjudication following the upheld ruling by IPSO.

Reference: 16498-23 Abbas v Sunday Mirror

5 Dines v The Times

No breach in comment piece speculating about former prime minister's constituency ambitions

Sarah Dines MP complained to IPSO that The Times had breached Clause 1 (Accuracy) in a comment piece that said that Boris Johnson could give up his Parliamentary seat in Uxbridge and stand in the Derbyshire Dales constituency. The complainant was, at the time of publication, the MP for the constituency in question. The article also mentioned that Mr Johnson had made an unpublicised visit to the area to which the complainant objected.

The publication did not accept a breach of the Editors' Code; it said the article was in a personal "Notebook" column in the opinion section of the newspaper and the website. It said the columnist

was entitled to express his personal views about rumours which existed concerning the former PM's intentions in the next election. The publication said the article did not allege that the complainant may be colluding to seat-swap and that such a plan, on balance, did not exist.

The Complaints Committee noted that the article was light-hearted political gossip. It found that the article speculated on Boris Johnson's actions to run for the seat in Derbyshire in place of Sarah Dines, which the article itself distinguished as rumours. The complaint was not upheld.

Reference: 14117-23 Dines v The Times

6 Spain v Mail Online

No breach found in reporting about an incident at a coffee shop involving a trans woman

Luna Spain complained that Mail Online had breached the Editors' Code in reporting on an incident in a coffee shop which involved her while she was a staff member. The article included images of her with a child, which she said intruded on the child's privacy in breach of Clause 2 (Privacy) and Clause 6 (Children). The child was pixelated in the photographs.

The complainant maintained the publication had labelled her as an outspoken trans activist which was misleading and seemed to be biased in favour of the customer involved in the incident. She said that this breached Clause 1 (Accuracy).

The publication did not accept a breach of the Code as it maintained the child's photos were pixelated and they were not identifiable. Mail Online also said that Luna Spain's social media

posts, which it included in the article, were the basis for the characterisation of her being a trans activist.

The Complaints Committee noted that no breach of Clause 2 (Privacy) or Clause 6 (Children) had taken place as the images of the child were pixelated and they were therefore not identifiable. Therefore, it considered that the article would not have intruded into their private life, impacted their time at school, or affected their welfare. There was also no breach of Clause 1 (Accuracy) as the complainant had attended vigils and made social media posts in favour of trans rights, and there was therefore a factual basis behind the article's description of her as a trans activist. The complaint was not upheld.

Reference: 18439-23 Spain v Mail Online

7 A Complainant v National World

No breach after investigation into a report based on comments from a source who wished to remain anonymous

A complainant to IPSO said that nationalworld.com breached Clause 14 (Confidential sources) in an article which reported on comments made by an unnamed individual (the complainant), who gave evidence in the inquiry into the conduct of the former deputy Prime Minister, Dominic Raab.

The article was based on an interview with the complainant which they believed was off-the-record and not for publication. The complainant therefore thought that they would not be identified. However, the complainant's comments made in the interview were quoted in the article. The complainant maintained that the level of detail identified them and therefore the agreement that the interview was "off the record" and they would remain anonymous was broken.

The publication did not accept that a breach had taken place and provided a transcript of the interview which it said showed that the complainant had been happy to speak anonymously. But, as soon as the complainant had raised a concern, the publication removed the article and its corresponding tweet.

The Complaints Committee noted that the publication had taken some steps to protect the identity of the complainant in keeping with Clause 14, such as removing references to their department and gender from the article. So, no breach of the Editors' Code had taken place, and the complaint was not upheld.

Reference: 18355-23 A complainant v nationalworld.com

A question of accuracy

Anyone can complain to IPSO about an article that they think is inaccurate

The first clause of the Editors' Code of Practice frames the importance of accuracy in reporting. It's a factor cited in many complaints. The Editors' Code of Practice is made up of 16 clauses and sets out the wide range of standards that underpin IPSO's pledge to maintain levels of editorial quality, ranging from privacy and harassment to the use of clandestine devices and subterfuge.

Clause 1 (Accuracy) states that the press "must take care not to publish inaccurate, misleading or distorted information or images, including headlines not supported by the text" and that "a significant inaccuracy, misleading statement or distortion must be corrected, promptly and with due prominence". An issue that IPSO is often called upon to consider is whether an inaccuracy or misleading statement is "significant" in context. This is important because an inaccuracy does not, in itself, constitute a breach of the Editors' Code. A publication's responsibility to offer a correction is only triggered if an inaccuracy is significant, and there is a breach of the Code only if they do not, or if the Committee determines that the inaccuracy came about because the publication did not take care over the accuracy of the claim prior to publication.

"Although people can have different views about what constitutes a significant inaccuracy, we look at whether the inaccuracy in a story has distorted the reader's understanding. For instance, in general a typographical error wouldn't reach this bar. To have breached the Code, the publication must have published a "significant inaccuracy"

that remains uncorrected, or failed to take care not to publish inaccurate, misleading or distorted information or images," explains Emily Houlston-Jones, Head of Complaints.

Deciding whether a publication has breached Clause 1 or defining inaccuracy in a story, is not straightforward.

In *Duncan v The Sun on Sunday*, complainant Stephen Duncan said The Sun on Sunday's report that support for Scottish independence had plummeted since the death of Queen Elizabeth II was inaccurate. The complaint mentioned that the article had compared two different opinion polls with different methodologies carried out by two separate organisations, and used this for the basis for the claim that support for Scottish independence had gone down.

The Complaints Committee ruled that a breach of Clause 1 had taken place as comparing the two opinion polls with one excluding views of undecided respondents and the other including them – and not explaining that different methodologies had been employed – was significantly misleading. This comparison had formed the basis for the conclusion in the article that support for Scottish independence had plummeted and therefore the publication was in breach of Clause 1.

IPSO received 73 complaints that a Daily Telegraph article headlined "Doctors and nurses may join wave of strikes" breached Clause 1 (Accuracy) (*Various v The Daily Telegraph*). The



The Editors' Code of Practice is made up of 16 clauses that underpin IPSO's pledge to maintain editorial quality"

sub-heading said "Medics balk at 9.3pc offer during the cost-of-living crisis, as NHS warns any rise will come out of care budget".

The complainants alleged that the headlines were misleading as no doctor or nurse was going to get the 9 percent pay rise. The only staff eligible were Band 2 NHS employees, who include healthcare and catering assistants. The Complaints Committee ruled that the article had breached Clause 1 (Accuracy) as the headline appeared prominently and was fundamental to the subject of the article, strikes and public sector pay. It found that the article was misleading and required publication of an adjudication.

A case in which a complaint was not upheld was *Mills Nanyn v Mail Online*. It revolved around a High Court judgement against the complainant where the court handed him a suspended six-month jail term for breaching his undertaking to stop bothering a woman.

The complainant said Mail Online had breached Clause 1 (Accuracy) and Clause 6 (Children) of the Editors' Code. He disputed reference to the suspended sentence and exchange of money in

the article. He also denied meeting the woman on Tinder or that he was an aspiring merchant seaman.

The publication maintained that the article was based on a publicly available court judgment which clearly said that the complainant's six-month jail term had been suspended for a period of two years. It denied that there was any reference to an exchange of money but said that the court had ordered him to pay the woman's legal costs. It also said the woman's barrister had mentioned Tinder during court proceedings but maintained that the name of the app was not significant in the context of the article.

The Complaints Committee also ruled that the man being ordered to pay the woman's legal costs was supported by the judgement. Also, it maintained that whether the couple had met on Tinder was insignificant given the context of the claim in the article which focused on the complainant's conduct to the woman and his breaches of undertakings to the court. It also ruled that as the complainant was involved in the maritime industry it was not misleading to refer to him as an "aspiring merchant seaman." So, the complaint was not upheld.

IPSO database

A new system offers speed, versatility, and increased complaints capacity handling

IPSO successfully completed its switch to a new database for processing and tracking complaints in 2023. The bespoke product, developed for IPSO by an external provider, was tested by staff across different teams ahead of its rollout over the summer.

"IPSO's complaints database is a vital resource which allows us to process complaints efficiently and keeps a complete record of correspondence, articles, and rulings," said Head of Systems Tonia Milton. "Getting this new database designed, developed and working was a huge project which took almost a year, but the resulting product is exactly what we need."

The database has an updated look and improved overall functionality. Its most notable upgrade revolves around its ability to handle mass complaints.

Building on existing capability for handling larger numbers of complaints, the new version retains the same vital detail and insight while offering increased speed and versatility in moving between stages of the complaints process.

"The complaints team have quickly and



'Getting this database designed, developed, and working was a huge project'

successfully transferred to using the new database," said Heads of Complaints Alice Gould and Emily Houlston-Jones. "It has enabled us to assess and investigate complaints in a more efficient way and we have processed a large number of complaints using it."

The system was put through its paces during a busy autumn period when, among other stories, the Israel-Gaza crisis prompted significant reaction to the nature of coverage of the conflict across the media.

WHAT THE PUBLIC SAY ABOUT IPSO

"Everyone was very helpful and understanding and they handled my complaint very professionally." *Abbas*

"I was very pleased by the speed, efficiency and attentiveness with which my complaints were handled. I was also impressed by its unwavering impartiality and commitment to ensuring that when media rules are breached appropriate action is taken. It was a good outcome." *Raoul*

Our complaint concerned a front-page story which carried inaccurate claims about the support offered to survivors of modern slavery in the UK. As an NGO, we work with people who have lived experience of exploitation and many said that, whilst a small correction can never go far enough given the reach and harm caused by the initial story, it was vindicating for their concerns to be recognised in some way." *Maya*

"I was impressed by the speed, fairness and efficiency demonstrated by the IPSO's officer. She handled a difficult situation well and brought it to a satisfactory conclusion." *Justin*

Police relations

An independent external review praised the effectiveness of an IPSO privacy notice



The Nicola Bulley case produced colossal interest from the regulated media, who in the main, acted responsibly

The College of Policing published its Independent External Review of Lancashire Constabulary's handling of the Nicola Bulley case, including the investigation itself and the management of the communications around it. It discussed the challenge posed to the force by the colossal public and media (traditional and social) focus on the case. The review called for greater recognition of communications as a serious issue requiring top-level decision-making and called for police forces generally to do more to prioritise communications and public confidence in their work.

The review flagged the effectiveness of a privacy notice, issued to the media by IPSO, ahead of the family funeral. The family was able to grieve without intrusion or subsequent coverage. The review found that "the use of the IPSO request...

should be commended and should be seen as an example of good practice."

The review drew a strong distinction between the standards maintained by regulated, mainstream journalists, who mainly acted responsibly and social media posters, who did not.

Charlotte Dewar, IPSO's Chief Executive, said: "We welcomed the Review's thoughtful comments on the current state of relationships between the police and journalists. It appears there is now a strong consensus about the potential benefit to the public of improving engagement between police and journalists. Building trust and creating structures for dialogue between the police and journalists will help to raise standards in reporting, and we will prioritise this as an area of work next year."

The review flagged the effectiveness of a privacy notice, issued to the media by IPSO, ahead of the family funeral"



Our arbitration service

IPSO offers a low cost means of resolving potential breaches of legal rights, not just complaints

IPSO operates an arbitration service for those who feel they have been wronged by the actions of participating titles and seek an affordable means of redress. Unlike other complaints brought to IPSO, this provides redress for potential breaches of legal rights, rather than the Editors' Code.

IPSO's arbitration service is a process for two sides to resolve a dispute without going to court and the expense associated with it.

An independent arbitrator will examine the evidence and decide on the claim, requiring a remedy where the law has been breached. The process is an accessible, low-cost way for members of the public to resolve concerns quickly, with fees kept low at £50 to £100. It is also designed for claimants to be able to access without the costs of litigation. While claimants can seek legal advice to help support their claim, it's not essential to access the arbitration service.

All regulated national newspaper publishers are members of the compulsory scheme, meaning they must agree to arbitration if a claimant requests it. Additionally, several of our other regulated publishers are signed up to a voluntary scheme.

Depending on the verdict, the outcomes can be significant too, with the potential for damages of up to £60,000 for claimants to be awarded against the publisher. Other remedies can include requiring the publisher not to re-publish the information or words at the centre of the claim and/or – in the case of defamation claims – publish a summary of the arbitrator's final rulings.

- What kind of claims are covered?**
The arbitration scheme covers claims for defamation; malicious falsehood; misuse of private information; data protection; harassment.
- How can I pursue a claim through the arbitration process?**
If your claim falls under one or more of the above categories and is being placed within one year of the behaviour or publication in question, you can check to see if your publisher is participating in the scheme via the IPSO website: www.ipso.co.uk
If they are, you can download an inquiry form – just click the box marked 'Arbitration' on the

homepage and follow the instructions – and send it to arbitration@ipso.co.uk

- I don't feel confident in legal matters. Can I appoint someone to represent me?**
The scheme is designed to for claimants who do not have a lawyer, known as 'litigants in person'. Claimants are free to seek legal advice to help construct their claim, though these costs will have to be borne from their own funds. You may be able to recover a proportion of these if you win.
- How much will it cost me? How much could I be on the hook for?**
Fees are kept low at between £50 to £100. You may win damages of up to £60,000 and, where you have sought legal advice, recover costs of up to £25,000 from the other side. If your claim is struck out as frivolous, vexatious, wholly without merit or trivial – or in situations where you have frustrated the process – you may be required to pay the other side's legal costs up to a cap of £10,000 (or £1,000 if you are a litigant in person).
- How long do claims take to resolve?**
The time taken to resolve the process will depend largely on the complexity of the claim, but the arbitrator will generally aim to complete claims within 90 days of their appointment.

PROPOSED LEGISLATION

What is a SLAPP?

As a regulator, IPSO must always balance the rights of people affected by the press with the vital importance of freedom of expression. There is perhaps no more extreme example of these considerations coming into conflict in this country than the question of litigation and SLAPPs (Strategic Lawsuits Against Public Participation). SLAPPs use the legal process to silence or discourage the press from exposing injustice. The issue is widely recognised across the sector and Parliament has considered measures to address the problem. The irony is that it is imperative that a legal mechanism must exist for people to seek redress and yet for so many this can be unfeasibly expensive to pursue.



Former MP Wayne David sponsored a Private Member's Bill to deal with issues raised by SLAPPs

Standards and Regulation

IPSO promotes the highest editorial standards through advice and guidance

Publisher consultation

In 2023, IPSO carried out its second two-yearly publisher consultation of its regulated publishers. We wanted to hear their experiences of IPSO regulation, why publishers choose to be regulated, and what they think about the job IPSO is doing. The consultation explored IPSO's purpose, communication, our services and functions, and to learn about publishers' experience or opinions on the rapid development of AI and its impact on editorial standards.

We had responses from across the industry – magazines, national newspapers, regional newspapers, and online-only publications. They wanted us to give more focus on the devolved nations and regions, to take more steps to publicise our work and purpose to the public, they suggested improvements to the complaints process and ways to increase efficiency of complaints handling, and to consider demands on newsrooms.

The consultation also explored a new topic for IPSO and many of our titles: artificial intelligence and its role in the media landscape.

After discussions with our Board, we have developed several actions:

- Regional visits for IPSO senior staff. Starting in Manchester and the north-west, we will meet regional publishers, editors and journalists, local police and students. Similar visits to Wales and Scotland are also planned.
- Visits by Complaints Committee members to newsrooms, reviving a practice from pre-covid times, to improve awareness of newsroom practices.
- Following the College of Policing's independent review into the investigation into the disappearance of Nicola Bulley, we are communicating with police forces and journalists to attempt to promote engagement between the police and the press.
- An AI-focused roundtable to explore the challenges and opportunities for regulation and the industry posed by this new technology.

Guidance for Journalists

SUICIDE

IPSO published guidance for journalists on reporting on suicide in October.

Media portrayals of suicide can influence suicidal behaviour and lead to copycat acts, particularly among vulnerable groups or young people. Publishing excessive details may lead to further



Engaging stakeholders is a key part of raising standards

deaths. The media should take particular care when reporting on novel methods, to prevent attention being drawn to a relatively unusual method of suicide.

In addition to the guidance for journalists, an information leaflet for the public explains the process reporters should follow when they talk to a bereaved person, what happens during an interview, and what happens when the media publish.

"Suicide is an extremely sensitive topic which presents a distinct set of challenges to be negotiated when publishing stories. It is vital that industry guidance is available to inform this. International research has linked media coverage which adheres to media guidelines with falls in suicide rates."

Lorna Fraser, Samaritans

REPORTING ON SEX AND GENDER IDENTITY

This practical non-binding guidance provides a framework for editors and journalists to navigate the complex and sensitive issues surrounding sex and gender identity.

It emphasises the importance of accuracy and privacy (as set out in clauses 1 and 2 of the Editors' Code of Practice). It also addresses reporting about children and discrimination. The guidance serves to support rather than dictate the practices of journalists and editors. It covers various scenarios and stresses the need for careful consideration of whether information about an individual's gender identity is genuinely relevant.

KEY POINTS ON SEX AND GENDER IDENTITY

The press should not make pejorative or prejudicial reference to an individual's sex or gender identity.

Journalists may use various methods to ensure coverage of sex and gender identity is accurate. This may include, but is not limited to, providing information, presenting different opinions where relevant, and approaching second sources.

Journalists should consider whether information about an individual's gender identity is genuinely relevant to an article.

Language relating to gender and identity is nuanced. Journalists should take care not to publish inaccurate and misleading information.

More than a thousand people and organisations responded to IPSO’s first formal public consultation

The updated guidance also tackles the nuanced language relating to gender and identity, advising journalists to avoid publishing inaccurate or misleading information. It highlights the necessity of consent from a parent or legal guardian when reporting on children, especially where the child’s welfare is involved.

Developing the guidance involved extensive engagement. More than a thousand people and organisations responded to IPSO’s first formal public consultation. They included people from LGBT+ communities, journalists, academics, civil servants and many others.

Senior Standards Officer Rosemary Douce said: “This process revealed the wide range of opinions held and challenges faced when reporting on these topics. Our approach was adopted to take account of widely held views and to hear from people with varying perspectives, to make the guidance as inclusive as possible.”

SEXUAL OFFENCES

IPSO launched a revised public information leaflet for survivors and victims of sexual offences at the Women’s Aid Conference in Birmingham.

The press must take care to ensure that identities

of victims of sexual offences are not revealed, and no other private information is included in a story that can identify survivors and cause them more distress.

The information for survivors is designed to help people understand the rules which newspapers, magazines and digital news services regulated by IPSO must follow when reporting on sexual offences. It informs them about what to expect from journalists, empowering them to speak to the media should they wish to, and to know where to go for help if they do not.

DEATHS AND INQUESTS

IPSO revised its guidance on reporting of deaths and inquests. The updated guidance advises journalists on points to consider when reporting and how to make approaches to family members sensitively.

It describes how the Code applies to reporting of inquests, funerals, breaking news stories, and contacting people for comment in the aftermath of a death. The Editors’ Code does not prohibit reporting on distressing circumstances and events, but Clause 4 (Intrusion into grief or shock) does say that reporting should be sensitively handled.

WHAT PEOPLE SAY ABOUT IPSO TRAINING

Crimestoppers has been working in partnership with IPSO to provide its Journalists’ Whistleblowing service since 2016 offering a way for journalists from member publishers to speak up 100% anonymously if they have been asked to act contrary to the Editors’ Code. The standards team from IPSO visited our Crimestoppers head office to train our Contact Centre staff, introducing IPSO, press regulation and editorial standards. The training was really appreciated by the contact handlers. It offered a deeper understanding of the service itself and the types of information that can be reported.”

Katie Powell, account manager at Crimestoppers

Working with the press can be challenging for families following a traumatic event, but it can prove to be an important tool during an investigation. IPSO joined training sessions with our family liaison teams to ensure that our officers are aware of the support available to navigate the relationship between journalists and people who are likely experiencing the most challenging times of their lives – from what journalists are hoping to achieve – and how working with them can be helpful, to practical support including privacy notices if reporters overstep.”

DI Helene Miller KPM, Family Liaison & Disaster Management Team.



IPSO trains journalists, students, and organisations working with people who may come into contact with the press

And we know from investigating complaints about reports on deaths and inquests made under Clause 1 (Accuracy) that inaccurate reporting can be particularly distressing for people at a time of grief.

Training and Engagement

In 2023 IPSO trained 185 journalists at regulated publishers including: Travellers’ Times, National World, Jersey Evening Post, DC Thompson and Newsquest Scotland.

IPSO presented workshops to more than 375 people including journalism students and external stakeholders. We gave presentations to Crimestoppers, who run IPSO’s Whistleblowing Service; the Survivors Trust, who were involved in producing the guidance and public information on the reporting of sexual offences; and Metropolitan Police Service Family Liaison Officers.

These sessions introduced IPSO’s work,

advised members of the public on how to make complaints, the role of privacy notices, and how journalists use social media. They also included training on the reporting of major incidents.

In preparation for the guidance for journalists and public information on suicide and the reporting of sexual offences, IPSO’s Standards Team met several groups with expertise in the relevant fields.

There were also meetings with groups who are interested in the reporting of a range of subjects including disability, statistics, social workers and the Gypsy, Roma and Traveller communities.

WE PROMOTE THE IPSO MARK



Used by our regulated publications, the IPSO Mark demonstrates that a publisher’s content is distinguishable from other content.

Publisher performance

PUBLISHER	BREACH								RESOLVED			NO BREACH	NOT PURSUED
	Sanction: action as offered by publication (full)	Sanction: action as offered by publication (partial)	Sanction: publication of correction (full)	Sanction: publication of correction (partial)	Sanction: publication of adjudication (full)	Sanction: publication of adjudication (partial)	No Sanction: (full)	No Sanction: (partial)	Satisfactory remedy	IPSO mediation	Directly with publisher	After investigation	During IPSO investigation
1919 Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
A													
ACT Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
All Island Media Group	0	0	0	0	0	0	0	0	0	0	0	0	0
Argyll Media	0	0	0	0	0	0	0	0	0	0	1	0	0
Associated Newspapers Ltd	0	1	3	0	1	0	0	0	0	4	24	15	6
B													
Barnsley Chronicle Ltd	0	1	0	0	0	0	0	0	0	0	0	0	0
Barron Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Bauer Consumer Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Baylis Community Media C.I.C.	0	0	0	0	0	0	0	0	0	0	0	0	0
Birkenhead News	0	0	0	0	0	0	0	0	0	0	0	0	0
Blog Preston	0	0	0	0	0	0	0	0	0	0	0	0	0
British Film Institute	0	0	0	0	0	0	0	0	0	0	0	0	0
Brunel University	0	0	0	0	0	0	0	0	0	0	0	0	0
C													
Caerphilly Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Carmarthenshire Herald Limited	0	0	0	0	0	0	0	0	0	0	0	0	0
Carn Bren Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Cedar Communications Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Church of Scotland	0	0	0	0	0	0	0	0	0	0	0	0	0
CILEx Journal	0	0	0	0	0	0	0	0	0	0	0	0	0
Citizen News & Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Matters Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Conde Nast Holdings Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Conde Nast Publications Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Creative Boom Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
D													
DC Thomson Group	0	0	0	0	0	0	0	0	0	1	1	0	0
DnG Media	0	0	0	0	0	0	0	0	0	0	0	0	0
E													
Earl of Stair	0	0	0	0	0	0	0	0	0	0	0	0	0
Eye to Eye Media	0	0	0	0	0	0	0	0	0	0	0	0	0
F													
Faversham House Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Future PLC	0	0	0	0	0	0	0	0	0	0	1	0	0
G													
Gi Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0

Publisher performance

PUBLISHER	BREACH								RESOLVED			NO BREACH	NOT PURSUED
	Sanction: action as offered by publication (full)	Sanction: action as offered by publication (partial)	Sanction: publication of correction (full)	Sanction: publication of correction (partial)	Sanction: publication of adjudication (full)	Sanction: publication of adjudication (partial)	No Sanction: (full)	No Sanction: (partial)	Satisfactory remedy	IPSO mediation	Directly with publisher	After investigation	During IPSO investigation
Glamorgan Star Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Guernsey Press Company	0	0	0	0	0	0	0	0	0	0	0	0	0
H													
H. Bauer Publishing	0	0	0	0	0	0	0	0	0	0	1	0	0
Haymarket Media Group	0	0	0	0	0	0	0	0	0	0	0	0	0
Heads (Congleton) Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearst UK Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Hello Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Highland News & Media Limited	0	0	0	0	0	0	0	0	0	0	0	0	0
holdthefrontpage.co.uk	0	0	0	0	0	0	0	0	0	0	0	0	0
Housebuilder Media	0	0	0	0	0	0	0	0	0	0	0	0	0
Hurst Media Company Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
I													
Iliffe Media Group Ltd	0	0	0	0	0	0	0	0	0	0	1	1	1
Immediate Media Company Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
L													
Landor LINKS Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Lit	0	0	0	0	0	0	0	0	0	0	0	0	0
London Fields Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
M													
MEDIAHUIS UK	0	0	0	0	0	0	0	0	0	0	1	2	2
Miles-Bramwell Executive Services Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Motherdom	0	0	0	0	0	0	0	0	0	0	0	0	0
My Wokingham Media Group	0	0	0	0	0	0	0	0	0	0	0	0	1
N													
National World Publishing Ltd	0	0	0	0	0	0	0	0	0	1	10	5	3
NationCymru Cyf	0	0	0	0	0	0	0	0	0	0	0	1	0
New Statesman Media Group	0	0	0	0	0	0	0	0	0	0	0	0	0
News UK	0	0	2	0	1	0	0	0	1	6	23	19	3
Newsquest Media Group	0	1	6	0	2	0	0	0	1	7	8	8	7
Nub News Ltd	0	0	0	1	0	0	0	0	0	0	0	0	1
O													
Oldham Evening Chronicle	0	0	0	0	0	0	0	0	0	0	0	0	0
Orange Fox Media	0	0	0	0	0	0	0	0	0	0	0	0	0
Orkney Media Group Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
P													
PA Media	0	0	0	0	0	0	0	0	0	0	0	0	0
Paragraph Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0

Publisher performance

PUBLISHER	BREACH								RESOLVED			NO BREACH	NOT PURSUED
	Sanction: action as offered by publication (full)	Sanction: action as offered by publication (partial)	Sanction: publication of correction (full)	Sanction: publication of correction (partial)	Sanction: publication of adjudication (full)	Sanction: publication of adjudication (partial)	No Sanction: (full)	No Sanction: (partial)	Satisfactory remedy	IPSO mediation	Directly with publisher	After investigation	During IPSO investigation
P													
Pinpoint Scotland Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Plenham Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
PSI Group Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Q													
Quest Media Network	0	0	0	0	0	0	0	0	0	0	0	0	0
R													
Reach PLC	6	6	3	3	7	0	0	1	3	8	34	48	10
Recycler Publishing & Events Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Rochdale Online Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Rural Media	0	0	0	0	0	0	0	0	0	0	0	0	0
S													
Soccer Publishing Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Social Spider CIC	0	0	0	0	0	0	0	0	0	0	0	0	0
SoPublishing	0	0	0	0	0	0	0	0	0	0	0	0	0
Sporticos Sp. z o.o.	0	0	0	0	0	0	0	0	0	0	0	0	0
Sunday World	0	0	0	0	0	0	0	0	0	0	0	1	0
Sussex Living Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
T													
Telegraph Media Group Ltd	0	1	2	1	1	0	0	0	0	0	10	14	2
The Economy News Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
The Future Shaping Media Company Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
The Hawick Paper Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
The Irish News	0	0	0	0	0	0	0	0	0	1	0	0	0
The Jewish Chronicle	0	1	0	1	0	0	0	0	0	4	4	1	0
The Lady Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
The National	0	0	0	0	0	0	0	0	0	0	0	0	0
The National Magazine Company Ltd (Hearst UK)	0	0	0	0	0	0	0	0	0	0	0	0	0
The Sonification Limited	0	0	0	0	0	0	0	0	0	0	0	0	0
The Spectator	0	0	0	0	0	0	0	0	0	0	0	1	0
The Stage Media Company Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
The Wokingham Paper Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Tindle Newspapers Ltd	0	0	0	0	0	0	0	0	1	2	0	0	0
V													
Veterinary Business Development Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Vivat Direct Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
W													
West Bridgford Wire	0	0	0	0	0	0	0	0	0	0	1	0	0
WI Enterprises Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0
Wyvex Media Ltd	0	0	0	0	0	0	0	0	0	0	0	0	0

The Board

The Board is responsible for the strategic direction and governance of IPSO. Board members advise, challenge and support. They monitor performance. They are responsible for appointing the Complaints Committee, but they do not make decisions on complaints.



Lord Edward Faulks
Chairman of the Board

Lord Faulks KC is a barrister. He was appointed to the House of Lords in 2010 and served as Justice Minister from 2013–2016. He now sits as a non-affiliated peer. He was Chairman of the Independent Review of Administrative Law. He has been Chair of IPSO since January 2020.



Matt Brown

Matt Brown leads media and government relations, stakeholder engagement, and corporate communications at TfL. He previously worked for the Mayor of London's press office, Barnardo's and the think tank openDemocracy. In 2020, he won PRCA's Mark Mellor Award for Outstanding Contribution to PR.



Shrenik Davda

With almost 40 years of emerging markets banking experience for institutions such as JPMorgan and Deutsche Bank, Shrenik serves on the Supervisory Board of Nova Ljubljanska Banka, operating in south-eastern Europe. He is a Commissioner and Board Member of the Charity Commission for England and Wales.



Charles Garside

Charles was Editor in Chief at The European and news editor at the London Evening News and the Evening Standard. He held roles at The Sun, Times, Daily Mirror, and Sunday Express; and was Assistant Editor of the Daily Mail. He is a supporter of the Journalists Charity and trustee of St Bride's Fleet Street.



Eddie Gray OBE

Eddie spent 40 years in biotechnology and pharmaceuticals. He was President of GSK's European pharma business and CEO of biotech company Dynavax Technologies. He is chair of SpyBiotech. Eddie led the Covid-19 Antivirals Taskforce. In 2024, he received an OBE for services to public health during Covid-19.



Sarah Lee

Sarah is a solicitor, and was a partner at Slaughter and May where she was Head of Disputes and Investigations. She is a non-exec director of the Financial Ombudsman Service and Rare Recruitment, a Commissioner of the Judicial Appointments Commission, and a Cripplegate Foundation governor.



Brendan McGinty

Brendan McGinty was Editor of the Sunday Mail newspaper until January 2020 and now runs his own Glasgow-based consultancy, Finnieston Communications. His 25 years in journalism included the Dundee Courier, Edinburgh Evening News and Sunday Mirror. He won awards for his work with the Sunday Mail.



Ian MacGregor

Ian is Emeritus Editor of the Telegraph and chair at Society of Editors. Among roles at the Telegraph group, he was editor of the Sunday Telegraph for ten years. He edited Scottish Daily Mail and Metro at its launch. He was deputy editor at the Evening Standard and worked at the Mail, Express, SWNS and PA.



Michaela McAleer

Michaela McAleer is chief executive of The Pharmaceutical Society NI. She has overseen investigation of complaints of public bodies and regulation of statutory codes of conduct. She acted as Deputy Commissioner for Local Government Standards and Deputy Ombudsman at the NI Public Services Ombudsman.



Barry McIlheney

Barry McIlheney was CEO of the PPA for 10 years. He is former editor and publisher of brands Smash Hits, Q, Empire, Elle and The Face. He sits on boards of the European Magazine Media Association and FIPP, the global media network. In 2018 he received the magazine industry's Lifetime Achievement Award in native Ireland.



Kavita Reddi

Kavita is the co-founder of Voxta, a startup helping organisations in the UK and India use GenAI bots to engage customers. Before Voxta, she worked at the BBC for 14 years, including eight years at Newsnight where her films won a Bafta. She is a member of the Board of Trustees of the University of London and The Conversation.



Martin Trepte

Martin Trepte was editor of the Maidenhead Advertiser and Windsor and Slough Express newspapers and has worked as a local newspaper journalist for more than 30 years. He is also involved with several grassroots charities. In 2019 he was awarded the British Empire Medal for services to the newspaper industry and charity.

Complaints Committee

IPSO's Complaints Committee rules on potential breaches of the Editors' Code. It decides what action a publication must take if it has breached the Code. The majority of members have no connection with the industry. Those who do are not currently serving editors.



Lord Edward Faulks
Chairman of the Complaints Committee

As Chair of IPSO since January 2020, Lord Faulks KC also chairs the Complaints Committee. He is a barrister and a former government minister. He sits as a non-affiliated peer in the House of Lords. He was Chairman of the Independent Review of Administrative Law.



David Hutton
Deputy Chair of the Committee

David is chair of the IPSO Readers' Panel and spent 22 years in secondary schools, initially as deputy head and then as head. He represented fellow headteachers on Suffolk's Schools' Forum, chaired the Governing Body of a Special School, and was a founder of the Ipswich Opportunity Area Board. He is a qualified Ofsted Inspector.



Bulbul Basu

Bulbul Basu is a qualified accountant and has over 20 years' experience working within the financial services industry in London. She has worked in many different roles in different institutions and has an expert understanding of controls, corporate governance, and regulatory affairs within financial services.



Sarah Baxter

Sarah Baxter is a past deputy editor of The Sunday Times, editor of The Sunday Times Magazine, Washington correspondent at The Sunday Times, and political editor of the New Statesman, among other roles. She is director of the Marie Colvin Center for International Reporting at Stony Brook University, which is part of the State University of New York.



Andy Brennan QPM

Andy was a deputy director in the National Crime Agency and prior to this, a senior police officer in the West Yorkshire Police where he held positions as the Head of the Homicide and Major Enquiry Teams and Head of Professional Standards and Counter Corruption Unit. He was awarded the Queen's Police Medal for services to policing and the public in 2012.



Manuela Grayson

Manuela Grayson is a solicitor and a Legally Qualified Chair for professional regulatory tribunals including the General Pharmaceutical Council and the Tax Disciplinary Board, and an Adjudication Chair of fitness to practise committees for Social Work England. She was a senior broadcast journalist at the BBC and an editorial adviser to the BBC Trust.



Alastair Machray MBE

Alastair is former editor of The Liverpool Echo and editor-in-chief of Trinity Mirror Merseyside, Cheshire and North Wales. He spent 25 years as a daily newspaper editor. He worked in national and regional newsrooms. In 2020, he was awarded an MBE for services to local journalism. He lives on The Wirral and runs a media consulting business.



Helyn Mensah

Helyn is a barrister at 33 Bedford Row. She has broad experience in IP matters and advised well-known domestic and international clients. Helyn sits as a panel member for HS2 and East West Railway discretionary purchase schemes. She was on the Strategic Governance Panel to the English non-household water retail market, chairing its GDPR Committee.



Asmita Naik

Asmita Naik is an independent consultant on international development and human rights following a career at the UN. She is a magistrate and adjudicates for professional regulatory bodies. She co-authored a 2002 landmark report on sexual exploitation by aid workers and has been involved in measures to strengthen oversight of the sector.



Mark Payton

Mark is a journalist with more than 30 years of specialist publishing experience. He was Haymarket Consumer Media's editorial director for 12 years, and is now a consultant for The Trust Project (a consortium of 250-plus newsrooms around the world working towards greater transparency) and a sports media launch.



Allan Rennie

Allan is visiting lecturer in Media and Culture at the University of Stirling and VC of NHS Forth Valley. Allan edited the Clydebank Post and Daily Record and served as editorial development director of Trinity Mirror Nationals and was MD of Media Scotland. Allan was a member of the Scottish Government's working group on public interest journalism.



Ted Young

Ted Young was editor of Metro. His career in journalism began at the Harrow Observer. He has worked at the Northern Echo, Today, The Sun, Daily Mail, Daily Express, London Lite, Mail Online, and New York Daily News. He served for five years on the Editors' Code of Practice Committee.

Retiring members are over the page

Complaints
Committee members
who left in 2023



Andrew Pettie

Andrew has worked as a journalist and editor for publishers including the Telegraph Media Group, where he was the Executive Head of Culture, EMAP, the BBC and Encyclopaedia Britannica.



Nazir Afzal OBE

Nazir is Chancellor of the University of Manchester. An international expert on extremism and radicalisation, he was chief crown prosecutor for the North-West of England.



Miranda Winram

Miranda was head of strategy and insight for Forest Enterprise. She is on the RCVS Investigating Committee and the Nursing and Midwifery Council's Fitness to Practice tribunals.

Finance

IPSO's financial records for the year 2023

Statement of Income and Retained Earnings	2023	2022
	£	£
Turnover	2,867,808	2,733,498
Administrative expenses	(2,867,808)	(2,714,242)
Profit on ordinary activities before interest and taxation	-	19,256
Interest receivable and similar income	4,999	1,184
Profit on ordinary activities before taxation	4,999	20,440
Taxation (charge)/credit on profit on ordinary activities	(24,038)	14,546
Total comprehensive income	(19,039)	34,986
Retained earnings		
Total retained earnings brought forward	413,548	378,562
Total comprehensive income	(19,039)	34,986
Total retained earnings brought forward	394,509	413,548

Statement of financial position	2023	2022
	£	£
Fixed assets		
Intangible assets	32,400	53,760
Property, plant and equipment	16,846	40,957
	49,246	94,717
Current assets		
Debtors	148,559	182,501
Cash at bank and in hand	396,559	417,695
	545,118	600,196
Creditors		
Amounts falling due within one year	(143,327)	(228,943)
Net current assets	401,791	371,253
Total assets less current liabilities	451,037	465,970
Creditors		
Provisions for liabilities	(56,528)	(52,422)
Net assets	394,509	413,548
Capital and reserves		
Retained earnings	394,509	413,548
Reserves	394,509	413,548

Company no. 02538908

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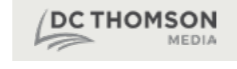
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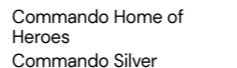
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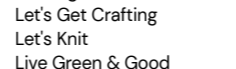


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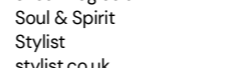


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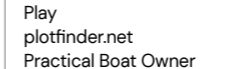
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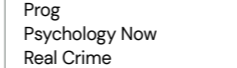
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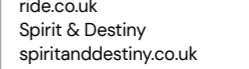


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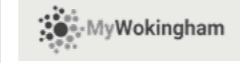
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Hemel Gazette
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Lanark Gazette
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Lurgan Mail
Luton News
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Mansfield and Ashfield Chad
Market Drayton Advertiser
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Matlock Mercury
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Melton Times
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Mid Sussex Times
Mid Wales Journal
Midhurst and Petworth Observer
Midlands Business Insider
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Mid-Ulster Mail
Mingavie & Bearsden Herald
Milton Keynes Citizen
Morecambe Visitor
Morpeth Herald
Motherwell Times
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Newry Reporter
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News Post Leader
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North West Business Insider
Northampton Chronicle & Echo
northamptonchron.co.uk
Northants Telegraph
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Pontefract & Castleford Express
Portadown Times
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Rotherham Advertiser
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Sandwell & Halesowen Chronicle Week
Sheffield Telegraph
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Shropshire Magazine
Shropshire Star (COUNTY)
Shropshire Star (LAST)
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Skegness Standard
Sleaford Standard
South East Business Insider
South Shropshire Journal
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Sussex Express
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The Courier (Warwick)
The Extra (Glasgow South & Eastwood)
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Thedorden News
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Walsall Chronicle
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Whitby Gazette
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Castle Point Echo
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Chingford Guardian
Clacton Gazette
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Clydebank Post
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Cotswold Journal
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County Times
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Craven Herald & Pioneer
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Croydon Guardian
cumberlandnews.co.uk
Cumbria Life
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Cumnock Chronicle
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Daily Echo (Bournemouth)
Daily Gazette (Colchester)
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Darlington & Stockton Times
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Denbighshire Free Press
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Derbyshire Life
Dereham Times
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Devon Life
Diss Mercury
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Dorset Echo
Dorset Living
Dorset Magazine
dorsetecho.co.uk
Dudley News
dudleynews.co.uk
Dumbarton & Vale of Leven Reporter
dumbartonreporter.co.uk
Dumfries & Galloway Life
dumfriesandgallowaylife.co.uk
Dunfermline Extra
Dunfermline Press
dunfermlinepress.com
Dunmow Broadcast
dunmowbroadcast.co.uk
Durham Advertiser
eadt.co.uk
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East Anglian Daily Times
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East Suffolk Extra
Eastern Daily Press
eastlondonadvertiser.co.uk
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echo-news.co.uk
edp24.co.uk
Ely Standard
elystandard24.co.uk
Enfield Independent
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Epping Forest Guardian
eppingforestguardian.co.uk
EssentialARB
Essex County Standard
Essex Life
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eveningnews24.co.uk
Evesham Journal
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Exmouth Journal
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Fakenham & Wells Times
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Forestry Journal
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Free Press Series (Pontypool, Chepstow and Monmouthshire)
freepressseries.co.uk
Cotswold Living
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County Times
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Craven Herald & Pioneer
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Dumfries & Galloway Life
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Braintree & Witham Times
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Bromsgrove Advertiser
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Buckinghamshire & Berkshire Living
Bucks Free Press
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Burnham & Highbridge Weekly News
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 Isle of Wight County Press
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 leaderlive.co.uk
 Ledbury Reporter
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 Leigh Journal
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 lowestoftjournal.co.uk
 Ludlow & Tenbury Wells
 Advertiser
 ludlowadvertiser.co.uk
 Maldon Standard
 maldonandburnhamstandard.co.uk
 Malvern Gazette
 malverngazette.co.uk
 Midlands Living
 (Stourbridge, Worcester and surrounding areas)
 Midweek Herald
 midweekherald.co.uk
 Milford Mercury
 milfordmercury.co.uk
 Monmouthshire Free Press
 Monmouthshire Living
 New Forest Post
 Newham Recorder
 newhamrecorder.co.uk
 News & Star
 News Shopper (Bexley)
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 News Shopper (Dartford & Swanley)
 News Shopper (Gravesend)
 News Shopper (Greenwich)
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 Oxford Herald
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 Paisley People
 Peebleshire News
 peebleshirenews.com
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 Penarth Times
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 Portishead & Clevedon
 Resident
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 Redditch & Alcester
 Advertiser
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 Rhyd Journal
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 Romford Recorder
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 Romsey Advertiser
 romseyadvertiser.co.uk
 Royal Borough Observer
 royston-crow.co.uk
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 Saffron Walden Reporter
 saffronwaldenreporter.co.uk
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 Messenger
 Salisbury Journal
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 Sidmouth Herald
 sidmouthherald.co.uk
 Slough & South Bucks
 Observer
 sloughobserver.co.uk
 Somerset County Gazette
 (Taunton)
 Somerset County Gazette
 (West Somerset)
 Somerset Life
 Somerset Living
 somersetcountygazette.co.uk
 South Wales Argus
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 Southend Echo
 Southern Daily Echo
 southwalesargus.co.uk
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 Review
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 Suffolk Magazine
 Surrey Comet
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 Sutton Guardian
 Swanage & Wareham
 Advertiser
 Swindon Advertiser
 swindonadvertiser.co.uk
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The Argus (Brighton)
 The Bolton News
 The Comet
 The Cumberland News
 The Gazette (Paisley)
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 The Herald (Abingdon)
 The Herald (Didcot)
 The Herald
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 The Herald (Wantage & Grove)
 The Herald on Sunday
 The Impartial Reporter
 The Leader (Flintshire & Wrexham)
 The Mail (Cumbria)
 The Messenger (Trafford)
 The National
 The Northern Echo
 The Northern Farmer
 The Oldham Times
 The Oxford Times
 The Press (York)
 The Reading Chronicle
 The Royston Crow
 The Shuttle (Kidderminster)
 The Standard (Chester)
 The Westmorland Gazette
 The Whitehaven News
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 Theford & Brandon Times
 thefordandbrandontimes.co.uk
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 Thurrock Gazette
 thurrockgazette.co.uk
 Times & Star
 timesandstar.co.uk
 times-series.co.uk
 Tivy-Side Advertiser
 tivysideadvertiser.co.uk
 Tottenham & Wood Green
 Independent
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 Voice Magazine
 Wales Farmer
 walesfarmer.co.uk
 Waltham Forest Guardian
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 Wilts & Gloucestershire
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 Worcester News
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 Wymondham and
 Attleborough Mercury
 wymondhamandattleboroughmercury.co.uk
 yeovilexpress.co.uk
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 Yorkshire Life
 theboltonnews.co.uk
 Yorkshire Living (Yorkshire)
 Your local Guardian
 yourlocalguardian.co.uk
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shotleypeninsula.nub.news
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 eyenews.uk.com
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 Aberdeenlive.news
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 Airdrie & Coatbridge
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 Ashbourne News Telegraph
 Ashford Herald
 Atherstone & Colehill
 Herald (Tamworth Herald
 Series)
 Ayrshire Post
 Bangor Mail
 Bath Chronicle
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 Birmingham Mail
 Birmingham Post
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 (Birmingham Live)
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 Black Country Bugle Annual
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 Blackmore Vale Magazine
 Blairgowrie Advertiser
 Boston Target
 Brentwood Gazette
 Bristol Post
 bristolpost.co.uk
 Burry Port & Pembrey Star
 (Llanelli Star Series)
 Burton Mail
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 Bygones (Scunthorpe &
 Grimsby)
 Caernarfon & Denbigh
 Herald (Arfon)
 Caernarfon & Denbigh
 Herald (South)
 Cambridge News
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 Carmarthen Journal
 Central Somerset Gazette
 (Mid Somerset Series)
 Cheddar Valley Gazette
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 Chester Chronicle
 (Country)
 Chester Chronicle
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 Chronicle & Infomer
 chroniclelive.co.uk
 City Guide (Staffordshire)
 Cornish Guardian
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 Coventry Telegraph
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 Croydon Advertiser
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 Cynon Valley Leader
 Daily Express
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Daily Star
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 (Derbyshire Live)
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 Flashback (Hull)
 Folkestone Herald
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 Fulham Gazette
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 Glamorgan Gazette
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 Gloucester Citizen
 Gloucestershire Echo
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 Greater Manchester
 Business Week Magazine
 Grimsby Telegraph
 grimsbytelegraph.co.uk
 (Grimsby Live)
 Gwendraeth Valley Star
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 Gwent Gazette
 Hamilton Advertiser
 Herald Express
 Hertfordshire Mercury
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 Heywood Advertiser
 Hinckley Times
 Holyhead & Bangor Mail
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 Journal (Grimsby &
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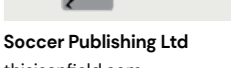
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