

## **Editorial Complaints Policy**

Written: May 2018

Updated: Oct 2022

For review: Oct 2023

### **Introduction**

Rural Media is committed to delivering a quality service to the community at all times. However, if you have any comments or are dissatisfied with any aspect of the service you receive from Rural Media we would like to hear from you. This policy is intended to signpost our editorial complaints policy for the Travellers' Times Online and Magazine. The editorial complaints procedure covers anything published by the Travellers' Times on its website or in the magazine.

If you are making a complaint we need to know the exact nature of the complaint. Please provide as much information as possible about the service provided, the individuals or department involved and why you felt the service you received did not meet your expectations.

The Editors' Code, which was developed by the industry and used by the Press Complaints Commission over many years, has formed the basis of the Travellers; Times Editorial Code and can be found here <https://www.ipso.co.uk/editors-code-of-practice/>.

### **How do I complain?**

You can make complaint by email to [travellerstimes@ruralmedia.co.uk](mailto:travellerstimes@ruralmedia.co.uk) or write to

Travellers Times  
c/o Rural Media  
Packers House  
25 West Street  
Hereford  
HR4 0BX

- The article you're complaining about.
- The date on which it appeared.
- Whether the article appeared in print or online

You can also get in touch with the Rural Media office by phone on +44 (0)1432 344039 between 9am and 5.30pm Monday to Friday UK time.

Please note that in making a complaint, you agree to respond promptly to any request for further information. Our complaints process is free of charge, regardless of outcome.

We reserve the right to amend this policy as required. We will publish the current policy on our website. Your complaint will be considered against the published policy on the date of receipt of your complaint.

### **What happens to your complaint?**

Once we've received your complaint, you should receive a reply acknowledging receipt within 72 hours.

We aim to give a substantive response to your complaint within 28 days of receiving all the necessary information to allow us to investigate. However, this may take longer in more complex cases where more information is required, or where journalists are away or unreachable.

The complaint will be considered by the Project Manager or Editor at Large working with a selected Advisory Group member using the editors code of practice.

We will always aim to handle your complaint fairly, courteously and with respect. We expect the same behaviour from complainants and reserve the right to decline to consider complaints that are abusive or gratuitously offensive.

If at any stage of your complaint we do not hear back from you within 28 days, we will consider your complaint satisfied and closed.

In all cases we will treat your correspondence in strict confidence, with fairness and objectivity.

### **Appeal process**

Travellers' Times is an ISPO (Independent Press Standards Organisation) member and if you are unhappy with our final response to your complaint you can take it to IPSO details of which can be found here <https://www.ipso.co.uk/>

### **Corrections/Broken Links**

If you've spotted a mistake in our copy please let us know so that we can fix it by emailing [travellerstimes@ruralmedia.co.uk](mailto:travellerstimes@ruralmedia.co.uk)

Rural Media takes complaints seriously. We will systematically record any complaints received and the subsequent actions taken and keep you informed of any outcomes.

