



NFU Communications

How to complain to the media

Updated January 2016

Media Complaints Procedures

The following guide sets out how people can register official complaints with broadcasters and newspapers on items or articles which they believe are misleading, factually incorrect or are examples of unbalanced reporting.

There are no hard and fast rules as to how individual broadcasting companies or newspapers deal with your complaint. Generally speaking, a written complaint should get a written reply within a specific time period. Email letters usually receive a standard reply email and are followed up with a confirmation phone call if they are being used in print. Telephone complaints are logged but have no guaranteed reply. It is worth remembering most websites have a 'contact us' address.

Guidelines for submitting an official complaint:

- Try to ensure your complaint is made as promptly as possible after publication or transmission
- Keep complaints as brief as possible and to the point
- Ask how your complaint will be dealt with and what you would like to be done to redress the situation
- Keep a note of your complaint or a copy of the original letter
- The more individual complaints made about a particular item the more likely editors are to address the situation.

Newspapers & magazines

When writing to newspapers the following will prove helpful:

- When writing to newspapers it is important to do so as soon as possible as editors may give people the right to reply via the letters page, which is usually one of the earliest pages in the newspaper or magazine to be sent to the printers. Letters sent later may not make it into the next edition. Using email to send letters is a good way of ensuring they remain contemporaneous.
- Mark your letter clearly 'for publication' if you want it considered for publication on the letters page. Mark your letter for the attention of the editor if you want your complaint to be addressed separately.
- Always include your name, address and telephone number. Most newspapers and magazines will not publish letters without them although you can withhold them from print by adding a note to the editor.
- Remember that editors reserve the right not to include letters or to shorten them for publication

Useful contacts

PRINT (*individual outlet contact details at the end of document*)

IPSO – Independent Press Standards Organisation

Gate House, 1 Farringdon Street, London EC4M 7LG (0300 123 2220)

Complain via website: <http://bit.ly/1vINYHn>

The Independent Press Standards Organisation (IPSO) is the independent regulator of the UK newspaper and magazine industry. As part of IPSO's role in raising editorial standards, it considers complaints that the Editors' Code of Practice has been breached.

IPSO regulates over 1500 print titles and over 1100 online titles. You can find out which publications are regulated

here: <https://www.ipso.co.uk/IPSO/regulatedpublications.html>

BROADCASTING

OFCOM

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA (0207 981 3000).

Advisory team: 0207 981 3040

Email via webpage: <http://consumers.ofcom.org.uk/tell-us/>

As the regulatory body for media broadcasts, Ofcom's duties include examining specific complaints by viewers/listeners about TV & radio programmes. When Ofcom receives a complaint it will ask the broadcaster for a copy of the programme to see whether it's in breach of the broadcasting code.

BROADCASTING OUTLETS CONTACT LIST:

ITV

ITV Viewer Services

Write to: Viewer Services, ITV Plc, Gas Street, Birmingham, B1 2JT

Tel: 0344 88 14150 (option four)

viewerservices@itv.com

BBC Radio and TV

For general radio and TV enquiries: BBC Complaints, PO Box 1922, Darlington, DL3

OUT

Tel: 03700 100 222

Email via webpage: <https://www.bbc.co.uk/complaints/forms/>

The complaints officer will log all complaints and ask if a reply is wanted or not. They will also give the producer and address details of specific programmes if a request is made to complain in writing.

Points of View

If you are unhappy with the way that the BBC has presented a topic then write to the Points

of View programme for a more public approach to complaining.

Contact: 0370 908 3199

Address: POV, BBC Birmingham, The Mailbox, Birmingham, B1
1AY pov@bbc.co.uk

Or visit <http://www.bbc.co.uk/dna/mbpointsofview/F1951566> to add a discussion or comment to the message board which is monitored closely for public opinion.

Independent Radio News (IRN)

IRN produces news items for commercial radio stations across the country. Contact: 020 3227 4044

Address: Academic House, 24-28 Oval Road, London NW1 7DJ

Email: news@irn.co.uk

Procedure: A written complaint will receive a written response. A verbal complaint is logged and dealt with accordingly, but will not necessarily receive a reply.

Channel 4

Contact: Viewer Enquiries on 0845 076 0191

Address: Channel 4 Enquiries, PO Box 1058, Belfast, BT1 9DU

Email via form at: http://www.channel4.com/about_c4/comments/tv_enquiries.cfm

Channel 5

Contact: 0845 70 50505 or 020 8612 7700

Address: Channel 5 Television, 10 Lower Thames Street, London, EC3R 6EN

Email: customerservices@channel5.com

Sky

Contact: 0844 241 4141

Ireland: 0818 719 819

Address: Customer Relations Department, Sky Subscriber Services Ltd, PO Box 43
Livingston, West Lothian, EH54 7DD

Email: ExecCustEnq@bskyb.com

NATIONAL DAILY NEWSPAPER CONTACT LIST:

Title	Address	Telephon	Email
Daily Telegraph	111 Buckingham Palace Road, London, SW1W 0DT	0800 316 6977 or 0207 931 2000	dtletters@telegraph.co.uk (Daily) stletters@telegraph.co.uk (Sunday)
Times	1 Pennington Street, London, E98	0207 782 5000	letters@thetimes.co.uk letters@sunday-times.co.uk
Financial Times	The Editor 1 Southwark Bridge, London, SE1	0207 873 3000	letters.editor@ft.com

Guardian	King Place, 90 York Way, London N1	020 3353 2000	guardian.letters@theguardian.com
Observer	King Place, 90 York Way, London N1	020 3353 2000	observer.letters@observer.co.uk
Independent	2 Derry Street, London, W8	0207 005 2000	letters@independent.co.uk
i newspaper	As above in The Independent		
Daily Express	The Northern and Shell Building, 10 Lower Thames	0208 612 7000	expressletters@express.co.uk or via online form: http://www.express.co.uk/contactform/corrections
Sun	News UK & Ireland Ltd, 1 London Bridge Street, London SE1 9GF	0207 782 4000 or 020 7860 1129	letters@the-sun.co.uk
Daily Mail	Northcliffe House, 2 Derry Street, Kensington, W8 5TT	0207 938 6000	letters@dailymail.co.uk
Daily Star	10 Lower Thames Street, London,	0208 612 7000	starletters@dailystar.co.uk
Daily Mirror	1 Canada Square, Canary Wharf, London E14	0207 293 3000	mirrornews@mirror.co.uk
Evening Standard	Northcliffe House, 2 Derry Street, London W8	0203 367 7000	letters@standard.co.uk
Metro	Associated Newspapers Limited Northcliffe House, 2 Derry Street, Kensington, W8 5TT	02036150 600	correct@ukmetro.co.uk