



# STATISTICS

**IN 2017, A TOTAL OF 330 COMPLAINTS WERE RECEIVED. THEY WERE PROCESSED AS FOLLOWS:**

**21** **DECIDED BY THE PRESS OMBUDSMAN**  
(SEE PAGE 7 FOR BREAKDOWN)

**31** **COMPLAINT RESOLVED BY THE EDITOR TO THE SATISFACTION OF THE COMPLAINANT**

*Fifteen complaints were resolved through the Office’s formal conciliation process and 16 complaints were resolved by the editor when the complainant, after submitting the initial complaint to the Office and receiving advice, then forwarded the complaint to the editor, and the editor directly resolved the matter to the complainant’s satisfaction.*

**4** **COMPLAINT WITHDRAWN FOLLOWING EDITOR’S RESPONSE**

**12** **CONSIDERATION POSTPONED BECAUSE SUBJECT MATTER OF COMPLAINT WAS SUBJECT MATTER OF ONGOING COURT PROCEEDINGS**

**112** **COMPLAINT NOT PURSUED BEYOND PRELIMINARY STAGE BY COMPLAINANT**

*These were cases where the complainant was given the contact details for the publisher, together with advice on the Code of Practice and how to make a complaint, but decided not to pursue the matter further with the Office after the initial contact. Some of these complaints may subsequently have been satisfactorily resolved following the submission of the complaint directly to the editor of the publication concerned.*

**3** **LIVE AT THE END OF 2017**

**147** **OUTSIDE REMIT**  
(SEE PAGE 8 FOR BREAKDOWN)



## COMPLAINTS

*resolved to the satisfaction of the complainant*

- 11** AMENDMENT OF ONLINE MATERIAL
- 9** PUBLICATION OF CORRECTION/ CLARIFICATION/APOLOGY
- 5** UNDERTAKING ABOUT FUTURE COVERAGE OF SUBJECT MATTER OF ARTICLE
- 3** MEETING WITH EDITOR
- 3** PUBLICATION OF RIGHT OF REPLY



## COMPLAINTS

*decided by Press Ombudsman*

- 5** UPHELD
- 15** NOT UPHELD
- 1** SUFFICIENT REMEDIAL ACTION OFFERED BY THE PUBLICATION



## APPEALS

*considered by the Press Council*

- 7** NOT ALLOWED
- 1** ALLOWED



## COMPLAINTS

*outside the remit of the Office*

**46 MISCELLANEOUS**

**42 UNAUTHORISED THIRD PARTY**

*These were complainants who were not personally affected by an article, or who complained about an article written about another person, but without that person's permission to make a complaint.*

**18 OUT OF TIME**

*These complaints were received outside the three-month deadline for making a complaint.*

**25 PUBLICATION NOT A MEMBER OF THE PRESS COUNCIL**

*All national newspapers, most local newspapers, many magazines and some online-only news publications are members.*

**14 OTHER REGULATORY AUTHORITY**

*These were in the main for the Broadcasting Authority of Ireland or the Advertising Standards Authority of Ireland.*

**2 USER GENERATED CONTENT (UGC)**



## PUBLICATIONS

*leading to complaint*

**186 NATIONAL NEWSPAPERS (PRINT AND ONLINE)**

**30 LOCAL NEWSPAPERS (PRINT AND ONLINE)**

**16\* MAGAZINES**

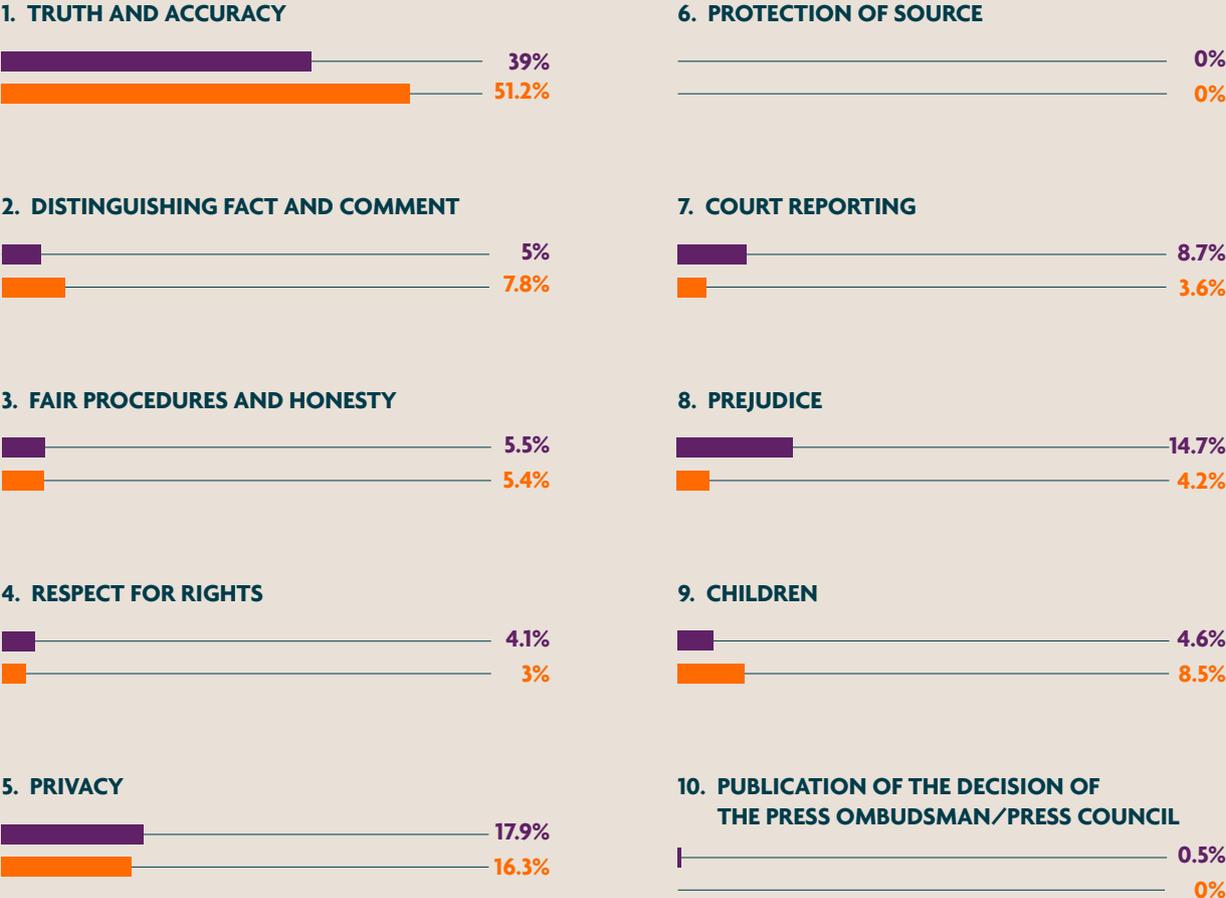
**14 ONLINE-ONLY NEWS PUBLICATIONS**

**26 NON-MEMBER PUBLICATIONS**

**58 NOT INDICATED BY COMPLAINANT**

# PRINCIPLES OF CODE OF PRACTICE CITED BY COMPLAINANTS

2017  
2016



Complainants often cite a breach of more than one Principle of the Code of Practice in their complaints.

Two-thirds of the complaints made under Principle 8 in 2017 related to two articles. The full Code is published on pages 32 and 33.