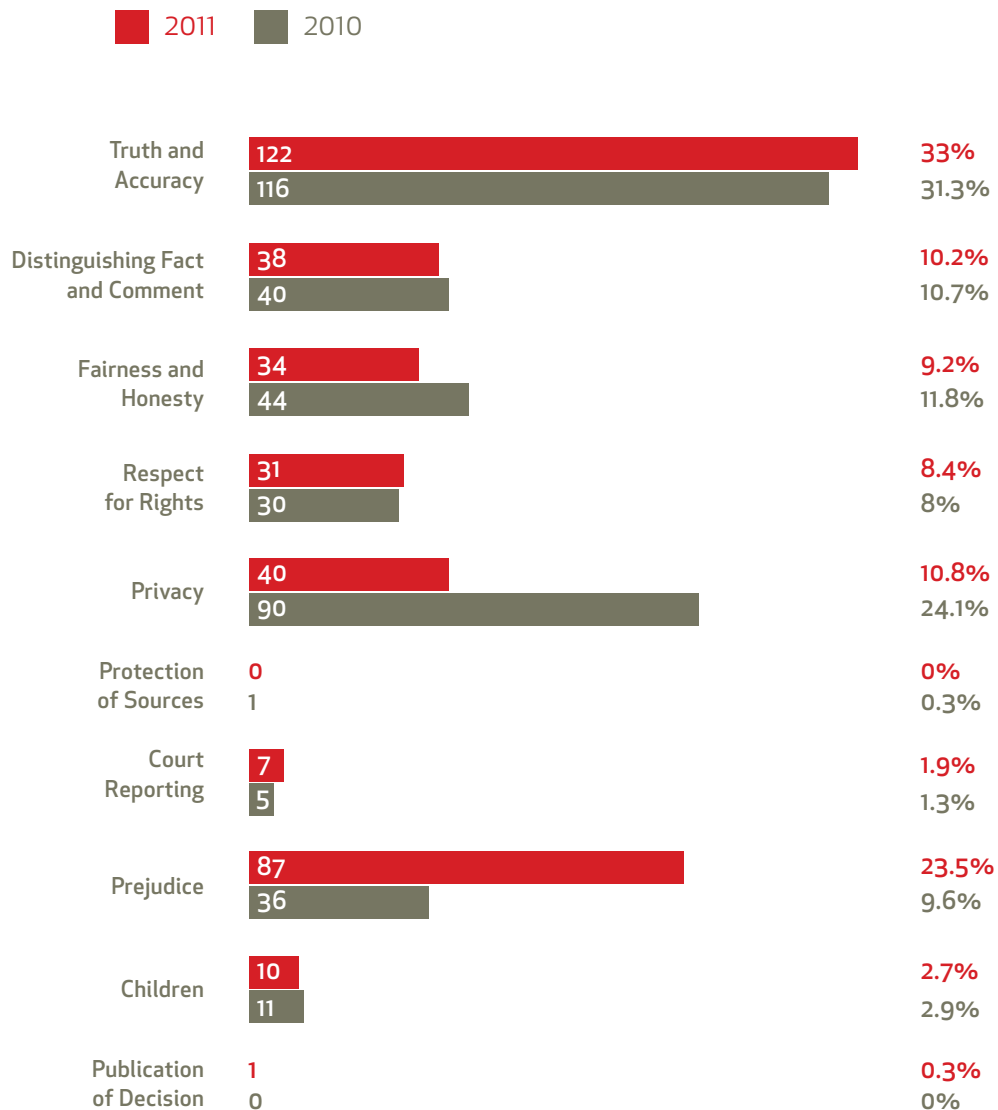


# Statistics

## Principles of the Code of Practice for Newspapers and Magazines cited by complainants



Many complainants submitted their complaint under more than one Principle of the Code of Practice, which is why the number of Principles cited is higher than the actual number of complaints received.

Two separate articles generated a total of 64 complaints under Principle 8 (Prejudice).

## Type of complaint

Breach of Code	<b>221</b>	62.4%
Ruled out on first reading	<b>4</b>	1.2%
Non-member publication	<b>10</b>	2.9%
Outside remit	<b>108</b>	33.5%
<b>Total</b>	<b>343</b>	<b>100%</b>

## Type of publication

Magazine	<b>5</b>	1.5%
National newspaper	<b>252</b>	73.4%
Non-member publication	<b>10</b>	2.9%
Regional newspaper	<b>28</b>	8.3%
Not indicated by complainant	<b>48</b>	13.9%
<b>Total</b>	<b>343</b>	<b>100%</b>

## Complaints processed / being processed at end 2011

# 77

Complaints  
processed/  
being processed  
at end 2011

## 6

Formally  
conciliated

## 13

Informally  
conciliated

## 7

At conciliation  
end 2011

## 42

Decided by Press  
Ombudsman

## 7

Court  
proceedings

## 1

Decided on  
referral to  
Press Council

## 1

File closed

## 17

Complaint  
upheld

## 15

Complaint  
not upheld

## 10

Sufficient  
remedial action  
offered or taken  
by publication

## 10

Appeals  
received by  
Press Council

## 7

Appeals  
received by  
Press Council

## 5

Appeals  
received by  
Press Council

## 8

Not allowed

## 2

To be decided  
at end 2011

## 4

Not allowed

## 3

To be decided  
at end 2011

## 4

Not allowed

## 1

To be decided  
at end 2011

### CONCILIATED COMPLAINTS

Formally conciliated complaints were complaints that were resolved to the satisfaction of the complainant following correspondence between the Case Officer and the editor of the newspaper. Informally conciliated complaints were complaints that were resolved following advice and assistance from the Case Officer, after which the complainant contacted the editor of the publication directly and the complaint was resolved to the satisfaction of the complainant without the necessity for the Office to become formally involved.

## Complaints not formally processed

**266**

Complaints not formally processed

**144**

Complaints not pursued beyond preliminary enquiry by complainant

**108**

Outside remit

**10**

Non-member publication

**4**

Ruled out as no evidence presented of a possible breach of the Code

**49**

Unauthorised third party

**25**

Miscellaneous

**22**

Out of time

**12**

Other regulatory authority

While 144 complainants who received advice and assistance from the Office of the Press Ombudsman did not pursue their complaint beyond a preliminary enquiry, a number of these complaints may have been satisfactorily resolved, as all complainants are advised to contact the editor directly in the first instance. While there is evidence that some complaints were resolved in this manner, it is not possible to establish an exact number. Others may be formalised in 2012.

Unauthorized third party complaints were from a person who was not personally affected by the article, or from a person who complained about an article where another person or persons were named, but where the complainant did not have the required consent of that person or persons.