



Press Council of Ireland  
and Office of the Press Ombudsman



**Annual Report 2008**



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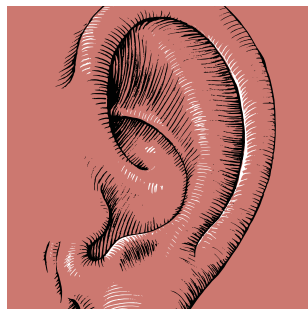
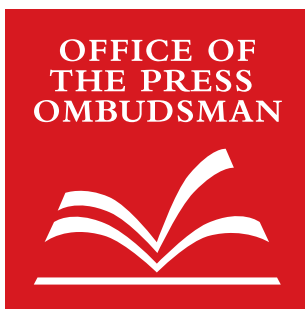
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## Press Council of Ireland

The Press Council of Ireland is the new body for press regulation in Ireland, independent of both government and media. It is charged with the oversight of the professional principles embodied in the Code of Practice for Newspapers and Periodicals, and operates with the support and cooperation of newspaper and periodical editors and journalists.



## Office of the Press Ombudsman

The Office of the Press Ombudsman is the new body that hears complaints about newspapers and periodicals and provides a quick, fair and free method of resolving such complaints. The Office ensures that the freedom of the press is never abused, and that the public interest is always served.





## Introduction from the Chairman



Professor Thomas  
N Mitchell (Chairman)

The Press Council of Ireland (Press Council) and Office of the Press Ombudsman have been established by the National Newspapers of Ireland, the Regional Newspapers and Printers Association of Ireland and the Periodical Publishers Association of Ireland, with the support of the National Union of Journalists. It has been dealing with complaints since 2 January 2008.

The purpose is to provide a new independent regulatory body for the print media which would operate independently of both government and the press industry.

This first Annual Report provides background information about the development of the new body, its structures, procedures and membership, and the services it offers to the public. It also gives details of the case load of work that it has dealt with over the past twelve months, and highlights some of the more significant issues and challenges that this first year of operation has brought to light.

In introducing this Report, I would like to review the precise functions and the social significance of the new regulatory mechanism and the benefits it can offer to the Irish public.

Regulation of the press has always been a sensitive issue because it infringes on another sensitive issue, freedom of the press - a concept that has stirred controversy since it first arose in the 16th century, not long after the arrival of the printing press. Five centuries later we have now reached a point where there is broad agreement, in most democratic societies at least, about a range of rights and freedoms covering the area of free speech.

These include freedom of thought and expression, the right of individuals to be informed and to seek, receive and impart information, and the right of the mass media to publish information and opinion on all matters in which the public have a legitimate interest and about which they have a right to know. In free societies these rights are now firmly embedded in constitutions, laws and court judgements, and they have been affirmed in international proclamations such as the UN Universal Declaration on Human Rights and the European Convention on Human Rights.

All of this is, of course, greatly to be welcomed. With regard to freedom of the press there are three main social reasons why a vigorous free press is seen as a hallmark of a free society and an indispensable component of a healthy democracy.

The first concerns the public's right to know. People have a right to a continuing flow of accurate information about what is happening in their society and in the world around them, both to satisfy their natural desire to have access to information and to enable them to make informed decisions in their lives. A free press remains the most effective means of meeting this societal need.

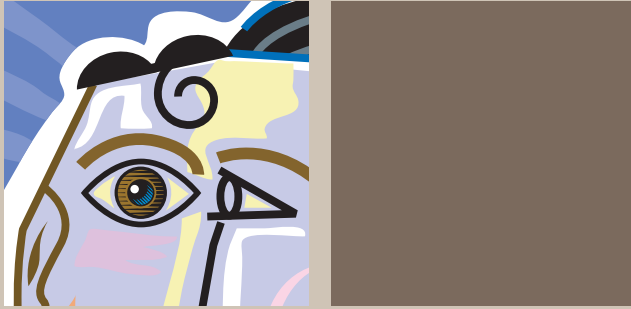
The other two main societal needs, or public services, provided by the press relate more particularly to democratic states. In a democracy, where the people have the ultimate authority to determine the character and values of their society and who should conduct their government, it is essential that the people be informed about public affairs. In the political arena, ignorance is especially dangerous and disempowering. It is worth quoting the great American statesman and political theorist, James Madison: *"A popular Government without popular information is but a prologue to a Farce or a Tragedy, or perhaps both. Knowledge will forever govern ignorance: And a people who mean to be their own Governors must arm themselves with the power knowledge gives."* In other words, an informed electorate is essential to a healthy democracy, and providing the information is the responsibility of a free press. Also essential to a healthy democracy is ongoing accountability from those who are given, in trust by the people, the power to govern. There is a need for continuous rigorous scrutiny of the actions of government as a check on that power and a protection against its abuse. Maintaining that scrutiny is the third main public service that we seek from the press, and modern jurisprudence has seen this as an especially important function, and has described the press as the eyes and ears of the public.

There are cogent reasons, therefore, why we should value and protect freedom of the press. But no right or freedom can be absolute. It is an inescapable fact of life in society that every right and freedom must be bound by the rights and freedoms of others and by the public good. Freedom of the press is no exception. The modern mass media are a powerful force in society, and claim significant privileges. They hold others to account and that is why they must themselves be amenable to an appropriate form of accountability.

But finding an appropriate form of accountability has proved to be a complex matter. The press is to some extent regulated by law in regard to serious forms of injury such as defamation, but defining in any detail the boundaries of press freedom through legislation is treacherous ground, especially since legislative bodies will forever have a vested interest in reining in the power of their chief watchdog.

Press Councils or Complaints Commissions have therefore been seen as a more promising option, but there are difficulties here also. If the bodies are appointed or have their missions determined by government, there is a danger that their credibility and independence may be compromised. Similar instances of credibility and independence arise when Press Councils are appointed or are in any way controlled by the press industry itself.

The Irish model has sought to find a third way that would be neither statutory nor self-regulatory. This has been achieved by creating a Press Council which is appointed by a distinguished and totally independent Appointments Committee, and which has a majority of independent members, who are beholden to none and represent a broad spectrum of civil society. In addition, the structure includes a Press Ombudsman, appointed by the Press Council, answerable only to the Press Council, and who has no dependence of any kind on the press industry.



The mission of the Press Council and Press Ombudsman is clear and precise and is managed and protected by the Press Council.

The primary function is to provide members of the public who have a complaint against any section of the print media with a mode of redress that is quick, fair and free. It also, for the first time, provides a remedy in the many instances where a complaint may not be legally actionable, but raises important issues of professional practice. It therefore both widens the opportunities for those who feel aggrieved by what they read about themselves to seek satisfaction, and offers a process far less forbidding than the often daunting, slow and expensive route of the courts.

The complaints procedure seeks to the greatest extent possible to avoid the legalistic and adversarial character of judicial proceedings, and puts the emphasis on conciliation and a spirit of co-operation on all sides to achieve an agreed solution. It is hoped that lawyers and all the trappings and technicalities of legal actions can be left out of the entire process.

The Press Ombudsman has responsibility for dealing with all complaints in the first instance, and if conciliation by his Office between the publication and the complainant fails, he will make a decision on whether the complaint should be upheld or not on the basis of the Code of Practice for Newspapers and Periodicals (Code of Practice). If either party believes it has grounds, it can appeal a decision of the Press Ombudsman to the Press Council.

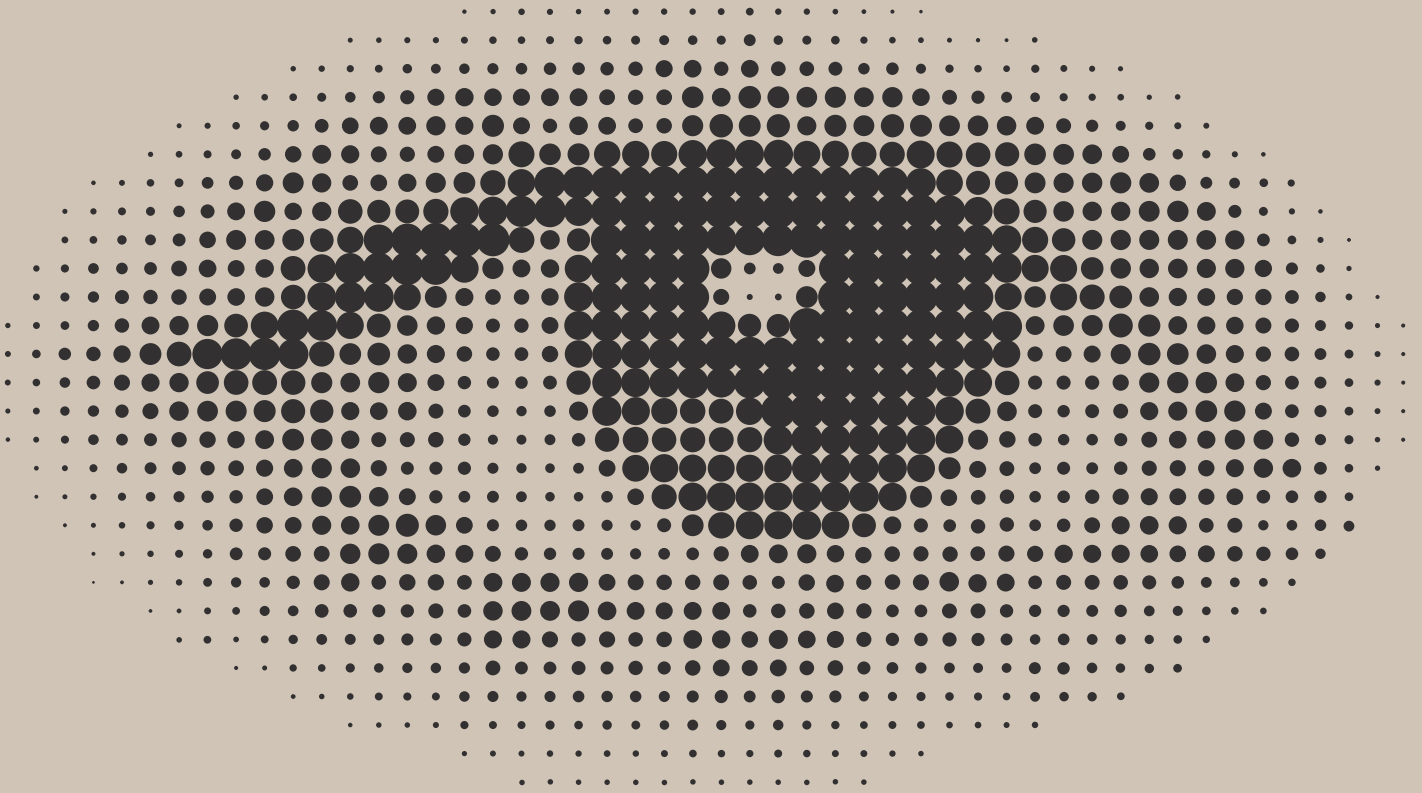
In addition to acting as an appellate body, the second function of the Press Council is to keep the Code of Practice under review, and it works with a Code Committee consisting of editors, the Press Ombudsman, and a representative of the National Union of Journalists, to refine and amend the Code in the light of experience.

The creation and continuing development of the Code of Practice is a critically important aspect of the new regulatory system. It identifies for the first time in Ireland the ethical and professional standards that should govern good journalism. It represents a consensus of editors and journalists and carries with it a commitment from all print media organisations to abide by its provisions. Its continuing evaluation in light of experience will provide an up-to-date set of agreed principles, which it will be the task of the Press Council and Press Ombudsman to interpret and apply as an independent and impartial arbiter. The effect should be a safeguarding and promotion of the high standards in journalism which the public wants and to which the press itself aspires.

The Press Council has a third function, which is to raise public awareness of the importance of the mass media to society and to facilitate debate about some of the challenges facing the media in today's rapidly changing world. These challenges include the impact of globalisation, the rise of international media conglomerates, the advent of the internet and the perennial problem, in spreading news, of maintaining a fair balance between private rights, the duty to inform and consideration of the public good. These are issues that deserve wider debate, and the Press Council can be an effective vehicle for such debate. Some of its early initiatives in this area are recounted elsewhere in this Report.

The Press Council and Press Ombudsman have had a busy and, I believe, successful year. We are grateful for the high level of support and co-operation received from all sides. We believe an innovative, effective regulatory system has been created that offers significant benefits to the press and public alike. We are committed to maximising these benefits.

*Thomas W Mitchell*



## History

The Press Council is the product of almost four years of painstaking analysis of how the public and the print industry could be best served by regulation. It is possible to go back many more years when press regulation in Ireland was the subject of intense debate in the public arena as well as in the media. However in 2004, spurred by the report of an expert group appointed by the then Minister for Justice which argued for a State-appointed press regulatory machinery, a Steering Committee representing the entire press industry set to the task of creating a truly independent framework for regulation of the industry.

The first promise of the Committee was that whatever structure would be created would keep the public interest paramount. Consequently the industry, including the managers and editors of the national and provincial newspapers, the magazine publishers, the UK newspapers circulating in Ireland and journalists through their trade union, the National Union of Journalists (NUJ), made a commitment that pledged support for independent scrutiny of the press's accuracy, fairness, its respect of privacy and all the obligations that stem from the privilege of enjoying a free press.

The Press Industry Steering Committee set to the task of putting together an acceptable model for this purpose. The Committee concluded that of the scores of Press Councils around the world, the one closest to the desired Irish model was the Press Council of Sweden. After consultation with the Swedish Press Ombudsman and his colleagues and a study of the eighty year-old Swedish system, the Committee began a fruitful dialogue with the then Justice Minister Michael McDowell, which convinced the Minister that this was indeed a satisfactory model for independent regulation.

Because the proposed Press Council was to receive its funding from the press industry, it was clearly important, for the purpose of transparency, that the membership of the Press Council should be weighted in favour of independent people who were at a distance from the industry, and unlikely to be swayed by press industry concerns or obsessions. The Steering Committee consequently established an Appointments Committee, which was assiduous in ensuring that the appointees to the Press Council would be members of civil society whose independent-mindedness was beyond question. The Steering Committee's decisions on the new structures were also designed to ensure that these independent people would, at all times, represent a majority in any Press Council deliberations.

The Chairman of the Steering Committee, former Provost of Dublin University, Professor Thomas N Mitchell, agreed to be the Chairman of the Press Council when it was established in July 2007. This maintains continuity with the ideals that underpinned the evolution of the Press Council.

While it was considered vital that the independence of the Press Council would be guaranteed, it was decided to appoint, on the basis of nominations by the press industry, five members of the Press Council who would reflect the nature and experience of the press as a whole. This was important to provide an industry perspective and balance for the decisions that would be made by the Press Council. In addition the Press Council, unlike the UK Press Complaints Commission, includes a guaranteed seat for a member nominated by the NUJ.

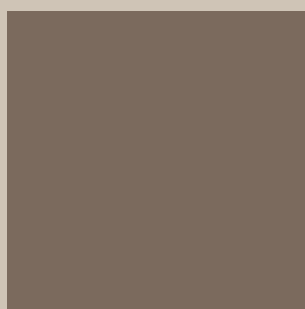
## Membership

The Press Council has 13 members. Seven (including the Chairman) are chosen by an Appointments Committee to represent the public interest generally. Of the remaining six members, three are chosen by the Appointments Committee on the nomination of National Newspapers of Ireland, one on the nomination of the Regional Newspapers and Printers Association of Ireland, one on the nomination of the Periodical Publishers Association of Ireland and one on the nomination of the National Union of Journalists. It meets a minimum of eleven times in the year.

In April 2008, one of the original members of the Press Council, Mr John M. Horgan, resigned. Mr Pat O'Connor, a solicitor and coroner for East Mayo, was appointed in his place.

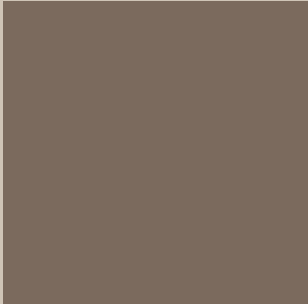
The seven independent members of the Press Council are Professor Thomas N Mitchell (Chairman), Seamus Boland, Mary Kotsonouris, Maeve McDonagh, Pat O'Connor, Eleanor O'Higgins and Peter O'Mahony.

The six Council members nominated by industry organisations are Rosemary Delaney, Michael Denieffe, Martin Fitzpatrick, Michael McNiffe, Eoin McVey and Frank Mulrennan.



- |                               |                    |
|-------------------------------|--------------------|
| 1 Professor Thomas N Mitchell | 3 Rosemary Delaney |
| 2 Seamus Boland               | 4 Michael Denieffe |

# Members of the Press Council



5 Martin Fitzpatrick  
6 Mary Kotsonouris

7 Maeve McDonagh  
8 Michael McNiffe

9 Eoin McVey  
10 Frank Mulrennan

11 Pat O'Connor  
12 Eleanor O'Higgins  
13 Peter O'Mahony

## Referrals

The Press Council can investigate and make a decision on complaints directly where such complaints have been referred to it by the Press Ombudsman. The Press Ombudsman has discretion to do this in relation to some of the complaints that he considers to be complex or significant.

In the period covered by this Annual Report two such cases were referred directly to the Press Council by the Press Ombudsman.

### **Mrs French and the *Irish Daily Star Sunday***

The first such case involved the publication of an interview with the mother of the late Katy French in the *Irish Daily Star Sunday*, in which there was a direct conflict of evidence between the complainant and the newspaper about the circumstances in which a discussion between the reporter and the family had taken place.

Although the Office of the Press Ombudsman had carried out a preliminary investigation into the complaint, the Press Council decided to explore the matter further and, after a considerable exchange of views on the matter, involving both parties, came to the conclusion, on the basis of the evidence available to it, that the article in question had been in breach of Principle 3 of the Code of Practice (Fairness and Honesty) in that the conversation between the journalist and Mrs French had been a personal one and that no interview had been sought by Mrs French.

The Press Council, however, also decided in relation to the same publication not to uphold Mrs French's other complaint that publication of the material involved – which Mrs French agreed had not been negative or demeaning to her daughter's memory – had been a breach of the provisions of Principle 5 of the Code of Practice (Privacy). This illustrates the fact that although complaints may be made under more than one Principle of the Code of Practice, it does not follow that upholding a complaint under one Principle of the Code will automatically involve upholding other elements of the complaint.

### **Complainants and the *Irish Independent***

The second complaint referred to the Press Council by the Press Ombudsman related to an article about Africa published in the *Irish Independent* that a number of complainants maintained was a breach of Principle 8 of the Code of Practice (Incitement to Hatred). Although this complaint was procedurally simpler than the earlier one, in that there was no conflict about the facts of the case, it raised very serious issues for both the newspaper and the Press Council.

The article in question, according to the Press Council's decision, dealt with serious issues and highlighted tragic conditions prevailing in many parts of Africa. The Press Council's view, however, was that, beginning with the headline "Africa is giving nothing to anyone – apart from AIDS", the mode of presentation was marked by rhetorical extravagance and hyperbole which used the failings of some to stigmatise whole societies, employing a level of generalisation that was distorting and seriously insulting to Africans as a whole. In addition the Press Council said that the article resorted, in several instances, to language that was gratuitously offensive and was, in the view of the Press Council, likely to cause grave offence to people throughout sub-Saharan Africa and to the many Africans in particular who are now resident in Ireland

Of critical importance in the context of the Press Council's decision in this case was the fact that Principle 8 of the Code of Practice, although based in part on the terms of the Prohibition of Incitement to Hatred Act, 1989, also contains (unlike the legislation) a provision in relation to "grave offence". Therefore a finding in favour of a complainant under Principle 8 does not necessarily mean that an article intended or was likely to stir up hatred. It was in relation to the "grave offence" provision of Principle 8, rather than in relation to its incitement to hatred provision, that the Press Council explicitly formulated its decision in this case.



## Appeals

The Press Council has a vital role in relation to appeals that may be made, either by complainants or by publications, against decisions of the Press Ombudsman. This role, while in no way diminishing the role or the independence of the Press Ombudsman, is part of the unique structure of the system of independent regulation for the print media which has been established, and reflects the need to provide for the greatest possible measure of confidence by the public and the press in that system and in its final decisions. Appeals must be lodged with the Press Council within ten working days of the decision of the Press Ombudsman. The Press Ombudsman has no function in relation to the management or hearing of any appeal against his decision, and does not attend or take part in the Council's decision on such matters.

To lodge an appeal against a decision of the Press Ombudsman, the appellant, whether a complainant or a publication, must state his or her grounds and show reasonable cause, either in relation to significant new information, or to any error in procedure or in the application of the Principles of the Code of Practice. Mere disagreement with the Press Ombudsman's decision is not grounds for appeal. The Press Council first of all decides on the admissibility of an appeal and, should the appeal be admitted, on the appeal itself. The Press Council makes its decision on the basis of all the documentation relating to the complaint, and there is normally no further communication with either side. The Press Council, however, reserves the right to forward details of any significant new information furnished by an appellant to the other party involved, should it regard this as necessary and appropriate, and to consider a response by the other party to such new information, as part of the appeal process.

If the Press Council decides to admit an appeal, it will state its grounds for doing so and will then proceed to hear the appeal. It will also give the reason(s) for its final decision on the appeal, whether it decides to allow the appeal in whole or in part, or to uphold the Press Ombudsman's decision. There is no appeal from a decision of the Press Council, either in relation to referrals or to appeals.

During the year under review, 25 of the total number of 35 decisions made by the Press Ombudsman were appealed to the Press Council. Of these, 14 were appeals by complainants, and 11 were appeals by newspapers.

In 20 cases, the Press Council decided that there were insufficient grounds to admit the appeals. In the remaining five cases the appeals were admitted and considered. In three of these, the decision of the Press Ombudsman was upheld by the Press Council. In the fourth case, the Press Ombudsman's decision was upheld in part and in the fifth, the appeal against the decision of the Press Ombudsman was allowed.

## Publication of decisions

Publication of the decisions of the Press Ombudsman and Press Council is a core element of the new complaints structure which has been established. Principle 10 of the Code of Practice states that when requested or required by the Press Ombudsman and/or the Press Council to do so, newspapers and periodicals shall publish the decision in relation to a complaint with due prominence.

Decisions of the Press Ombudsman and the Press Council upholding complaints must be published by the newspaper or periodical about whom the complaint was made. The publication guidelines determined by the Press Council and notified to all member publications require that decisions should be published within ten working days, should be published in full, unedited, and without editorial commentary.

The guidelines also require that a decision of this kind should be published on the same day of the week as the original article was published, and that it should be published 'with similar prominence' and generally on the same page as the original article, or further forward. Where a complaint has been upheld in relation to an article published on the front page of a newspaper or periodical, the guidelines require that the decision should be published with due prominence on one of the first four editorial pages.



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Mr Brian Lenihan TD, then Minister for Justice, Professor John Horgan and Professor Thomas N Mitchell at the launch of The Press Council.

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The guidelines also state that subsequent articles in newspapers and periodicals generally including information about earlier decisions of the Press Council or the Press Ombudsman should be written and presented with fairness to all concerned in the spirit of the Code of Practice.

Newspapers and periodicals are not obliged to publish decisions about complaints about them that have not been upheld. However, if they do decide to publish such decisions, these should also be published in full, unedited and without editorial comment.

The Press Council welcomes the widespread publication of all decisions, in the spirit of the Code of Practice, as an exercise in transparency, as an aid to the wider public understanding of the reasoning behind the decisions, and to encourage the widest possible public acceptance of the aims and objectives of the system of independent press regulation that has been established.

### **Press Council activities**

In one of its first formal decisions, the Press Council, following a process of public advertisement and interview, appointed Professor John Horgan as Press Ombudsman with effect from 1st September 2007.

The Press Council itself was publicly launched, and the Office of the Press Ombudsman inaugurated, on 9th January 2008 at a function in the former House of Lords chamber in the Bank of Ireland, College Green, Dublin. This was the first in a series of events designed to bring the new structures, their functions and their importance, and the details of those involved, to the attention of the public at large. The launch was attended by a substantial cross-section of representatives of the original Steering Committee who devised the new structures, of the national, regional and periodical press in Ireland, and by members of the judiciary and of the Oireachtas.

The launch was addressed by the then Minister for Justice, Mr Brian Lenihan TD, who welcomed the creation of the new regulatory structures and emphasised the importance of effective self-regulation of the print media, both generally and in the context of his plans to update the legislation on the law of libel.

The Chairman of the Press Council, Professor Thomas N Mitchell, noted that the new structures and procedures were a significant development, and offered members of the public a more straightforward and less forbidding mode of redress than the courts.

To underline its intention of exercising its functions in a creative and proactive manner, the Press Council organised a public meeting in Limerick in March 2008 on the general theme of "Crime and the Media". This meeting, which was attended by a range of local interests, local media, and the general public, was chaired by Dr Eoin Devereux of the University of Limerick, and addressed by the Chairman of the Press Council, by the Press Ombudsman, and by Dr Michael Breen of Mary Immaculate College, Limerick. There was a spirited public discussion of the issues raised.

On 3rd December, and after extensive discussions involving the Department of Health and Children and a number of voluntary agencies, the Press Council organised a second public meeting, this time devoted to issues connected with "Suicide and the Press" at the Killeslin Hotel in Portlaoise.

This was preceded by a detailed public consultation in September and October, during the course of which the Press Council, with the ready and invaluable cooperation of its member publications, invited individuals and organisations to make submissions on this sensitive topic. The submissions received were subsequently used as the basis for a detailed discussion document which was approved by the Press Council at its meeting in November and is available on the Press Council website [www.presscouncil.ie](http://www.presscouncil.ie)

The Portlaoise meeting, which was chaired by Dr Mary Kotsonouris, a member of the Press Council, was attended by the Minister for State at the Department of Health and Children with responsibility for Mental Health, Mr John Molony TD. Speakers included the Coroner for East Mayo and member of the Press Council, Mr Pat O'Connor, Dr John Connolly, Secretary of the Irish Association of Suicidology, Mr Dave O'Connell, Managing Editor of the Connacht Tribune, and poet Ms Rita Ann Higgins. Members of voluntary organisations and individuals who had been bereaved through suicide contributed to the discussion, and the meeting was widely reported in the national and regional press. At its December meeting, the Press Council decided to forward its discussion document and a report of the proceedings to the Code Committee for its consideration.

### **The Code Committee**

The Code Committee, which comprises the editors of a number of publications, the Press Ombudsman, and a representative of the National Union of Journalists, is under the chairmanship of Mr Brendan Keenan. It met during the year to consider and agree a recommendation from the Press Council on Principle 8 of the Code of Practice. This recommendation, adopted in the light of strong representations made by a number of groups and individuals, was that Principle 8, which deals with grave offence and incitement to hatred, should be amended to reflect the content of the Prohibition of Incitement to Hatred Act by including a specific reference to membership of the travelling community. This amendment will form part of the revised published version of the Code of Practice in due course, but is already in force.

The Code Committee has also received for consideration the discussion document on the reporting of suicide by the press prepared by the Press Council in November 2008 and discussed at a public meeting organised by the Press Council in December 2008.

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*"It is in many ways a unique model and represents an innovative third way, avoiding the potential dangers to the freedom of the press inherent in any form of statutory regulation and also avoiding the taint of conflict of interest inherent in voluntary or self-regulation.*

*High standards will always be the best protector of the place and freedom of the press. The Press Council and Press Ombudsman will be working hard to try to enhance both."*

Address by Professor Thomas N Mitchell, Chairman of the Press Council, at the launch of the Press Council and the Office of the Press Ombudsman, 9 January 2008.

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## Challenges

The Press Council will continue its efforts to streamline its procedures and improve its services. A number of issues, however, will need particular attention. There is, at present, an excessive readiness by newspapers and complainants to resort to the appeals process without adducing adequate grounds. The appeals process aims to provide double insurance of a fair outcome, by giving those who feel they have a genuine basis on which to appeal a decision of the Press Ombudsman the opportunity to make their case to the full Press Council, in accordance with the procedures described in the Appeals section of this Report. Mere disagreement with a decision of the Press Ombudsman is not a justification for an appeal. It is hoped, therefore, that there will be more discriminating use of the appeals process, which will save time and increase the efficiency of the service.

A second matter which needs to be addressed relates to the fact that the Press Council and Office of the Press Ombudsman can only deal with complaints involving newspapers and periodicals that are member publications of the corporate body of the Press Council. At present, all members of the main print associations are member publications of the Press Council, and many other independent publications have also chosen to join. But there are still many newspapers and periodicals which remain outside the new regulatory mechanism. This obviously limits the ability of the Press Council and the Office of the Press Ombudsman to give the fullest service. It is important to the success of the entire initiative that all sections of the print media should show their support for the concept of an accountable media by becoming member publications of the Press Council and participating in its operations.

There is a third matter of considerable urgency that is adversely affecting the work of the Press Council - the delay in the passage of the Defamation Bill, 2006, which is currently before the Oireachtas. The Press Council model was developed in close consultation with the then Minister for Justice, Mr Michael McDowell TD, on the understanding that a new defamation law would update existing defamation legislation and contain a number of provisions designed to strengthen the position of the Press Council and expedite its work.

The Defamation Bill published in 2006 met these governmental commitments. It offers the Press Council and its member publications the following important benefits:

- (a) It provides for statutory recognition of the Press Council;
- (b) It gives qualified privilege to all decisions of the Press Ombudsman and of the Press Council and to all statements published in regard to these decisions. It gives the same privilege to reports of past activities published by the Press Council. The qualified privilege is further extended to all statements made during the investigation and hearing of complaints or appeals;
- (c) Newspapers and periodicals will be able to offer apologies without incurring the risk that this could be interpreted as an admission of liability;
- (d) There is a very significant benefit for member publications of the Press Council in cases where the defence of fair and reasonable publication is used. In such instances the Bill provides that the court should take into account the extent to which the publication has adhered to the Code of Practice and has abided by decisions of the Press Ombudsman and Press Council.

All of this would clearly strengthen the position of the Press Council and its capacity to work effectively. It would also allow the press industry to participate fully without fear of legal risk, and would provide incentives to all newspapers and periodicals to become member publications of the Press Council. We would therefore urge all our legislators, and the press industry as a whole, to work for a speedy passage of this important Bill.

# Code of Practice for Newspapers and Periodicals

## Preamble

The freedom to publish is vital to the right of the people to be informed. This freedom includes the right of a newspaper to publish what it considers to be news, without fear or favour, and the right to comment upon it.

Freedom of the press carries responsibilities. Members of the press have a duty to maintain the highest professional and ethical standards. This Code sets the benchmark for those standards. It is the duty of the Press Ombudsman and Press Council of Ireland to ensure that it is honoured in the spirit as well as in the letter, and the duty of publications to assist them in that task.

In dealing with complaints, the Ombudsman and Press Council will give consideration to what they perceive to be the public interest. It is for them to define the public interest in each case, but the general principle is that the public interest is invoked in relation to a matter capable of affecting the people at large so that they may legitimately be interested in receiving and the press legitimately interested in providing information about it.

## Principle 1 – Truth and Accuracy

1.1 In reporting news and information, newspapers and periodicals shall strive at all times for truth and accuracy. 1.2 When a significant inaccuracy, misleading statement or distorted report or picture has been published, it shall be corrected promptly and with due prominence. 1.3 When appropriate, a retraction, apology, clarification, explanation or response shall be published promptly and with due prominence.

## Principle 2 – Distinguishing Fact and Comment

2.1 Comment, conjecture, rumour and unconfirmed reports shall not be reported as if they were fact, but newspapers and periodicals are entitled to advocate strongly their own views on topics. 2.2 Readers are entitled to expect that the content of a publication reflects the best judgement of editors and writers and has not been inappropriately influenced by undisclosed interests. Where relevant, any significant financial interest of an organisation should be disclosed. Writers should disclose significant potential conflicts of interest to their editor.

## Principle 3 – Fairness and Honesty

3.1 Newspapers and periodicals shall strive at all times for fairness and honesty in the procuring and publishing of news and information. 3.2 Publications shall not obtain information, photographs or other material through misrepresentation or subterfuge, unless justified by the public interest. 3.3 Journalists and photographers must not obtain, or seek to obtain, information and photographs through harassment, unless their actions are justified in the public interest.

## Principle 4 – Respect for Rights

Everyone has constitutional protection for his/her good name. Newspapers and periodicals shall not knowingly publish matter based on malicious misrepresentation or unfounded accusations. Publications must take reasonable care in checking facts before publication.

## Principle 5 – Privacy

5.1 Privacy is a human right, protected as a personal right in the Irish Constitution and the European Convention on Human Rights, which is incorporated into Irish law. The private and family life, home and correspondence of everyone must be respected. 5.2 Readers are entitled to have news and comment presented with respect for the privacy and sensibilities of individuals. However, the right to privacy should not prevent publication of matters of public record or in the public interest. 5.3 Sympathy and discretion must be shown at all times in seeking information in situations of personal grief or shock. In publishing such information, the feelings of grieving families should be taken into account. This should not be interpreted as restricting the right to report judicial proceedings. 5.4 Public persons are entitled to privacy. However, where a person holds public office, deals with public affairs, follows a public career, or has sought or obtained publicity for his activities, publication of relevant details of his private life and circumstances may be justifiable where the information revealed relates to the validity of the person's conduct, the credibility of his public statements, the value of his publicly expressed views or is otherwise in the public interest. 5.5 Taking photographs of individuals in private places without their consent is not acceptable, unless justified by the public interest.

## Principle 6 – Protection of Source

Journalists shall protect confidential sources of information.

## Principle 7 – Court Reporting

Newspapers and periodicals shall strive to ensure that court reports (including the use of photographs) are fair and accurate, are not prejudicial to the right to a fair trial and that the presumption of innocence is respected.

## Principle 8 – Incitement to Hatred

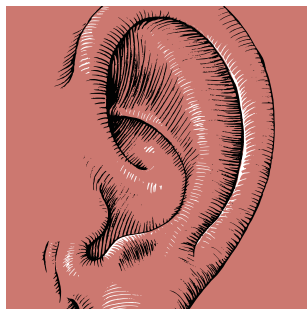
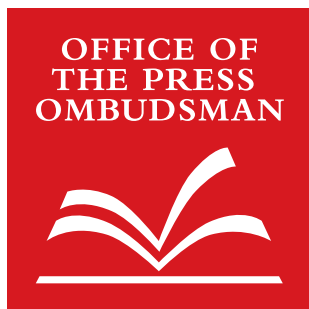
Newspapers and periodicals shall not publish material intended or likely to cause grave offence or stir up hatred against an individual or group on the basis of their race, religion, nationality, colour, ethnic origin, membership of the travelling community, gender, sexual orientation, marital status, disability, illness, or age.

## Principle 9 – Children

9.1 Newspapers and periodicals shall take particular care in seeking and presenting information or comment about a child under the age of 16. 9.2 Journalists and editors should have regard for the vulnerability of children and in all dealings with children should bear in mind the age of the child, whether parental or other adult consent has been obtained for such dealings, the sensitivity of the subject-matter, and what circumstances if any make the story one of public interest. Young people should be free to complete their time at school without unnecessary intrusion. The fame, notoriety or position of a parent or guardian must not be used as sole justification for publishing details of a child's private life.

## Principle 10 – Publication of the Decision of the Press Ombudsman / Press Council

10.1 When requested or required by the Press Ombudsman and/or the Press Council to do so, newspapers and periodicals shall publish the decision in relation to a complaint with due prominence. 10.2 The content of this Code will be reviewed at regular intervals.



## Introduction from the Press Ombudsman



Professor John Horgan  
Press Ombudsman

I had the honour of being appointed the first Press Ombudsman of Ireland in September 2007, and the Office of the Press Ombudsman commenced its operations in January 2008. The Press Ombudsman, like the Press Council, is independent of government and, in operation, independent of the media.

The establishment of the Office of the Press Ombudsman by the Press Council represented one of the most important initiatives in the Irish media industry for many years. This initiative was the culmination of a lengthy process of exploration and discussion which led to the establishment of the Press Council itself in 2007.

The first year of operation of the Office of the Press Ombudsman has seen the rapid achievement of an effective and productive relationship between the Office of the Press Ombudsman and the Press Council. The Chairman of the Press Council, Professor Thomas N Mitchell, has played a central and invaluable role in this. The growing familiarity of editors with the new regulatory procedures, and their participation in the new complaint-handling structures, is part of the atmosphere of cooperation and mutual understanding which characterises this relationship.

As an indication of this atmosphere of cooperation, newspapers and periodicals regularly publish statements about their adherence to the Code of Practice, they publish the logo of the Office of the Press Ombudsman when publishing decisions, and many have links from their website to the websites of the Press Ombudsman and Press Council.

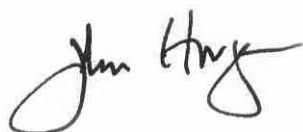
The first full year's operation of the Office of the Press Ombudsman has been marked by the handling of a substantial volume of complaints relating to a wide range of print media. It has seen the development and refinement of policies and procedures for the handling of complaints – policies and procedures aimed at ensuring the even-handedness and transparency that publications and members of the public alike are entitled to expect of an Office of this kind.

A significant development, and one which comes in below the public's radar to a certain extent, has been the increasing number of cases in which complaints have been satisfactorily conciliated, without a decision of a breach of the Code of Practice having to be made by the Press Ombudsman. This very positive development signals an increasing level of active involvement by publications in an aspect of work of the Office which has from the beginning been seen as vital.

A wide range of outreach activities and information campaigns took place around the country in 2008, some of them jointly with the Press Council. These activities and campaigns helped to promote information among the general public about the availability of the services of the Press Ombudsman and Press Council.

There has been a small number of occasions during the year when the Office was contacted by family representatives, at a time of great tragedy, when they have been unexpectedly and suddenly thrown into the glare of the media. Not knowing how to cope with such a situation, they contacted the Office of the Press Ombudsman to seek advice. Although the Office has no function in relation to press coverage of such events, it has been glad to be of assistance by letting editors know, on an informal basis, the wishes of families in situations of great tragedy, and particularly bereavement. Publications have responded very positively to such information.

Finally, it is worth underlining the fact that the Code of Practice is the ultimate standard by which the Press Ombudsman's actions and decisions are assessed.

A handwritten signature in black ink, appearing to read "Jim Harty". The signature is fluid and cursive, with the first name "Jim" and the last name "Harty" clearly distinguishable.



## The role of the Office of the Press Ombudsman

The Office of the Press Ombudsman aims to provide readers of newspapers and periodicals with a quick, fair and free method of resolving complaints. A person can complain about any article that presents a possible breach of the Code of Practice, and which appears in a member publication of the Press Council. A complaint can also be made about the behaviour of a journalist if the complainant feels that that behaviour involves a breach of the Code of Practice. While the Press Ombudsman deals with the vast majority of complaints, he has the option of referring some significant or complex complaints to the Press Council for decision.

To make a complaint, the complainant must show that they have been personally affected by and involved in the article or behaviour in question.

If a person wishes to make a complaint, they should look at the Code of Practice to see if, in their opinion, the article, or the behaviour of the journalist, breaches one or more of its Principles. There are ten Principles in the Code of Practice, and they cover a wide range of issues, including accuracy, privacy, court reporting and the reporting of information involving children.

If a person feels that the Code of Practice has been breached, they should write in the first instance to the editor of the publication concerned. This is often the fastest and easiest way of resolving a complaint, as it gives the editor an opportunity to consider the complaint speedily and directly and to address any perceived wrong-doing on the part of the publication.

If the person is not happy with the response they receive from the editor, or if they do not receive a response, the complaint can then be considered by the Office of the Press Ombudsman.

The Case Officer will endeavour to resolve the complaint through a process of conciliation between the editor of the publication and the complainant.

If a resolution to the complaint is not possible through conciliation, the complaint is then referred to the Press Ombudsman for a decision as to whether or not the Code of Practice has been breached.

If the Press Ombudsman makes a decision and finds in favour of the complainant, and decides that the Code of Practice has been breached, the publication is obliged to publish the decision in full. All decisions are also published on the website of the Press Ombudsman.

Either party can make an application to the Press Council to appeal a decision of the Press Ombudsman. Details of the appeals process can be found in the Press Council section of this Report.

## Cases resolved through conciliation

A quarter of formal complaints were successfully resolved through conciliation. Formal complaints are those complaints that are pursued in writing with the Office of the Press Ombudsman by a complainant after he/she has unsuccessfully attempted to resolve the matter directly with the editor of the publication.

There are benefits to both parties in resolving complaints through conciliation, which involves negotiations under the auspices of the Case Officer. Complaints that are dealt with satisfactorily through the conciliation process are resolved without any decision being made as to whether or not a breach of the Code of Practice has taken place. For the complainant, this means that the complaint is processed more speedily than if a decision has to be made by the Press Ombudsman, and s/he often has a direct input into the resolution of the complaint.

The editor is presented with the opportunity to deal directly and effectively with the complaint and thereby bring the complaint to a speedy and satisfactory conclusion.

During the conciliation process the editor of the publication may make an offer to resolve the complaint which is not acceptable to the complainant. In such cases, the complaint is referred to the Press Ombudsman for a decision on whether or not the Code of Practice has been breached. However, any offer made by the publication may, in the opinion of the Press Ombudsman, amount to a satisfactory offer by the publication to resolve a complaint. In such cases, no decision is made by the Press Ombudsman as to whether or not a breach of the Code of Practice took place.

Some complaints are resolved through mediation. This involves the voluntary agreement of both parties to the complaint to meet and discuss their differences on a confidential basis. The meeting is chaired by an independent facilitator provided by the Office of the Press Ombudsman. The aim of mediation is to give the complainant and the publication an opportunity to develop a shared understanding of the complaint and to work towards reaching a mutually satisfactory resolution of the matter.

The following are some examples of cases that have been resolved through conciliation.

### **Case 1**

A man complained about an article published by the *Western People*, which he felt affected his good name, which referred to him directly, and which remained available on the newspaper's website. The complaint was resolved when the newspaper agreed to remove the article from its website.

### **Case 2**

A man complained through his solicitors that an article published by the *Irish Daily Mail* made an inaccurate report of the death of his wife. The complaint was resolved when the newspaper published a clarification which was acceptable to the complainant.

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*"The aim of this new structure is neither blame nor revenge. We are neither policemen nor judges, and do not seek their powers. Nor are we ambulance chasers. The two simple objectives to which we are dedicated - redress for the public, and the defence of the freedom of the press - can readily be achieved without coercion, and are in no way opposed to each other."*

Address by the Press Ombudsman,  
Professor John Horgan, NUJ  
Biennial Conference, Tullamore,  
20 October 2007.

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### Case 3

A man complained, through his solicitors, about an article published in the *Irish Sun* referring to the circumstances in which his late wife was taken to hospital, which he said caused him and his family deep upset and severe insult. The complaint was resolved when the newspaper published a clarification and an apology for any offence caused to the man and his family.

### The Code of Practice and Complaints

The Code of Practice is a set of principles rather than a detailed set of prescriptions which editors and journalists must follow. This reflects the reality that the context of every article is different, the pressures on journalists vary, and readers' perceptions of what is published cannot always be predicted with any accuracy. The full text of the Code of Practice is printed on page 16.

When complaints about alleged breaches of the Code of Practice cannot be resolved by conciliation or mediation, the Press Ombudsman must make a decision on whether or not, in his opinion, the article in question breached the Code. It is important to remember that the Press Ombudsman is not a judge, and his office is not a court. He does not have the power to compel the disclosure of documents or the attendance of witnesses.

The Press Ombudsman made 35 decisions in 2008. These decisions form the basis on which the public at large, as well as complainants and journalists, can form some opinion of the criteria that the Press Ombudsman applies in interpreting the Code of Practice and in coming to a decision on whether or not its Principles have been breached. Inevitably, some parts of the Code of Practice attract more complaints than others.

The Press Ombudsman must address a complex and wide range of questions before coming to a decision about a breach of the Code of Practice. For instance, an article may contain an inaccuracy, but unless it is a significant inaccuracy it does not breach the Code of Practice. So what makes an inaccuracy significant? What happens when the facts themselves are in dispute? The Code of Practice allows publications to "advocate strongly" their own views on topics, but when does an article which is commentary or analysis (and which is therefore protected to a large degree by the Code of Practice) stray over the borderline into an area in which it might otherwise breach the Code? What does the phrase 'in the public interest' mean when it is advanced as a defence by a publication in the area of privacy? The answers are not easy, but the following illustrations will demonstrate the challenges that some provisions of the Code may present.

### Principle 1 – Truth and Accuracy

While Principle 1 provides that newspapers and periodicals should strive at all times for truth and accuracy, it will sometimes happen that a publication publishes inaccurate information. If a significant inaccuracy is corrected promptly and with due prominence, the Code of Practice will have been observed by the publication.

However, agreement on the correction of an inaccuracy is not always possible to reach. For instance, if the publication feels that the inaccuracy was not significant, it may decide that a correction is not warranted. A complainant may have a different view of the definition of "due prominence" to the publication. A complainant may want the publication of a correction and/or apology, when an editor is of the opinion that the publication of a clarification will suffice. Also, the publication of an apology may, before the enactment of the Defamation Bill 2006 (currently before Dáil Eireann), give rise to serious legal consequences for the publication concerned.

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*“Our objective is to provide an independent, quick, fair and free method of resolving complaints in a society which also values press freedom. This provides a new context within which the inevitable conflicts can be managed productively. It will also, I hope, enhance public confidence in the role of the print media as a vital component of our public life.”*

Address by the Press Ombudsman, Professor John Horgan, at the launch of the Press Council and the Office of the Press Ombudsman, 9 January 2008.

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## **Principle 2 – Distinguishing Fact and Comment**

Principle 2 of the Code of Practice provides that comment, conjecture, rumour and unconfirmed reports shall not be reported as if they were fact, but newspapers and periodicals are entitled to advocate strongly their own views on topics.

The general convention is that while articles and their headlines should be factual and interdependent, there is considerable latitude in relation to comment. But some articles uneasily straddle the two genres: the content of the article may be factual, but the headline may contain comment or opinion. Even where articles are unambiguously comment, readers might complain about their supposed excesses, offensiveness, deficiencies in argument, or lack of taste.

In this area, the Press Ombudsman is concerned that any unduly restrictive interpretation of the Code of Practice would amount to an interference with the press freedom also envisaged and protected by the Code. That freedom of the press also means that, for many publications, the cut and thrust of public controversy involving publication of the conflicting opinions of their own columnists, correspondents and contributors will often be a more effective and participatory airing of the issues concerned than recourse to the formal structures of media regulation. Publications can encourage this by affording generous access to their own pages, and not just to the Letters to the Editor page, for different points of view.

## **Principle 5 – Privacy**

Privacy is an area which is of considerable interest to journalists and the public alike. The Press Ombudsman is determined that the evolution of attitudes and policies towards privacy by newspapers and periodicals should be firmly based on the Code of Practice, which emphasises privacy as a human right, and that the Code should complement the common law in this important area.

One critical element of this provision of the Code of Practice is that the right to privacy should not prevent publication of matters “of public record or in the public interest”. The Code of Practice outlines the general principle of when the public interest is invoked, and gives the Press Ombudsman or the Press Council the authority to define the public interest in each case. The public interest, however, should not be confused with what may be of interest to the public, which is an entirely different matter.

## **Principle 6 – Protection of Sources**

Principle 6 of the Code of Practice provides that journalists shall protect confidential sources of information.

The question of journalistic sources is a key element of the Code of Practice. Although publications are absolutely entitled under Principle 6 of the Code to protect their confidential sources, they are also required under Principle 2 not to report comment, conjecture, rumour, or unconfirmed reports as if they were fact. This requirement can be met by the appropriate attribution of such material. Although such attribution does not require the precise identification of a specific source, any information a publication can give about the nature of its sources - including its confidential sources - will greatly enhance the credibility of its reports.



## Principle 7 – Court Reporting

Principle 7 provides that court reports should be fair and accurate, and not prejudicial to the right to a fair trial. Anything said, any evidence given or any documents lodged in open court are matters of public record. They can, therefore, be reported verbatim. There is no requirement on a publication to report all of the details of evidence presented in a court case so long as the evidence published, and the overall coverage of the court case, is accurate, fair and balanced. As long as these criteria are observed, there is reasonable latitude for editorial discretion.

## Principle 8 – Incitement to Hatred

Principle 8 provides that newspapers and periodicals shall not publish material intended or likely to cause grave offence or stir up hatred against an individual or group on the basis of their race, religion, nationality, colour, ethnic origin, membership of the travelling community, gender, sexual orientation, marital status, disability, illness or age. Readers might complain about a particular article being “offensive”, or of “causing offence” to them, but a complaint under Principle 8 must be made on the grounds that it caused grave offence or stirred up hatred on the basis of the complainant’s association with one of the twelve categories referred to in the Principle.

The decision about whether grave offence has been caused is one for the Press Ombudsman or the Press Council. The standard of evidence required to justify a complaint that an article had stirred up hatred would have to be considerably higher than for a complaint alleging that the article concerned had caused grave offence.

## Decisions

The following brief outline of some of the decisions made by the Press Ombudsman in 2008 will give an indication of the criteria applied in interpreting the Code of Practice and in coming to a decision on whether or not the Code had been breached. The full text of all decisions of the Press Ombudsman are available at [www.pressombudsman.ie](http://www.pressombudsman.ie)

### Gregory and the *Evening Herald*

Deputy Tony Gregory complained that an article published in the *Evening Herald* breached his privacy. The article complained of related to the Deputy’s health, based partially on material previously published and partially on information obtained from the Deputy’s brother when a reporter called to the family home. The newspaper argued that the subject matter of the article was already in the public domain, and that the matter was therefore both of interest to the public and in the public interest. It also argued that it was obligated to follow up on a story that concerned the health of a high profile elected public representative.

The Press Ombudsman decided that while the information published may have been of interest to the Deputy’s constituents, and possibly to other members of the public, the test (in relation to a breach of privacy) is not whether the matter complained about was of interest to the public, but whether its publication was in the public interest. This was a crucial distinction, he said, in a case in which a breach of privacy is involved. The Press Ombudsman concluded that there would need to be clear evidence that the acquisition and publication of information involving a breach of privacy is in the public interest, and that in this particular case the article complained of failed to meet this criterion. The complaint was therefore upheld.

The Press Ombudsman’s decision was appealed to the Press Council, where it was upheld.

### **Councillor JJ Power and the *Irish Mail on Sunday***

Councillor JJ Power complained that a brief, but what he considered to be significant, reference to him in an article published in the *Irish Mail on Sunday* was inaccurate, in breach of Principle 1 of the Code of Practice. The newspaper, in a very speedy response, repeated an offer it had made to the complainant to publish a clarification in the following Sunday's edition of the newspaper. It subsequently agreed to publish, as a correction, a wording broadly in line with what the complainant had requested. However, the complainant attached three conditions to the publication of the correction and insisted that these conditions be met by the newspaper.

The Press Ombudsman noted that as the article complained of contained an inaccuracy, and as the newspaper had offered to publish a correction of this inaccuracy, the primary decision to be made was whether or not the offer made by the newspaper to resolve the complaint was sufficient. The Press Ombudsman decided that the conditions which the complainant attached to the publication of the newspaper's correction were unreasonable, and that the newspaper's offer to resolve the complaint constituted sufficient remedial action on its part.

The Press Ombudsman's decision was appealed to the Press Council, where it was decided that there were insufficient grounds to admit the appeal.

### **A man and the *Irish Independent***

A man, a non-residential father who paid maintenance for his children, complained about an article published in the *Irish Independent* which covered a report of a meeting of the Oireachtas Public Accounts Committee, one aspect of which related to maintenance payments by non-residential fathers. The complainant maintained that the article was sexist and painted non-residential fathers in a very bad light. He also complained that a term used in the headline of the article - "deadbeat dads" - caused grave offence on the basis of marital status to both single and separated fathers who paid maintenance for their children. The newspaper pointed out that the article was an accurate report of a meeting of the Public Accounts Committee. It accepted that while the term "deadbeat dads" was not used at the Committee meeting (and it was not reported as if it had), the use of the term was legitimate in the context of its report.

The Press Ombudsman noted that accurate reporting of the proceedings of an Oireachtas Committee could not be deemed to be in breach of the Code of Practice. He further noted that, while on one reading, the headline referring to "deadbeat dads" might have been a reference to the majority of the cases investigated by the Department of Social and Family Affairs, and therefore may have caused offence to some fathers, any ambiguity in the headline was adequately clarified in the body of the article. The Press Ombudsman decided that the context in which the term "deadbeat dads" was used did not support the complainant's argument in relation to the gravity of the offence it may have caused. The complaint was not upheld.

The Press Ombudsman's decision was appealed to the Press Council, where it was decided that there were insufficient grounds to admit the appeal.

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'The Press Ombudsman made 35 decisions in 2008. ... Inevitably, some parts of the Code of Practice attract more complaints than others.'

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### **The Catholic Communications Office and *The Sunday Times***

The Catholic Communications Office complained about an article published in *The Sunday Times* about Padre Pio. The Office also complained about the newspaper's refusal to publish a letter from it setting out its views on the matter. The newspaper defended its publication of the article on the grounds that it was clearly an opinion piece and identified as such by the word "Comment" printed prominently above it. It also stated that the complainant's letter covered the same ground as other writers and that it was the newspaper's policy to give preference to letters from ordinary readers rather than to letters from official sources.

The Press Ombudsman decided that the complainants had provided no evidence to support that part of their complaint relating to alleged breaches of the Principles of the Code relating to accuracy, the publication of comment or respect for rights. However, the Ombudsman stated that the complainant's letter, and letters printed by the newspaper the week after the article was published, were clear evidence that the article caused offence to some readers. He stated, however, that a balance had to be struck between a newspaper's right to advocate strongly its own views and the degree of offence that the published material was intended or likely to cause to an individual or group. In this particular case, he concluded that the undoubted offence generated by the article was not of the gravity required to support a complaint under the Code of Practice.

### **A man and the *Irish Examiner***

A man complained that an article published by the *Irish Examiner* about a court case in which he gave evidence was in breach of the Code of Practice on a number of counts. He complained that the court report, by virtue of what he claimed was a biased selection of some evidence, the omission of other evidence which he considered to be significant, and the presentation of the headline and photographs in the article, were cumulatively so unfair as to present an inaccurate version of events to readers. The newspaper argued that its coverage of the court report was fair and accurate and was supported by its reporter's shorthand note (a transcript of which it supplied).

In a lengthy decision, the Press Ombudsman stated that the omission or inclusion of any evidence, including allegations made in evidence which some participants may regard as unfounded and unfair, does not in itself present a breach of the Code of Practice and that, overall, the article accurately conveyed a substantial amount of essential information about the trial, its origin and its outcome. He further stated that the complainant's analysis of the selection of evidence made, and his opinion about the significance of the inclusions and omissions, was not sufficient evidence that the newspaper did not strive for truth and accuracy, or that it did not strive to ensure that the court report was fair. However, he upheld that part of the complaint about the headline to the article. Although the newspaper argued that the headline was a fair comment, the Press Ombudsman decided that its decision to present a comment as an integral part of, and an introduction to, an otherwise factual news report, inadequately distinguished it from fact, and therefore represented a breach of the Code of Practice. The complaint was therefore partially upheld.

The Press Ombudsman's decision was appealed to the Press Council, where it was decided that there were insufficient grounds to admit the appeal.




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Press Council of Ireland and Office of the Press Ombudsman team members Miriam Laffan, PA /Administrator and Bernie Grogan, Case Officer

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## Outreach programme

2008 was a very busy year for the Press Ombudsman and his staff in terms of raising the profile of the Office.

On his appointment, the Press Ombudsman briefed all of the political parties in Leinster House on the background to his Office, and to the work that he would be undertaking in relation to press regulation and press complaints. He also made presentations on the new regulatory system to national newspaper editors individually, and to members of a wide variety of organisations, including members of the Regional Newspapers and Printers Association of Ireland and the Periodical Publishers Association of Ireland.

The first outreach programme of the Office of the Press Ombudsman took place in Limerick in conjunction with the Press Council in May 2008. The Press Ombudsman and his staff made themselves available at a city centre venue to meet members of the public to discuss regulatory issues and the complaints process. A public meeting on "Crime and the Media" was organised by the Press Council, and details of the meeting can be found in the Press Council section of this Report.

The Office had an information stand at the three-day 'Over 50s-Show' at the RDS, Dublin, in September 2008. This show, which was attended by over 20,000 people, was an ideal opportunity for the Office to engage directly with a wide variety of members of the public and to promote the service that it provides.

The Press Ombudsman has also undertaken a substantial number of speaking engagements, attended a large number of conferences and seminars, addressed a number of third level institutions and has responded to a number of interview requests, all with the aim of publicising both the activities of his Office and the function and role of the Press Ombudsman. Some of the principal engagements undertaken since his appointment are as follows:

### **September 2007**

Attended the Alliance of Independent Press Councils of Europe (AIPCE) Conference, Edinburgh. ([www.aipce.net](http://www.aipce.net))

### **October 2007**

Attended the National Union of Journalists Biennial Meeting, Offaly.

### **January 2008**

Launch of Press Council of Ireland and Office of the Press Ombudsman, Dublin.

### **January 2008**

Spoke at a meeting on Media Regulation and Defamation, Trinity College Dublin.

### **February 2008**

Spoke about the new regulatory system at the Kate O'Brien Literary Weekend, Limerick.

### **February 2008**

Spoke at a meeting of the Journalism Society, University College Cork.

### **March 2008**

Spoke at the Association of County and City Councils, Dublin.

### **April 2008**

Attended a meeting of the Newspapers' History Society, Dublin.

### **April 2008**

Spoke at the Association of Retired Principals of Post-Primary Schools, Mayo.

### **May 2008**

Attended the British and Irish Ombudsman Association, Edinburgh.

### **May 2008**

Spoke at a Colloquium on Freedom of Information, Office of the Information Commissioner, Dublin.

### **October 2008**

Attended the Alliance of Independent Press Councils of Europe (AIPCE) Conference, Berlin. ([www.aipce.net](http://www.aipce.net))

### **October 2008**

Participated in the Cleraun Media Conference, Dublin.

# Statistics

A total of 372 complaints were received by the Office of the Press Ombudsman in 2008. Of the total number received, 81 were not processed and 45 were in respect of publications that were not members of the Press Council and therefore could not be considered. The remaining 246 were considered by the Office.

Of the 246 complaints that were considered by the Office, 113 were not followed up beyond a preliminary hearing as the complainants did not pursue their complaints in the timeframe allowed (i.e. within three months of the publication of the article or of the behaviour of a journalist taking place).

The following table sets out the status of the 133 complaints that were either being processed or had been fully processed at 31 December 2008:

## Being processed (41)

Complainant to write to editor in the first instance	28
At conciliation	12
With Press Ombudsman for decision	1

## Fully processed (92)

Ruled out on first reading	26
Successfully conciliated	12
Withdrawn by complainant	11
Consideration postponed due to legal proceedings	6
Decided by Press Ombudsman	35
Referred to Press Council by Press Ombudsman	2

The following table sets out the reasons why some complaints were not processed:

## Not processed (81)

Pre 2008 articles	37
Third party	17
Other regulatory authority	13
Out of time	9
Miscellaneous	5

## Non-member publications (45)

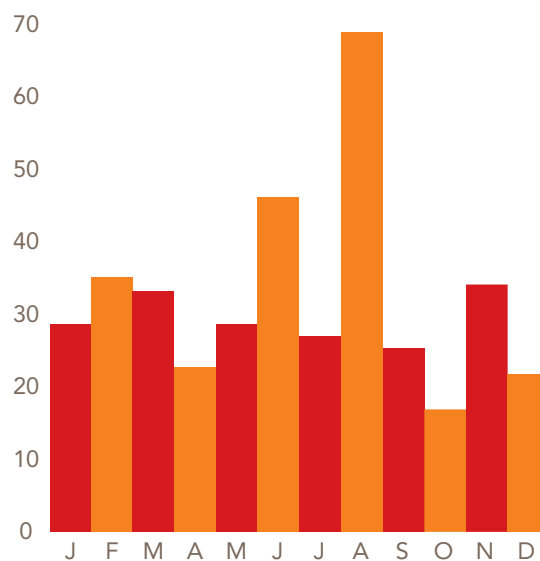
The Office received 664 calls to its local number **1890 208 080**.

The website of the Press Council ([www.presscouncil.ie](http://www.presscouncil.ie)) and Press Ombudsman ([www.pressombudsman.ie](http://www.pressombudsman.ie)) received a total of 12,344 unique visits.

## Number of complaints received

The total number of complaints received in 2008 was 372. The volume of complaints can fluctuate throughout the year for a number of reasons: high profile articles can generate a lot of complaints, as can publicity attached to the publication of a decision of the Press Ombudsman or the Press Council.

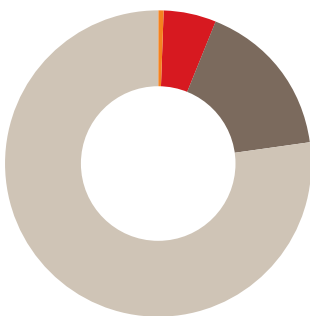
During the year a multiplicity of complaints about a single article generated an increased level of complaints: in May one article generated 15 separate complaints, in July one article generated 44 separate complaints, and in November a third article generated 16 separate complaints.





#### Complainants

Solicitor	(15)	4%
Relative	(59)	16%
Subject	(124)	33%
Third party	(174)	47%



#### Type of publication

Periodical	(1)	0.4%
Regional newspaper	(15)	5.6%
Non-member publication	(45)	17%
National newspaper	(210)	77%

## Complainants

When a person is named in an article, a complainant must have the permission of that person to make a complaint. When no person is named in the article, the complainant must be personally affected by and involved in the article.

The large number of third party complaints received was due to the fact that three articles published during the year generated a total of 75 such complaints, approximately one-fifth of the total number of complaints received for the year, and just under half of the total number of third party complaints.

While 15 complaints (4%) were lodged by solicitors on behalf of their clients, it should be noted that there is no need for a complainant to engage the services of a solicitor. Engaging a solicitor may result in a publication involving its own legal advisers, so that the entire complaints process can become more complex and unnecessarily drawn out.

## Type of publication

The majority of complaints were made about national newspapers. This is not surprising, given the number of national newspapers that are published and their wide circulation figures.

While 45 complaints were made about publications that were not members of the Press Council, the figure is slightly inflated by the fact that one-third of these complaints related to the same article.

It is expected that the number and percentage of complaints relating to non-member publications will decrease in future years due to the plans of the Press Council to encourage all newspapers and periodicals published on a regular basis to join the new regulatory system as soon as possible. All member publications are listed on pages 36 to 40 of this Report.

## Complaints not processed

**Miscellaneous** complaints were complaints that were not processed by the Office and did not fall within any of the other categories mentioned under the 'Complaints not processed' heading. For instance, they included a complaint about a broadcasting website, a complaint about Government funding of a service for emigrants and the omission of a name from a business directory.

**Out of time** complaints were complaints that were made over three months after the publication of an article, or after the behavior of a journalist taking place.

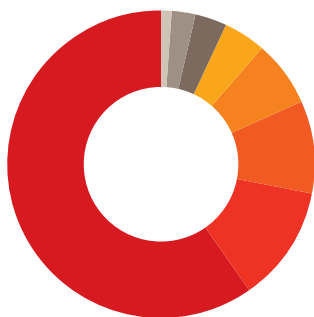
**Other regulatory authorities** were the Advertising Standards Authority of Ireland and the Broadcasting Complaints Commission.

The **third party** complaints that were not processed by the Office were either from individuals who were not personally affected by and involved in the article in question, or who did not have the permission of a person named in the article to make a complaint.

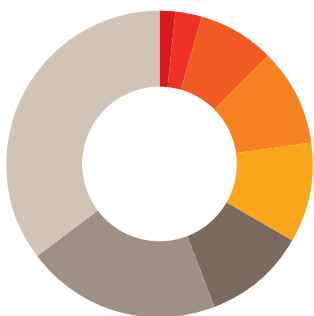
**Pre 2008** articles were articles published before the Office was established. These complaints featured almost entirely in the first quarter of the year.



Complaints not processed		
Miscellaneous	(5)	6%
Out of time	(9)	11%
Other regulatory authority	(13)	16%
Third party	(17)	21%
Pre 2008	(37)	46%



Type of complaint		
Miscellaneous	(5)	1.6%
Out of time	(9)	2.4%
Other regulatory authority	(13)	3.5%
Third party	(17)	4.5%
Ruled out on first reading	(26)	7%
Pre 2008	(37)	10%
Non-member publication	(45)	12%
Breach of Code of Practice	(222)	59%



Principles of Code of Practice cited by complainant		
Children	(6)	2%
Court Reporting	(10)	3%
Respect for Rights	(29)	8%
Fairness and Honesty	(37)	10%
Distinguishing Fact and Comment	(38)	11%
Privacy	(39)	11%
Incitement to Hatred	(74)	20%
Truth and Accuracy	(128)	35%

## Type of complaint

The majority of the 372 complaints received were in relation to an alleged breach of the Code of Practice. The full text of the Code is printed on page 16.

A number of complaints received were ruled out on a first reading for a variety of reasons. The most common reason was that no breach of the Code of Practice was shown by the complainant. This could be the case, for example, where an inaccuracy complained of was not significant, or where the complaint was about the non-publication of a letter, or about a disagreement with an expression of opinion. A complainant's disagreement with an opinion expressed in an editorial or a clearly-marked opinion piece does not in itself represent a breach of the Code: there is an onus on complainants to show how and why they believe any such article has breached any relevant Principle of the Code.

## Principles of Code of Practice cited by complainant

Many complainants submitted their complaint under more than one Principle of the Code of Practice.

The majority of complaints made under the Code were made in relation to Principle 1 - Truth and Accuracy. Newspapers regularly publish clarifications or corrections where it has been established that a genuinely inaccurate report has been published.

Complaints under Principle 1 of the Code were closely followed in volume by complaints under Principle 8 - Incitement to Hatred. However, the high number of complaints under Principle 8 reflects the fact that a multiplicity of complaints alleging breaches of this Principle were made about three particular articles. Out of a total of 74 complaints received about Principle 8, the three articles in question generated 60.

## Formal complaints concluded

Formal complaints are those complaints where the complainant decided to pursue the matter in writing with the Office of the Press Ombudsman having unsuccessfully attempted to resolve the matter directly with the editor of the publication.

Just under a quarter of formal complaints lodged with the Office were successfully conciliated and three-quarters were decided upon by the Press Ombudsman.

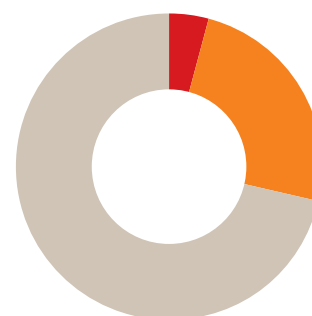
The Press Ombudsman has the discretion to refer certain cases that he deems to be of a significant or complex nature to the Press Council, and he did this on two occasions.

## Decisions of the Press Ombudsman

Just over one-third of complaints that were the subject of a decision of the Press Ombudsman were either upheld or upheld in part.

In a number of other cases, the Press Ombudsman decided that the action offered by the publication to resolve the complaint was sufficient in all of the circumstances. In such cases, no formal decision was made about a breach of the Code of Practice.

Half of the complaints decided upon by the Press Ombudsman were not upheld.



### Formal complaints concluded

Referred to		
Press Council	(2)	4.1%
Conciliated	(12)	24.5%
Decided by		
Press Ombudsman	(35)	71.4%



### Decisions of the Press Ombudsman

Sufficient remedial action offered by publication	(4)	11.4%
Upheld or upheld in part	(13)	37.2%
Not upheld	(18)	51.4%

# Press Council of Ireland Finance Report

The Administrative Committee is responsible, under the Articles of Association of the Press Council, for making full and adequate provision for the administrative needs of the Press Council and the Office of the Press Ombudsman, including premises, funding and staffing. The Committee includes representatives of the National Newspapers of Ireland, Irish editions of UK titles, the Regional Newspapers and Printers Association of Ireland, the Periodical Publishers Association of Ireland, and the National Union of Journalists. Its first Chairman was Mr. Frank Cullen of the Press Industry Steering Committee. His successor, as provided for in the Articles of Association, is Mr. Seamus Boland, an independent member of the Press Council.

The Administrative Committee meets eight times a year, approves funding arrangements and budgets, and monitors expenditure. These arrangements involve the complete funding of the Press Council and the Office of the Press Ombudsman by the print media in Ireland on a basis and in proportions determined by the Committee.

The costs in 2008 of the Press Council and the Office of the Press Ombudsman were as follows:

	<b>€'000</b>
Payroll costs	382
Office and establishment costs	151
Communications costs	52
Computer and data management costs	35
Other costs	84
<b>TOTAL</b>	<b>704</b>

The Press Council has three full-time employees (including the Press Ombudsman) and eight part-time employees.

The members of the Administrative Committee are Seamus Boland (Chairman), Seamus Dooley, Paul Cooke, Oliver Keenaghan, Geraldine Kennedy, Neville Galloway, Richard Power and Frank Cullen.

The Financial Officer of the Press Council, who attends and advises meetings of the Administrative Committee, establishes control procedures and monitors expenditure, is Mr Brian Treston FCA.

# Member Publications – National Newspapers

## **Evening Herald**

Independent House  
27-32 Talbot Street, Dublin 1  
T + 353 (0)1 7055333  
[www.independent.ie](http://www.independent.ie)

## **Irish Daily Mail**

Associated Newspapers (Ireland)  
3rd Floor Embassy House  
Herbert Park Lane, Ballsbridge  
Dublin 4  
T + 353 (0)1 6375800  
[www.dailymail.ie](http://www.dailymail.ie)

## **Irish Daily Mirror**

Park House  
4th Floor  
191 - 197 North Circular Road  
Dublin 7  
T + 353 (0)1 8688600  
[www.mirror.co.uk](http://www.mirror.co.uk)

## **Irish Daily Star**

Star House, 62a Terenure Road North  
Dublin 6W  
T + 353 (0)1 490 1228  
[www.thestar.ie](http://www.thestar.ie)

## **Irish Daily Star Sunday**

Star House  
62a Terenure Road North, Dublin 6W  
T + 353 (0)1 4901228  
[www.thestar.ie](http://www.thestar.ie)

## **Irish Examiner**

Publications (Cork) Limited  
City Quarter, Lapps Quay, Cork  
T + 353 (0)21 4272722  
[www.irishexaminer.ie](http://www.irishexaminer.ie)

## **Irish Farmers Journal**

Irish Farm Centre, Bluebell, Dublin 12  
T + 353 (0)1 4199599  
[www.farmersjournal.ie](http://www.farmersjournal.ie)

## **Irish Independent**

Independent House  
27-32 Talbot Street, Dublin 1  
T + 353 (0)1 7055333  
[www.independent.ie](http://www.independent.ie)

## **Irish Mail on Sunday**

Associated Newspapers (Ireland)  
3rd Floor Embassy House  
Herbert Park Lane, Ballsbridge  
Dublin 4  
T + 353 (0)1 6375800  
[www.mailonsunday.ie](http://www.mailonsunday.ie)

## **Irish News of the World**

4th Floor, Bishop's Square  
Redmond's Hill, Dublin 2  
T + 353 (0)1 4792500  
[www.newsoftheworld.co.uk](http://www.newsoftheworld.co.uk)

## **Irish Sun**

4th Floor, Bishop's Square  
Redmond's Hill, Dublin 2  
T + 353 (0)1 4792579  
[www.the-sun.ie](http://www.the-sun.ie)

## **Irish Sunday Mirror**

Park House  
4th Floor  
191 - 197 North Circular Road  
Dublin 7  
T + 353 (0)1 8688600  
[www.mirror.co.uk](http://www.mirror.co.uk)

## **Sunday Business Post**

80 Harcourt Street, Dublin 2  
T + 353 (0)1 6026000  
[www.sbpost.ie](http://www.sbpost.ie)

## **Sunday Independent**

Independent House  
27-32 Talbot Street, Dublin 1  
T + 353 (0)1 7055333  
[www.independent.ie](http://www.independent.ie)

## **Sunday Tribune**

15 Lower Baggot Street, Dublin 2  
T + 353 (0)1 6314300  
[www.tribune.ie](http://www.tribune.ie)

## **Sunday World**

5th Floor, Independent House  
27 - 32 Talbot Street, Dublin 1  
T + 353 (0)1 8848973  
[www.sundayworld.ie](http://www.sundayworld.ie)

## **The Irish Times**

The Irish Times Building, PO Box 74  
24-28 Tara Street, Dublin 2  
T + 353 (0)1 6758000  
[www.irishtimes.com](http://www.irishtimes.com)

## **The Sunday Times**

Bishop's Square Redmond's Hill  
Dublin 2  
T + 353 (0)1 4792424  
[www.sunday-times.ie](http://www.sunday-times.ie)

# Member Publications – Regional Newspapers

**Anglo Celt**

Anglo Celt, Station House, Cavan  
Co. Cavan  
T + 353 (0)49 4331100  
www.anglocelt.ie

**An Phoblacht**

58 Parnell Square, Dublin 1  
T + 353 (0)1 873361  
www.anphoblacht.com

**Bray People**

Channing House, Upper Row Street  
Co. Wexford  
T + 353 (0)53 9140100  
www.independent.ie

**Carlow Nationalist**

Hanover House, Hanover, Carlow  
T + 353 (0)59 9170100  
www.carlow-nationalist.ie

**Carlow People**

Channing House, Upper Row Street  
Co. Wexford  
T + 353 (0)53 9140100  
www.independent.ie

**Clare Champion**

Barrack Street, Ennis, Co. Clare  
T + 353 (0)65 6828105  
www.clarechampion.ie

**Connacht Sentinel**

15 Market Street, Galway  
T + 353 (0)91 536222  
www.galwaynews.ie

**Connaught Telegraph**

Cavendish Lane, Castlebar, Co. Mayo  
T + 353 (0)94 9021711  
www.con-telegraph.ie

**Connacht Tribune**

15 Market Street, Galway  
T + 353 (0)91 536222  
www.galwaynews.ie

**Derry Journal**

22 Buncrana Road, Derry, BT48 8AA  
T + 44 (0)287 1272200  
www.derryjournal.com

**Donegal Democrat**

Larkin House, Oldtown Road  
Donegal PE27DS  
T + 353 (0)74 9128000  
www.donegaldemocrat.ie

**Donegal News**

St. Anne's Court, High Road  
Letterkenny, Co. Donegal  
T + 353 (0)74 9121014  
www.donegalnews.com

**Donegal Peoples Press**

Larkin House, Oldtown Road  
Donegal PE27DS  
T + 353 (0)74 9128000  
www.donegaldemocrat.ie

**Dundalk Democrat**

7 Crowe Street, Dundalk, Co. Louth  
T + 353 (0)42 9334058  
www.dundalkdemocrat.ie

**Enniscorthy Guardian**

Channing House, Upper Row Street  
Co. Wexford  
T + 353 (0)53 9140100  
www.independent.ie

**Gorey Guardian**

Channing House, Upper Row Street  
Co. Wexford  
T + 353 (0)53 9140100  
www.independent.ie

**Kildare Nationalist**

Hanover House, Hanover, Carlow  
T + 353 (0)59 9170100  
www.kildare-nationalist.ie

**Kilkenny People**

34 High Street, Kilkenny  
T + 353 (0)56 7721015  
www.kilkennypeople.ie

**Laois Nationalist**

Hanover House, Hanover, Carlow  
T + 353 (0)59 9170100  
www.laois-nationalist.ie

**Leinster Express**

Dublin Road, Portlaoise  
Co. Laois  
T + 353 (0)57 8621666  
www.leinsterexpress.ie

**Leinster Leader**

19 South Main Street, Naas  
Co. Kildare  
T + 353 (0)45 897302  
www.leinsterleader.ie

**Leitrim Observer**

3 Hartley Business Park  
Carrick-On-Shannon, Co. Leitrim  
T + 353 (0)78 20025  
www.leitrimobserver.ie

**Limerick Chronicle**

54 O'Connell Street, Limerick  
T + 353 (0)61 214500  
www.limerickleader.ie

**Limerick Leader**

54 O'Connell Street, Limerick  
T + 353 (0)61 214500  
www.limerickleader.ie

**Longford Leader**

Leader House, Dublin Road, Longford  
T + 353 (0)43 45241  
www.longfordleader.ie

**Mayo News**

The Fairgreen, Westport, Co. Mayo  
T + 353 (0)98 25311  
www.mayonews.ie

**Meath Chronicle**

Market Square, Navan, Co. Meath  
T + 353 (0)46 9079600  
www.meathchronicle.ie

**Munster Express**

37 The Quay, Waterford  
T + 353 (0)51 872141  
www.munster-express.ie

**Nationalist & Leinster Times**

Hillcrest, Hanover, Co. Carlow  
T + 353 (0)59 9170100  
www.carlow-nationalist.ie

**Nationalist (Clonmel)**

Queen Street, Clonmel, Co. Tipperary  
T + 353 (0)52 72500  
www.nationalist.ie

**Nenagh Guardian**

13 Summerhill, Nenagh, Co. Tipperary  
T + 353 (0)67 31214  
www.nenagh-guardian.ie

**New Ross Standard**

Channing House, Upper Row Street  
Co. Wexford  
T + 353 (0)53 9140100  
www.independent.ie

**Northern Standard**

The Diamond, Monaghan  
Co. Monaghan  
T + 353 (0)47 32188  
www.northernstandard.ie

**Offaly Express**

Bridge Street, Tullamore, Co. Offaly  
T + 353 (0)57 9321744  
www.offalyexpress.ie

**Offaly Independent**

The Mall, William Street, Tullamore  
Co. Offaly  
T + 353 (0)57 9321403  
www.offalyindependent.ie

**Roscommon Herald**

St. Patricks Street, Boyle  
Co. Roscommon  
T + 353 (0)71 9662004  
www.roscommonherald.ie

**Sligo Champion**

Finiskiln Road, Sligo  
T + 353 (0)71 9169222  
www.sligochampion.ie

**Southern Star**

Ilen Street, Skibereen, Cork  
T + 353 (0)28 21200  
www.southernstar.ie

**The Argus**

Partnership Court, Park Street  
Dundalk, Co. Louth  
T + 353 (0)42 9334632  
www.independent.ie

**The Corkman**

The Spa, Mallow, Co. Cork  
T + 353 (0)22 42394  
www.independent.ie

**The Drogheda Independent**

9 Shop Street, Drogheda, Co. Louth  
T + 353 (0)41 9838658  
www.independent.ie

**The Fingal Independent**

Main Street, Swords, Co. Dublin  
T + 353 (0)1 8407107  
www.independent.ie

**The Kerryman**

Clash, Tralee, Co. Kerry  
T + 353 (0)66 7145560  
www.independent.ie

**The Kingdom**

65 New Street, Killarney, Co. Kerry  
T + 353 (0)64 6631392  
www.the-kingdom.ie

**Tipperary Star**

Friar Street, Thurles, Co. Tipperary  
T + 353 (0)504 21122  
www.tipperarystar.ie

**Tuam Herald**

Dublin Road, Tuam, Co. Galway  
T + 353 (0)93 24183  
www.tuamherald.ie

**Waterford News & Star**

25 Michael Street, Waterford  
T + 353 (0)51 874951  
www.waterford-news.com

**Western People**

Kevin Barry Street, Ballina, Co. Mayo  
T + 353 (0)96 60999  
www.westernpeople.ie

**Westmeath Examiner**

Blackhall Place, Mullingar  
Co. Westmeath  
T + 353 (0)44 9346700  
www.westmeathexaminer.ie

**Westmeath Independent**

Ballymahon Road, Athlone  
Co. Westmeath  
T + 353 (0)90 6472003  
www.westmeathindependent.ie

**Wexford People**

Channing House, Upper Row Street  
Co. Wexford  
T + 353 (0)53 9140100  
www.independent.ie

**Wicklow People**

Channing House, Upper Row Street  
Co. Wexford  
T + 353 (0)53 9140100  
www.independent.ie

# Member Publications – Magazines and Periodicals

## Accountancy Ireland

Burlington House, Burlington Road  
Dublin 4  
T + 353 (0)1 6377392  
www.accountancyireland.ie

## Accounting Matters

IFPMedia, 31 Deansgrange Road  
Blackrock, Co. Dublin  
T + 353 (0)1 2893305  
www.ifpmedia.com

## Architecture Ireland

Nova Publishing  
9 Sandyford Office Park  
Sandyford, Dublin 18  
T + 353 (0)1 2958115  
www.architectureireland.ie

## Ashford & Dromoland Castle

Ashville Media, Longboat Quay  
57-59 Sir John Rogerson's Quay  
Dublin 2  
T + 353 (0)1 4322200  
www.ashville.com

## ASTIR

Think Media, The Malthouse  
537 NCR, Dublin 1  
T + 353 (0)1 8561166  
www.thinkmedia.ie

## Auto Ireland

Harmonia Ltd, Rosemount House  
Dundrum Road Dundrum, Dublin 16  
T + 353 (0)1 2405300  
www.harmonia.ie

## Auto Trade Journal

Glencree House, Lanesborough Road  
Roscommon, Co. Roscommon  
T + 353 (0)90 6625676  
www.autopub.ie

## Auto Trader

Paramount Court, Corrig Road  
Sandyford Industrial Estate, Dublin 18  
T + 353 (0)1 4490650  
www.autotrader.ie

## Auto Woman

Harmonia Ltd, Rosemount House  
Dundrum Road Dundrum, Dublin 16  
T + 353 (0)1 2405300  
www.harmonia.ie

## Build your own House & Home

Dyflin Media Ltd  
First Floor, Cunningham House  
130 Francis Street, Dublin 8  
T + 353 (0)1 4167900  
www.dyflin.ie

## Business & Finance

Cunningham House  
130 Francis Street, Dublin 8  
T + 353 (0)1 4167800  
www.businessandfinance.ie

## Business Eye

Buckley Publications  
20 King's Road, Belfast, BT5 6JJ  
T + 44 (028) 90474490  
www.buseseye.co.uk

## Business First

Progressive House, P.O. Box 69  
Ballinlough, Cork  
T + 353 (0)21 4321400  
www.progressive.ie

## Business Ireland

Ashville Media, Longboat Quay  
57-59 Sir John Rogerson's Quay  
Dublin 2  
T + 353 (0)1 4322200  
www.ashville.com

## Business Limerick

Pillar House, Old Quarter  
Little Ellen Street, Limerick  
T + 353 (0)61 467518  
www.businesslimerick.ie

## Business Munster

Progressive House, P.O. Box 69  
Ballinlough, Cork  
T + 353 (0)21 4321400  
www.progressive.ie

## Business Plus

30 Morehampton Road, Dublin 4  
T + 353 (0)1 6608400  
www.bizplus.ie

## Cancerwise

Eireann Publications  
122 Lower Baggot Street, Dublin 2  
T + 353 (0)1 4753300  
www.cancerwise.ie

## CARA

Harmonia Ltd, Rosemount House  
Dundrum Road, Dundrum, Dublin 16  
T + 353 (0)1 2405300  
www.harmonia.ie

## Checkout

3 Adelaide St., Dun Laoghaire  
Co. Dublin  
T + 353 (0)1 2300322  
www.checkout.ie

## Church of Ireland Gazette

3 Wallace Avenue, Lisburn BT27 4AA  
T + 44 (028) 92675743

## ComputerScope

Media House  
South County Business Park  
Leopardstown, Dublin 18  
T + 353 (0)1 2947777  
www.mediateam.ie

## Confetti

Dyflin Media Ltd, First Floor  
Cunningham House  
130 Francis Street, Dublin 8  
T + 353 (0)1 4167900  
www.confetti.ie

## Construction

Dyflin Media Ltd, First Floor  
Cunningham House  
130 Francis Street, Dublin 8  
T + 353 (0)1 4167900  
www.dyflin.ie

## Construction & Property News

Grattan House, Temple Road  
Blackrock, Co. Dublin  
T + 353 (0)1 7642700  
www.constructionandpropertynews.com

## Construction Engineer

Commercial Media Group  
Quantum House, Temple Road  
Blackrock, Co. Dublin  
T + 353 (0)1 2833233  
www.irishconstruction.com

## Co-op Ireland Directory

IFPMedia, 31 Deansgrange Road  
Blackrock, Co. Dublin  
T + 353 (0)1 2893305  
www.ifpmedia.com

## CORKnow

Golden Egg Productions  
Harris House, Tuam Road, Galway  
T + 353 (0)91 384350  
www.corknow.ie

## Diabeteswise

Eireann Publications  
122 Lower Baggot Street, Dublin 2  
T + 353 (0)1 4753300  
www.eireannpublications.ie

## Diarmuid Gavin's Garden Designs

Harmonia Ltd, Rosemount House  
Dundrum Road, Dundrum, Dublin 16  
T + 353 (0)1 2405300  
www.harmonia.ie

## Dublin 14 Choice Magazine

Unit F6, Calmount Park  
Calmount Road, Ballymount, Dublin 12  
T + 353 (0)1 4568059  
www.choicemagazine.ie

## Dublin 4 Choice Magazine

Unit F6, Calmount Park  
Calmount Road, Ballymount, Dublin 12  
T + 353 (0)1 4568059  
www.choicemagazine.ie

## Dublin 6 Choice Magazine

Unit F6, Calmount Park  
Calmount Road, Ballymount, Dublin 12  
T + 353 (0)1 4568059  
www.choicemagazine.ie

## Dublin Port Yearbook

Tara Publishing Co. Ltd  
Poolbeg House, 1-2 Poolbeg Street  
Dublin 2  
T + 353 (0)1 2413000  
www.retailnews.ie

## Dundrum

Harmonia Ltd  
Rosemount House, Dundrum Road  
Dundrum, Dublin 16  
T + 353 (0)1 2405300  
www.harmonia.ie

## Easy Food

Zahra Publishing Ltd, 1st Floor  
19 Railway Road, Dalkey, Co. Dublin  
T + 353 (0)1 6544015  
www.easyfood.ie

## Easy Health

Zahra Publishing Ltd, 1st Floor  
19 Railway Road, Dalkey, Co. Dublin  
T + 353 (0)1 6544015  
www.easyhealth.ie

## Eat Out Magazine

Harmonia Ltd, Rosemount House  
Dundrum Road, Dundrum, Dublin 16  
T + 353 (0)1 2405300  
www.harmonia.ie

## Education Matters

Education Matters, Killiney  
Co. Dublin  
T + 353 (0)1 2851696  
www.educationmatters.ie

## Euro Times

ESCRS, Temple House, Temple Road  
Blackrock, Co. Dublin  
T + 353 (0)1 2091100  
www.eurotimes.org

## Express It Magazine

Harmonia Ltd, Rosemount House  
Dundrum Road, Dundrum, Dublin 16  
T + 353 (0)1 2405300  
www.harmonia.ie

## Face Up

Redemptorist Publications  
75 Orwell Road, Rathgar, Dublin 6  
T + 353 (0)1 4922488  
www.faceup.ie

## Finance Magazine

Fintel House, 6 The Mall  
Beacon Court, Sandyford, Dublin 18  
T + 353 (0)1 2930566  
www.finance-magazine.com

## Fleet Transport

D'Alton Street, Clarendon, Co. Mayo  
T + 353 (0)94 9372819  
www.fleet.ie

## Food Ireland Yearbook & Directory

Tara Publishing Co. Ltd  
Poolbeg House, 1-2 Poolbeg Street  
Dublin 2  
T + 353 (0)1 2413000  
www.retailnews.ie

## Food & Wine Magazine

Harmonia Ltd, Rosemount House  
Dundrum Road, Dundrum, Dublin 16  
T + 353 (0)1 2405300  
www.harmonia.ie

## Foodmanagement

IFPMedia, 31 Deansgrange Road  
Blackrock, Co. Dublin  
T + 353 (0)1 2893305  
www.ifpmedia.com

## Forage & Nutrition Guide

IFPMedia, 31 Deansgrange Road  
Blackrock, Co. Dublin  
T + 353 (0)1 2893305  
www.ifpmedia.com

**GALWAYnow**

Golden Egg Productions  
Harris House, Tuam Road, Galway  
T + 353 (0)91 384350  
www.galwaynow.com

**Garden Heaven**

Harmonia Ltd, Rosemount House  
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