



COMPLAINTS

464 Complaints Received

30 DECIDED BY THE PRESS OMBUDSMAN

(See page 7 for breakdown)

24 COMPLAINT RESOLVED BY THE EDITOR TO THE SATISFACTION OF THE COMPLAINANT

Seven complaints were resolved through the Office's formal conciliation process and 17 complaints were resolved when the complainant, after contacting the Office for advice, contacted the editor directly and the editor resolved the matter to the complainant's satisfaction without the need for a formal complaint to proceed.

2 COMPLAINT WITHDRAWN FOLLOWING EDITOR'S RESPONSE

19 CONSIDERATION POSTPONED BECAUSE SUBJECT MATTER OF COMPLAINT WAS SUBJECT MATTER OF ONGOING COURT PROCEEDINGS

272 COMPLAINT NOT PURSUED BEYOND PRELIMINARY STAGE BY COMPLAINANT

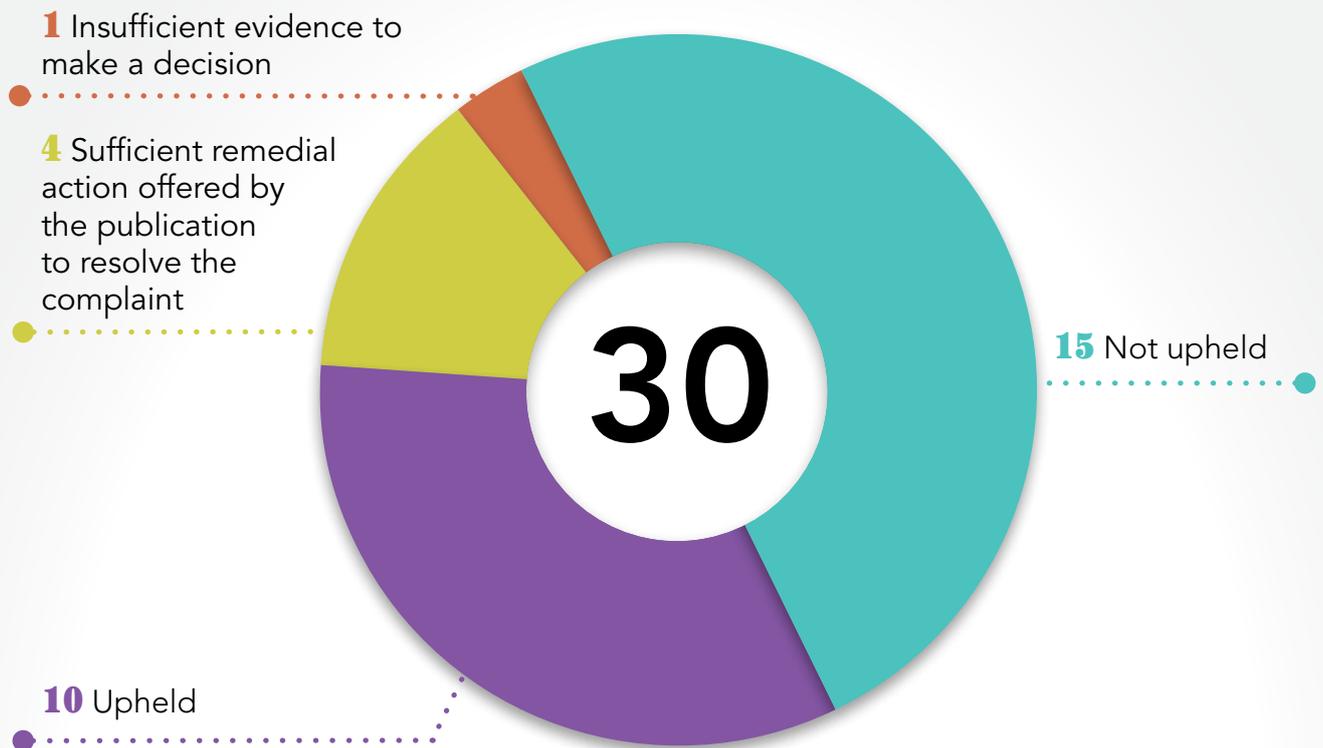
These were cases where the complainant was given the contact details for the publisher, together with advice on the Code of Practice and how to make a complaint, but decided not to pursue the matter further with the Office after the initial contact. Some of these complaints may subsequently have been satisfactorily resolved following the submission of the complaint directly to the editor of the publication concerned. This figure includes 158 complaints made about a cartoon.

6 LIVE AT THE END OF 2017

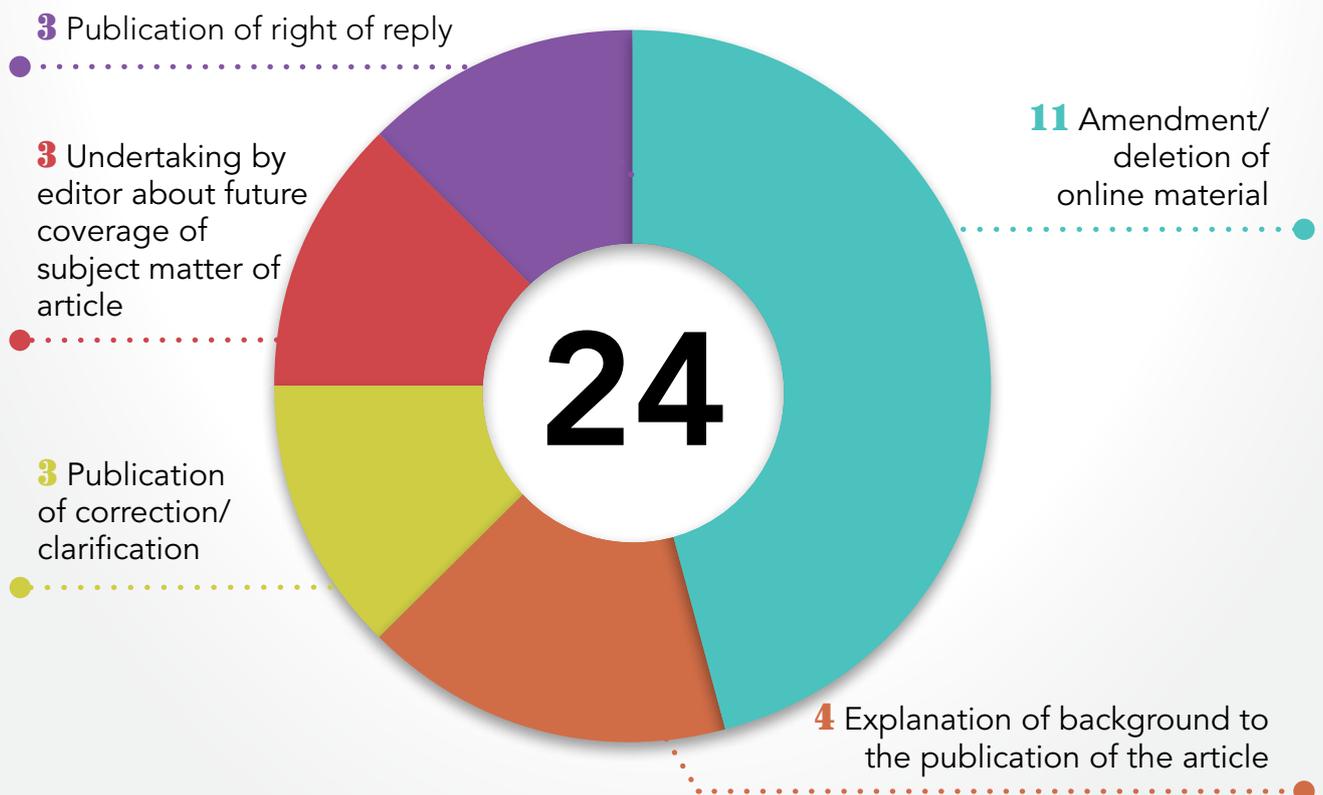
111 OUTSIDE REMIT

(See page 8 for breakdown)

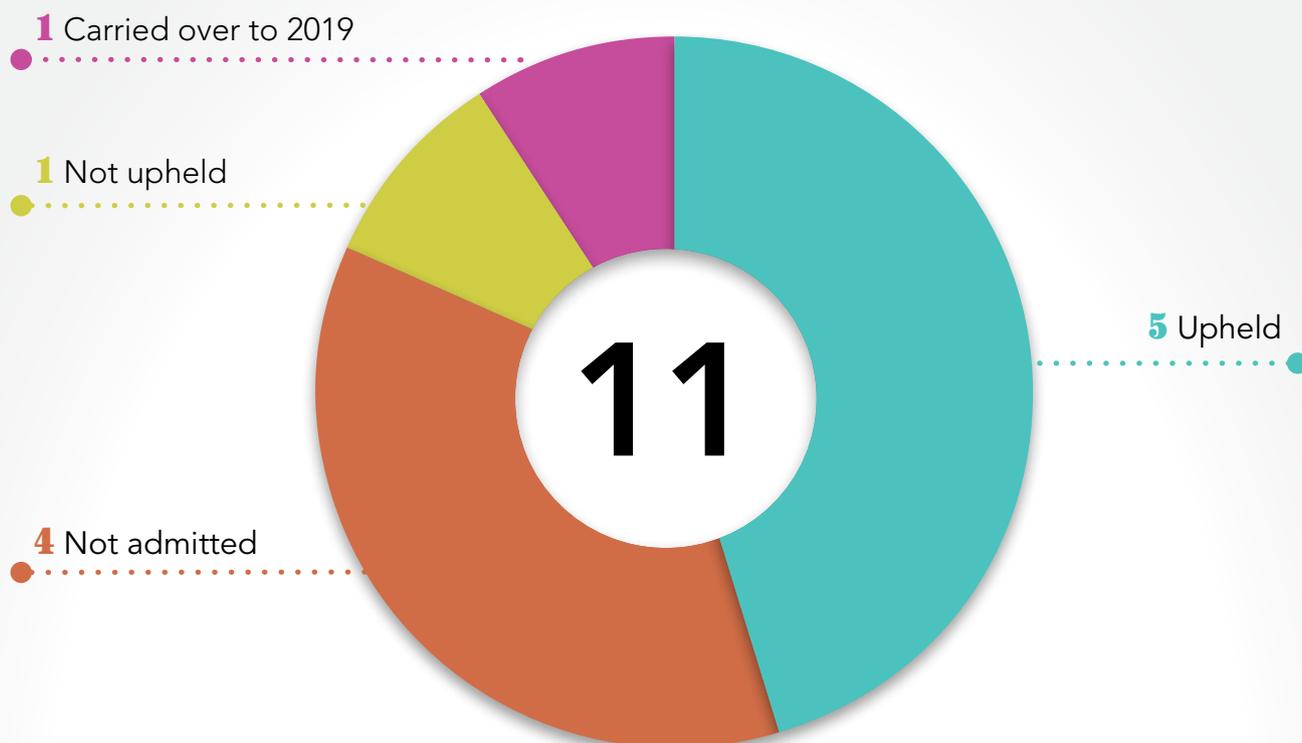
DECIDED BY PRESS OMBUDSMAN



RESOLVED TO THE SATISFACTION OF THE COMPLAINANT



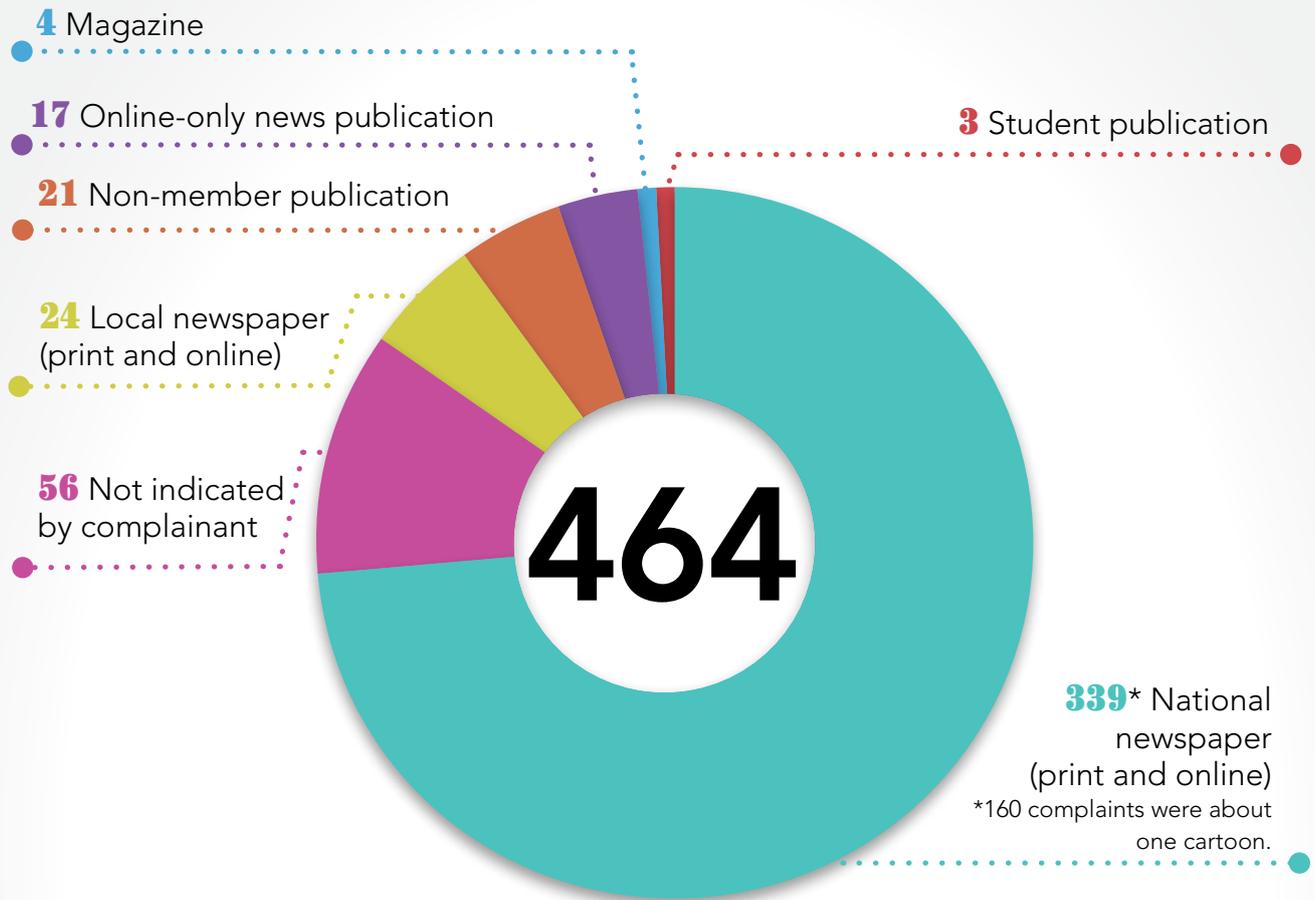
APPEALS RECEIVED BY THE PRESS COUNCIL



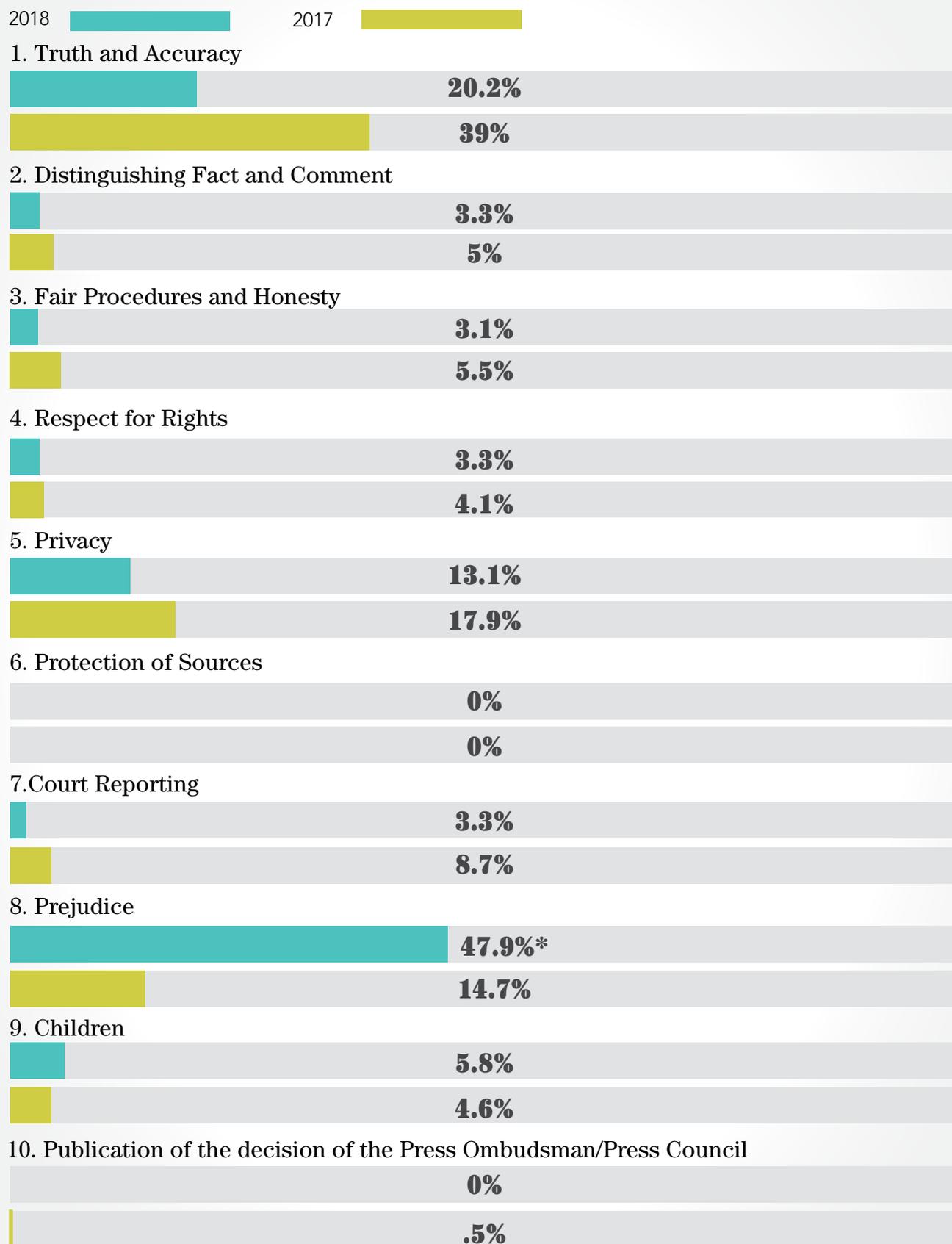
OUTSIDE REMIT



PUBLICATION LEADING TO COMPLAINT



PRINCIPLES OF THE CODE OF PRACTICE CITED BY COMPLAINANTS



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

* 93% (or 160 complaints) made under Principle 8 in 2018 were about one cartoon. The full text of the Code is published on pages 32 and 33.