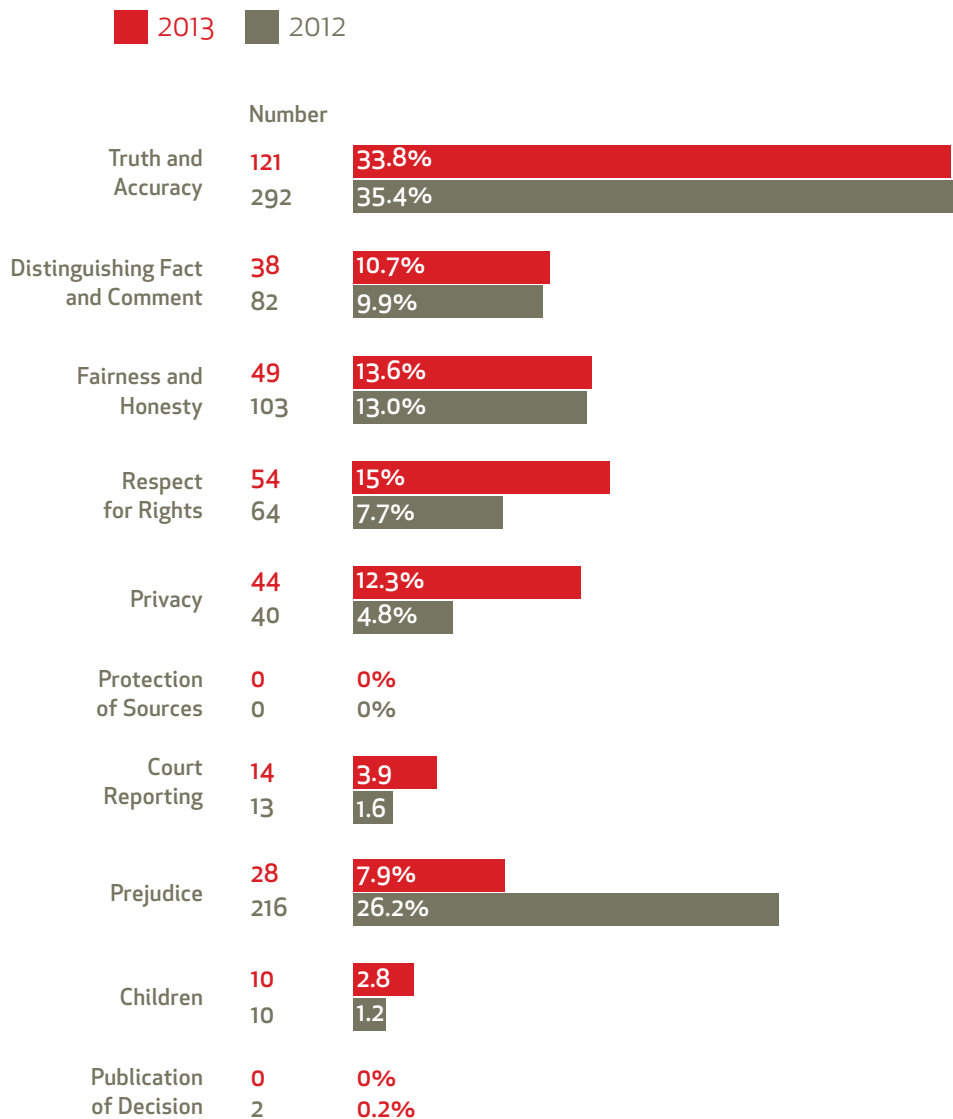


# Statistics

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



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

The full text of the Code of Practice is published on page 7 and 8.

## Type of complaint

Breach of Code	<b>251</b>	66.0%
Ruled out on first reading	<b>13</b>	3.4%
Non-member publications	<b>20</b>	5.2%
Outside remit	<b>97</b>	25.4%
<b>Total</b>	<b>381</b>	<b>100%</b>

## Type of publication

National newspapers	<b>247</b>	64.7%
Regional newspapers	<b>41</b>	10.7%
Non-member publications	<b>21</b>	5.4%
Magazines	<b>3</b>	0.7%
Not indicated by complainants	<b>69</b>	18.5%
<b>Total</b>	<b>381</b>	<b>100%</b>



**2013**

### Past Lessons

JULIAN BEHAL /  
MAXWELL PHOTOGRAPHY

## Complaints processed / being processed at end 2013

**81**

Complaints  
processed/  
being processed  
at end 2013

**21\***

Conciliated

**8**

Resolved after complainant contacted editor directly following advice from Case Officer

**15**

At conciliation end 2013

**29**

Decided by Press Ombudsman

**4**

Consideration postponed as subject matter of complaint was subject matter of ongoing court proceedings

**1**

Decided by Press Council following referral by Press Ombudsman

**3\*\***

File closed after conciliation commenced

**9**

Upheld

**12**

Not upheld

**1**

Unable to make a decision

**7**

Sufficient remedial action offered or taken by publication

**3**

Appeals received by Press Council

**5**

Appeals received by Press Council

**3**

Appeals received by Press Council

**2**

Not allowed

**1**

To be decided in 2014

**2**

Allowed

**2**

Not allowed

**1**

To be decided in 2014

**3**

Not allowed

\* Conciliated complaints were complaints that were resolved to the complainant's satisfaction under the aegis of the Case Officer. Details of how complaints were conciliated can be found in the Case Officer's report on page 15.

\*\* Files were closed after conciliation commenced because the complainant decided to withdraw his/her complaint.

## Complaints not formally processed

**300**

Complaints not formally processed

**170\***

Not pursued beyond preliminary enquiry by complainant

**97**

Outside remit

**20**

Non-member publication

**13**

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

**35\*\***

Unauthorised third party

**27**

Miscellaneous

**18\*\*\***

Out of time

**17**

Other regulatory authority

\* 170 complaints were not pursued by the complainant after their initial contact with the Office. These contacts ranged from the simple to the complex, and included the provision of advice and information to the complainant on how to submit their complaint. Some of these complaints may subsequently have been satisfactorily resolved, as all complainants are advised to contact the editor directly in the first instance, and this initial approach to the editor often results in a satisfactory outcome to the complaint. This outcome is not always notified to the Office of the Press Ombudsman.

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

\*\*\*Out of time complaints were complaints where all information about the complaint was not submitted within three months of publication of the article, or of the behavior of a journalist taking place.