

Updated 25th July 2018

COMPLAINTS POLICY AND GUIDELINES FOR CIAO MAGAZINE

We take your complaints very seriously and would like to resolve them as quickly and as seamlessly as possible.

Complaints may relate to news reports, articles, editorials, letters, cartoons, images and other published material and can be made by any person or business.

Complaints normally should be made within thirty days of the first publication of the relevant material and we do not address complaints older than 12 months.

We cannot address the complaint if it is being dealt with under another law or by another body

Please include in your complaint information about any legal proceedings against the publisher.

HOW TO COMPLAIN

Step 1:

Email or call us with the date and title of the story, image or material that you wish to complain about. Please include whether the content is on-line or in print and where possible the contributor's name. Include why you are complaining and the grounds for complaint and any evidence or inaccuracy, offence, error, defamation or any other misinformation or breach of the journalists code of ethics. State if the complaint involves you or relates to someone else (a secondary complaint see below).

Step 2:

An acknowledgement of receipt of the complaint will be provided within 24 hours with a contact person's details from our office. This person (usually the publisher or editor) will be responsible for investigating the grounds for your complaint.

Step 3:

Your complaint will be discussed in our weekly editorial meetings by all of our editorial team and where needed further information will be gathered from either the source or external contributor. The team leads will determine if one of the following will occur:

- an informal expression of regret by the publication;
- publication of balancing material;
- publication of a correction, clarification or apology in an agreed form;
- amendment or removal of material on a website;
- commitments about future coverage of particular people or issues

You may be contacted by the editor of publisher to clarify the issues and discuss the outcome

Step 4:

If you are satisfied with the outcome to resolve your complaint, we will close your complaint on the basis that it has been adequately dealt with.

If you are unsatisfied with the outcome to resolve your complaint you may consider approaching other organisations depending on the nature of the complaint or seek legal advice. You may find more information here:

<https://www.oaic.gov.au>

<https://www.presscouncil.org.au>

You may also make a complaint to the Media Entertainment & Arts Alliance. You can download their complaints procedure here. Or find out more information on their website.

<https://www.meaa.org>

Terms

“Secondary complaints”

With secondary complaints the Editorial Team when seeking an outcome also considers

- the risk of aggravating any possible invasion of privacy or other harm caused to people or organisations which are directly affected by the material; or
- the extent to which informing the complainant, the media industry and the general public whether a particular type of breach has occurred
- the extent to which the matter requires the primary person's input and/or participation.

Multiple complaints

Where there are several separate complaints about the same material, complainants will be notified individually of the decision and of the final outcome.

---ENDS

For more information or clarification on the above please contact the publisher below:

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