

The Shetland Times – complaints procedure

Editors' Code of Practice

The Shetland Times is **not** a member of the Independent Press Standards Organisation (IPSO) or of its complaints procedure.

However, its use of the Editors' Code of Practice has been licensed by IPSO.

The Shetland Times is committed to abiding by the best standards of journalism and in particular to the standards set out in the Editors' Code of Practice which may be found at

<https://www.ipso.co.uk/editors-code-of-practice/>

Complaints received by *The Shetland Times* will be judged by the letter and spirit of the code.

Corrections and clarifications

Requests for corrections or clarifications should be sent to: The Editor, The Shetland Times Ltd, Gremista, Lerwick, Shetland, ZE1 0PX. Or by email to: a.civico@shetlandtimes.co.uk. Make sure you include a daytime contact telephone number.

Complaints procedure

Informal complaints

If you wish to make a complaint you may speak to the reporter concerned directly, or to the Editor.

Please note that reporters have been instructed not to discuss any complaint where a threat of legal action has been made.

Formal (written) complaints

If this initial discussion does not satisfy you, you may make a formal complaint in writing to: The Editor, The Shetland Times Ltd, Gremista, Lerwick, Shetland, ZE1 0PX. Or by email to: a.civico@shetlandtimes.co.uk. You should include full contact information and daytime contact telephone number.

Your complaint should give as much information as possible about your complaint and the action, if any, you think *The Shetland Times* should take in its resolution.

The Editor will endeavour to respond to your complaint within four days and will notify you of the decision in writing or by email.

Complaint appeal

If you are not satisfied with the decision of the Editor you may appeal to the Directors of The Shetland Times Ltd at the address above. Your appeal should include all relevant information and what you wish to be done to resolve it. You should enclose full contact information and daytime contact telephone number. Your appeal should be addressed to: Confidential, The Directors, The Shetland Times Ltd, Gremista, Lerwick, Shetland. ZE1 0PX

The Directors will endeavour to respond to your appeal with a decision within two weeks.

The decision of the Directors is the final internal complaints procedure of The Shetland Times.