

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 I7 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2 COMPLAINT WITHDRAWN FOLLOWING EDITOR'S RESPONSE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.

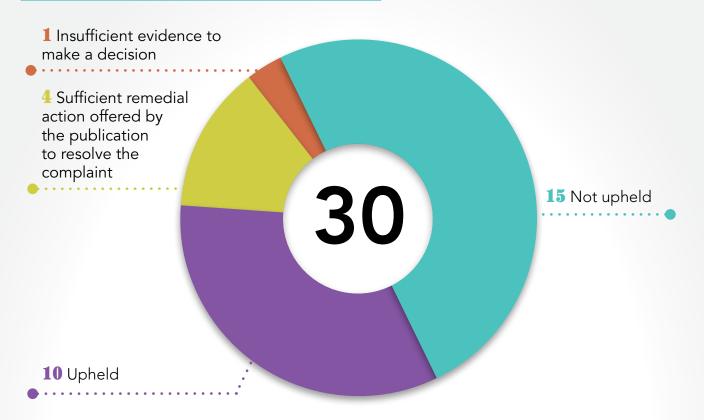




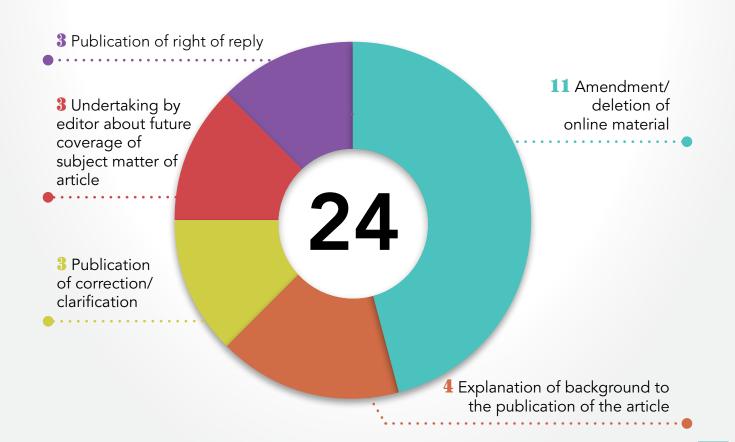
OUTSIDE REMIT

(See page 8 for breakdown)

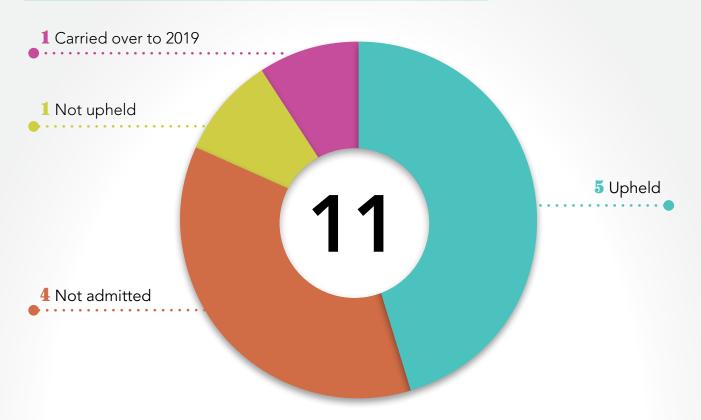
DECIDED BY PRESS OMBUDSMAN



RESOLVED TO THE SATISFACTION OF THE COMPLAINANT



APPEALS RECEIVED BY THE PRESS COUNCIL



111

OUTSIDE REMIT

12 Other regulatory authority

These were in the main for the Broadcasting Authority of Ireland or the Advertising Standards Authority of Ireland.

17 Out of time

These complaints were received outside the three-month deadline for making a complaint.

21 Publication not member of Press Council

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All national newspapers, most local newspapers, many magazines and some online-only news publications are members.

2 User-generated content

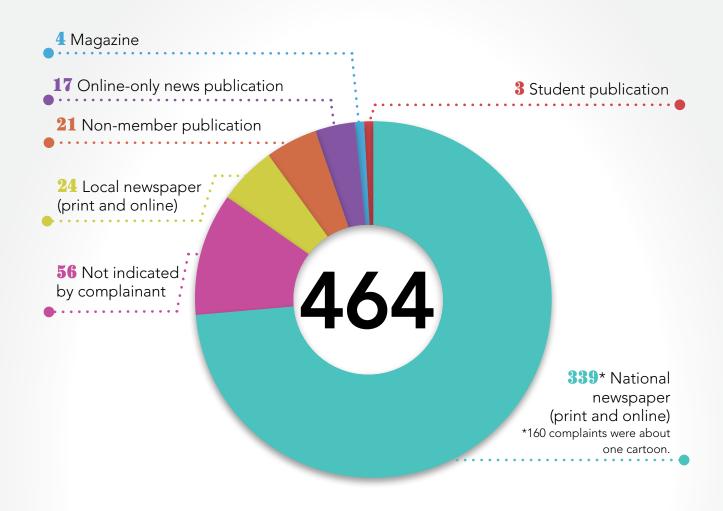
32 Miscellaneous

27 Unauthorised third party

These were complainants who were not personally affected by an article, or who complained about an article written about another person, but without that person's permission to make a complaint.

8

PUBLICATION LEADING TO COMPLAINT



PRINCIPLES OF THE CODE OF PRACTICE CITED BY COMPLAINANTS
2018 2017
1. Truth and Accuracy 20.2%
39%
2. Distinguishing Fact and Comment
3.3%
5%
3. Fair Procedures and Honesty
3.1%
5.5%
4. Respect for Rights
3.3%
4.1%
5. Privacy
13.1%
17.9%
6. Protection of Sources
0%
0%
7.Court Reporting
3.3%
8.7%
8. Prejudice
47.9%*
14.7%
9. Children
5.8%
4.6%
10. Publication of the decision of the Press Ombudsman/Press Council
0%

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.

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