

COMPLAINTS

TOTAL 252

32 Decided by Press Ombudsman (see page 5 for breakdown)

25 Resolved by the editor to the satisfaction of the complainant

Nine complaints were resolved through the Office's formal conciliation process and 16 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.

13 Consideration postponed because subject matter of complaint was subject matter of ongoing court proceedings

2 Complainant did not pursue matter following editor's response

1 Decided by Press Council on referral

66 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.

29 Out of time

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

26 Miscellaneous

21 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.

13 User Generated Content

12 Publication not member of Press Council

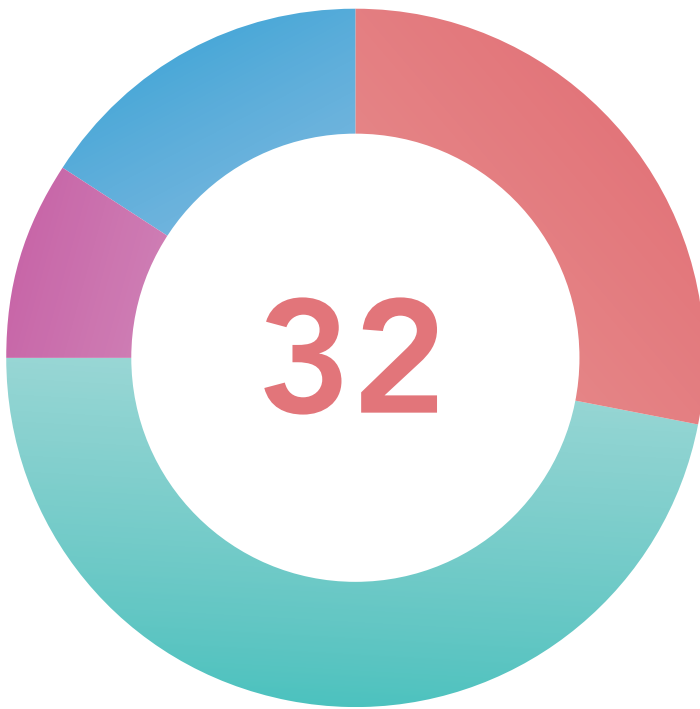
All national newspapers, most local newspapers, many magazines and some online-only news publications are members of the Press Council.

9 Other regulatory authority

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

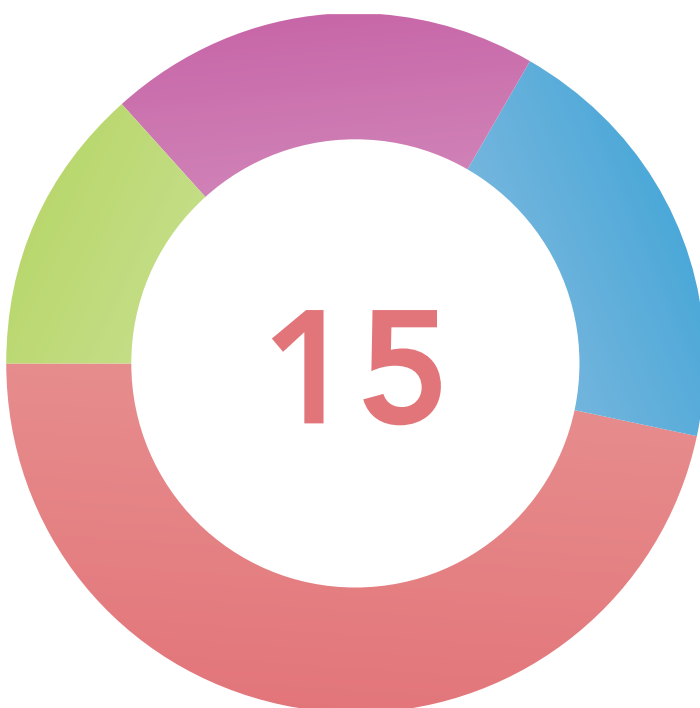
3 Live at end 2019

COMPLAINTS DECIDED BY PRESS OMBUDSMAN:



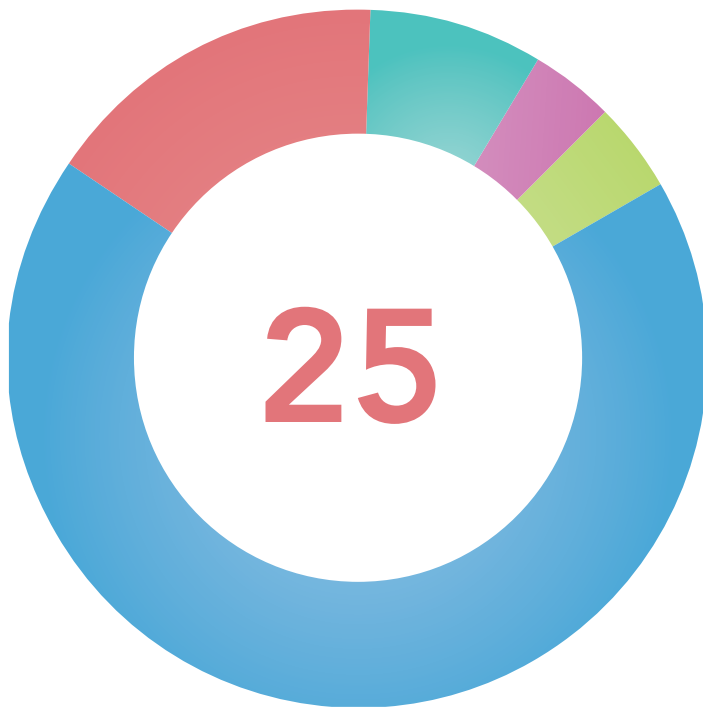
- 15 Not upheld
- 9 Upheld
- 5 Sufficient remedial action offered by the publication to resolve the complaint
- 3 Insufficient evidence to make a decision

APPEALS RECEIVED BY THE PRESS COUNCIL



- 7 Not admitted
- 3 Rejected
- 3 Upheld
- 2 Carried over to 2020

RESOLVED TO THE SATISFACTION OF THE COMPLAINANT



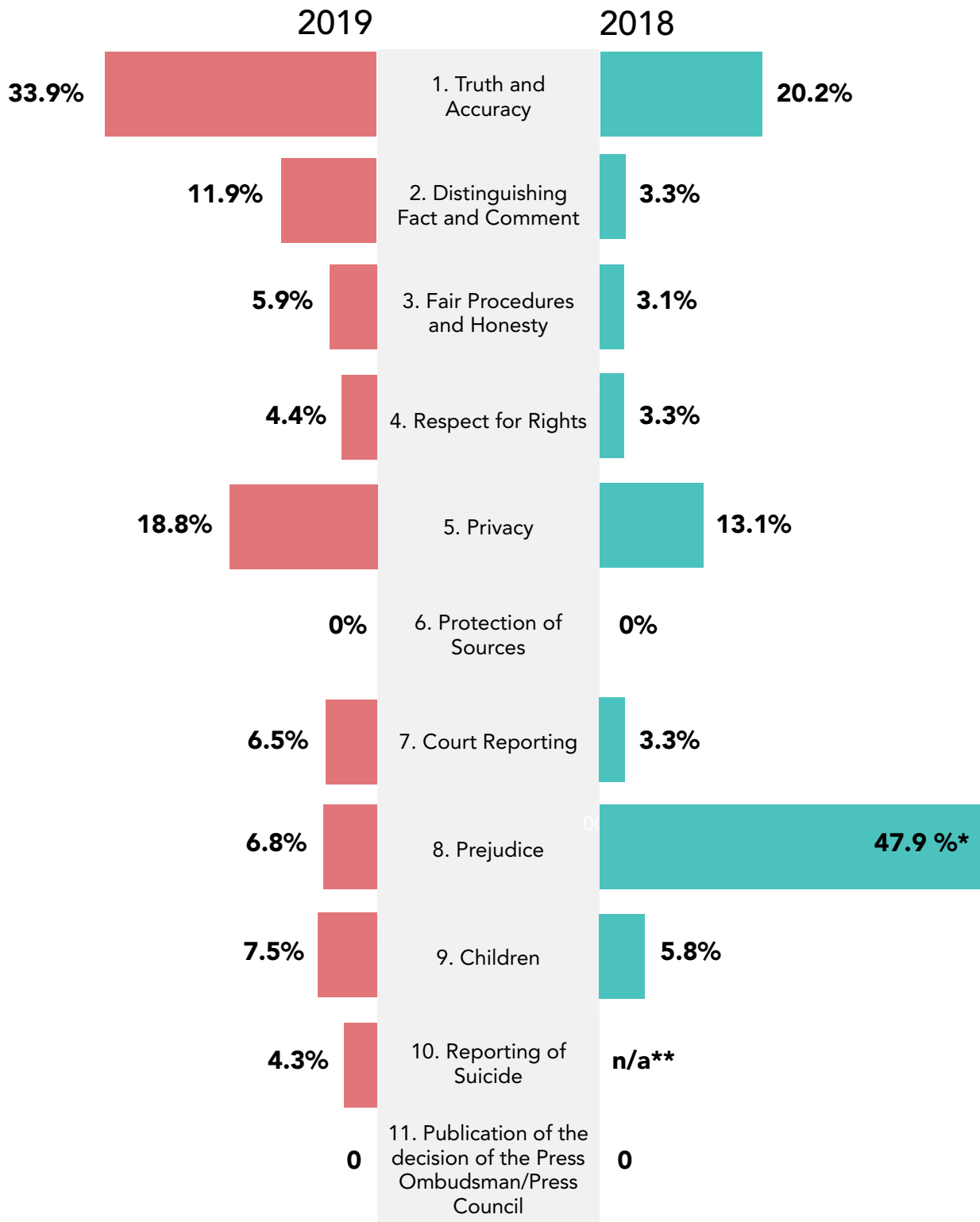
- 17 Amendment/deletion of online material
- 4 Publication of correction/clarification/apology
- 2 Undertaking about future coverage of subject matter of complaint
- 1 Publication of podcast
- 1 Meeting with editor

PUBLICATION LEADING TO COMPLAINT



- 140 National newspaper (print and online)
- 48 Not indicated by complainant
- 26 Local newspaper (print and online)
- 22 Online-only news publication
- 12 Non-member publication
- 3 Student publication
- 1 Magazine

PRINCIPLES OF THE CODE OF PRACTICE CITED BY COMPLAINANTS:



*In 2018, 93% of complaints (160) made under Principle 8 were about one article (a cartoon).

** In 2018, the provision in relation to suicide was a sub-section of Principle 5: in 2019 it became a standalone Principle.

Complainants often cite a breach of more than one Principle of the Code of Practice in their complaint. The full text of the Code is published on pages 28 and 29.