

COMPLAINTS

TOTAL **347**

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

25 Complaints resolved by the editor to the satisfaction of the complainant

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

3 Live at end 2020

5 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.

6 User Generated Content

15 Other regulatory authority

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

20 Out of time

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

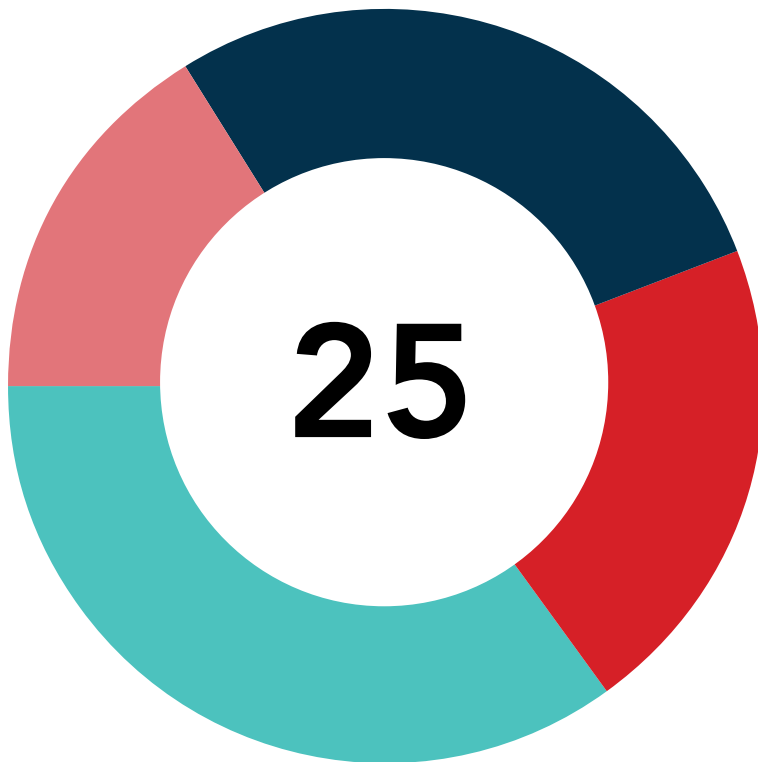
23 Publication not member of Press Council

30 Miscellaneous

193 Complaint not pursued beyond preliminary enquiry by complainant

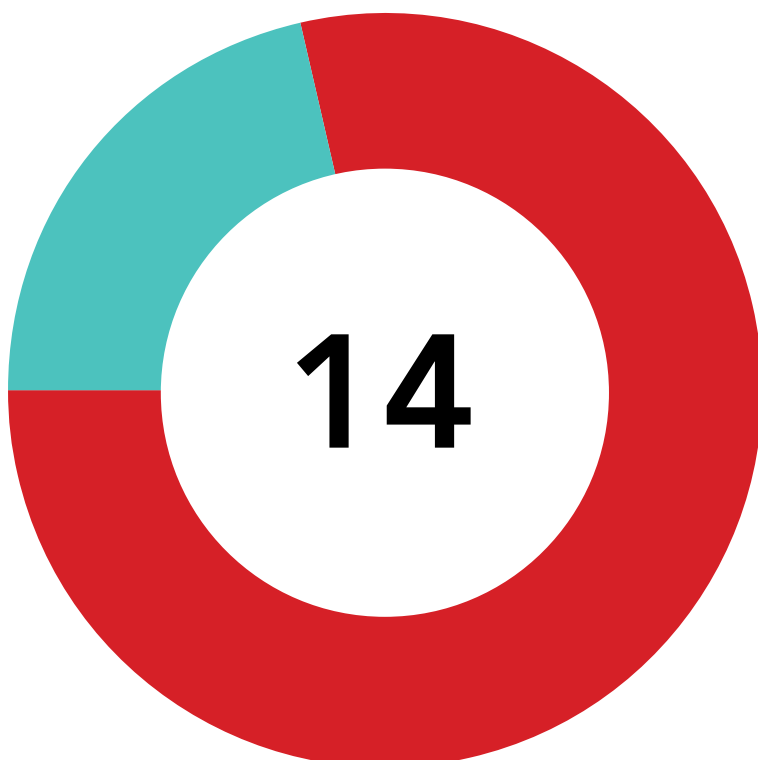
These were complaints where the complainant was given the contact details for the publisher, together with advice on the Code of Practice and how to make a complaint, but decided not to pursue the matter further with the Office after the initial contact. Some of these complaints may subsequently have been satisfactorily resolved following the submission of the complaint directly to the editor of the publication concerned.

Complaints Decided By Press Ombudsman



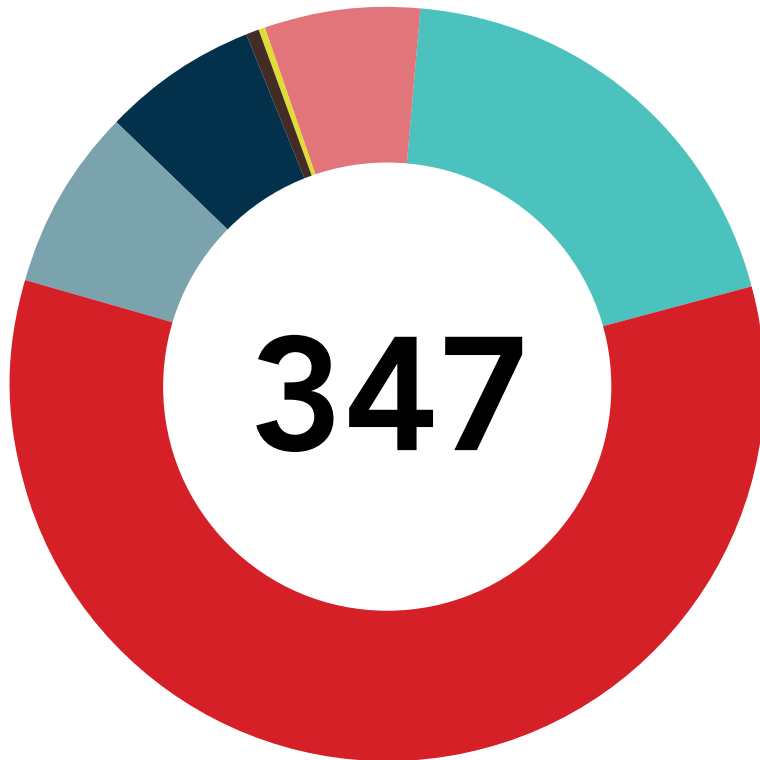
- 12 Not upheld
- 7 Upheld (3 overturned on appeal)
- 5 Sufficient remedial action offered by the publication to resolve the complaint
- 1 Insufficient evidence to make a decision

Appeals received by the Press Council



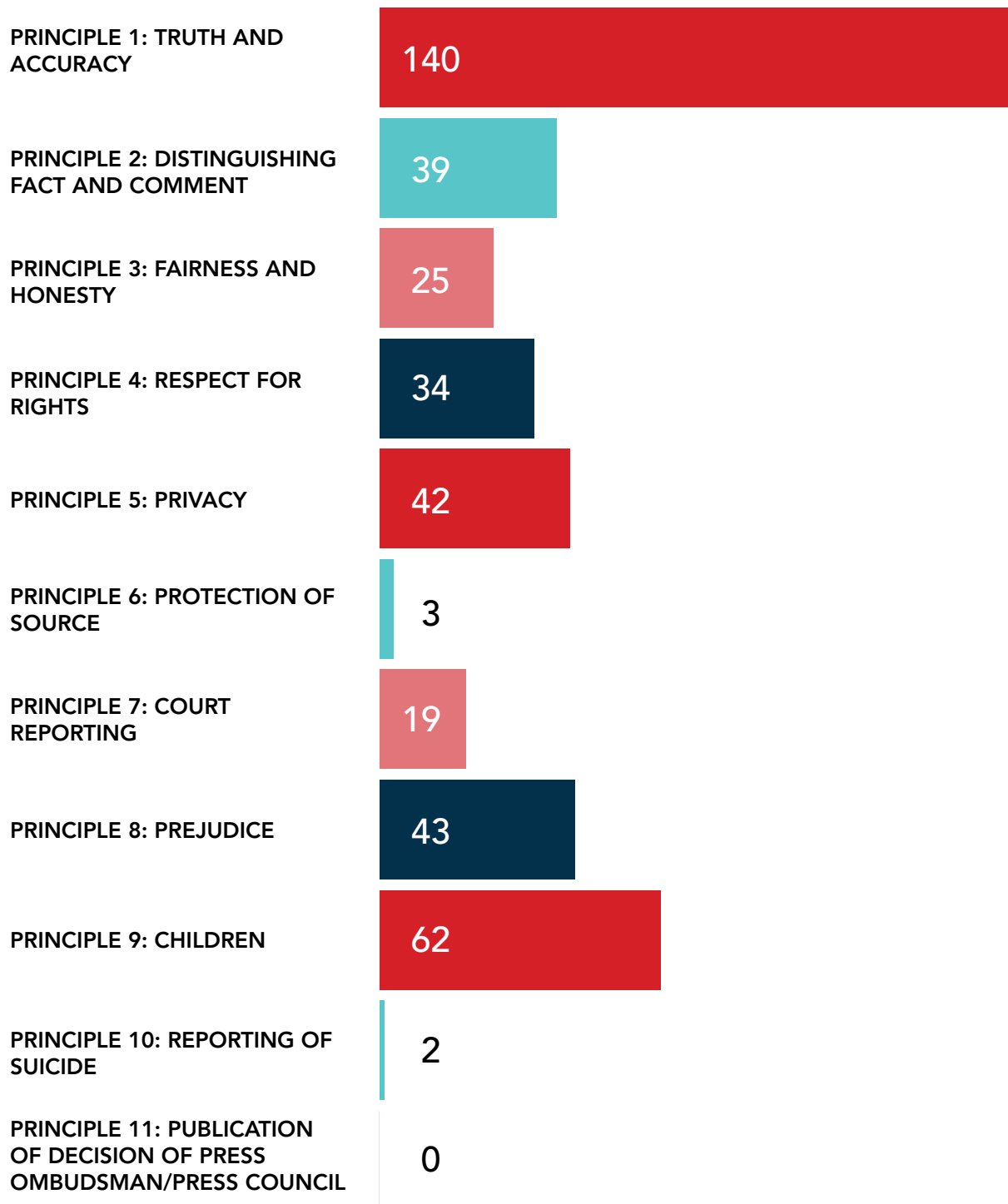
- 3 Upheld
- 11 Rejected

Publication leading to complaint



- 204** National newspaper (print and online)
- 27** Online-only news publication
- 23** Local newspaper (print and online)
- 2** Student publication
- 1** Magazine
- 23** Publication not member of Press Council
- 67** Not indicated by complainant

*Principles of the Code of Practice cited by complainants**



*In 2020 fifty-five complaints were received about one article, which increased the figures for a number of Principles as follows:

Principle 1 (+27), Principle 2 (+24), Principle 3 (+9), Principle 4 (+19), Principle 5 (+4), Principle 7 (+5), Principle 8 (+20) and Principle 9 (+41).

The full text of the Code of Practice is published on pages 26 and 27.