Complaints

TOTAL 527

16

5

31 DECIDED BY PRESS OMBUDSMAN

- **19** COMPLAINT RESOLVED BY THE EDITOR TO THE SATISFACTION OF THE COMPLAINANT
- Q LIVE AT END 2021
- **11** 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.

14 USER GENERATED CONTENT/ SOCIAL MEDIA

84 OTHER REGULATORY AUTHORITY

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

OUT OF TIME

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

30 PUB

PUBLICATION NOT MEMBER OF PRESS COUNCIL

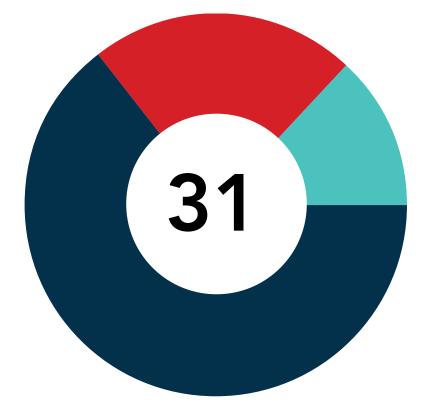
CLOSED/WITHDRAWN

53 MISCELLANEOUS

255 COMPLAINT NOT PURSUED BEYOND PRELIMINARY ENQUIRY BY COMPLAINANT

Some of these complaints were multiple complaints about the same article. Others were 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.

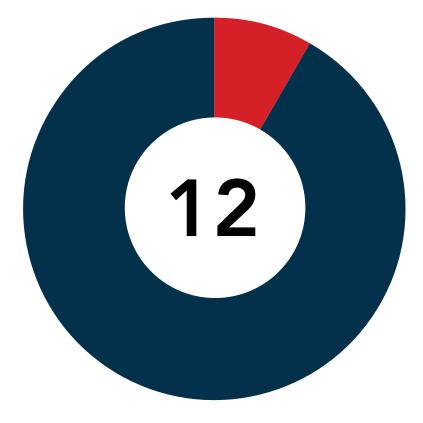
Complaints decided by the Press Ombudsman



- **20** Not upheld
 - 7 Upheld (1 overturned on appeal)
 - 4 Sufficient remedial action offered by the publication to resolve the complaint

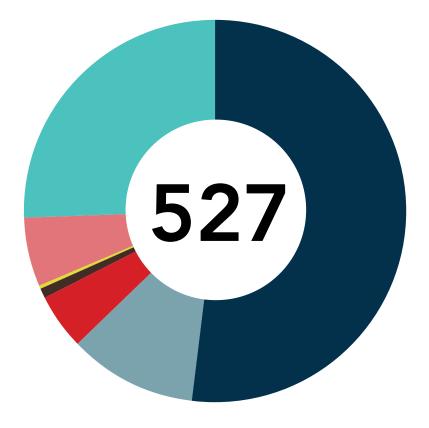
Appeals considered by the Press Council

1 Upheld 11 Rejected



Publication leading to complaint:

- 275 National newspaper (print and online)
 - 57 Online-only news publication
 - 25 Local newspaper (print and online)
 - **4** Student publication
 - 2 Magazine
 - 30 Publication not member of Press Council
- 134 Not indicated by complainant



Principles of the Code of Practice cited by complainants*

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Principle 1: Truth and Accuracy	208	
Principle 2: Distinguishing Fact and Comment	46	
Principle 3: Fairness and Honesty	27	
Principle 4: Respect for Rights	37	
Principle 5: Privacy	47	
Principle 6: Protection of Sources	1	
Principle 7: Court Reporting	13	
Principle 8: Prejudice	63	
Principle 9: Children	20	
Principle 10: Reporting of Suicide	3	
Principle 11: Publication of Decision of Press Ombudsman/ Press Council	0	

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