
Complaints

TOTAL 260

21 **DECIDED BY PRESS OMBUDSMAN**

9 **COMPLAINT RESOLVED BY THE EDITOR TO THE SATISFACTION OF THE COMPLAINANT**

10 **ONGOING AT END 2021**

6 **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/ SOCIAL MEDIA**

11 **OTHER REGULATORY AUTHORITY**

These were mostly for Coimisiún na Meán or the Advertising Standards Authority of Ireland.

16 **OUT OF TIME**

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

21 **PUBLICATION NOT MEMBER OF PRESS COUNCIL**

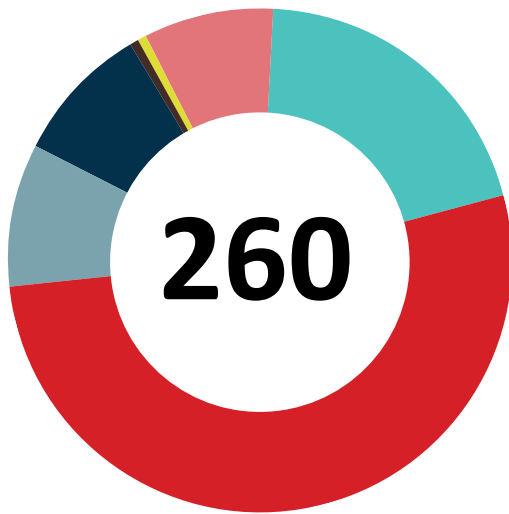
5 **CLOSED/WITHDRAWN**

36 **MISCELLANEOUS**

119 **COMPLAINT NOT PURSUED BEYOND PRELIMINARY ENQUIRY BY COMPLAINANT**

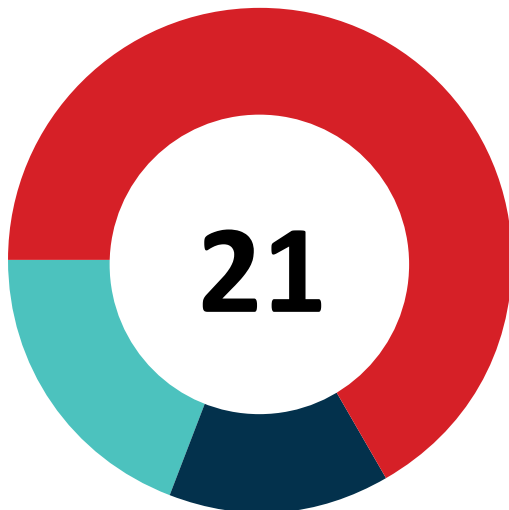
Some of these complaints were multiple complaints about the same article. Others were where the complainant was given the contact details for the publisher, together with advice on the Code of Practice and how to make a complaint, but decided not to pursue the matter further with the Office after the 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.

Publication leading to complaint



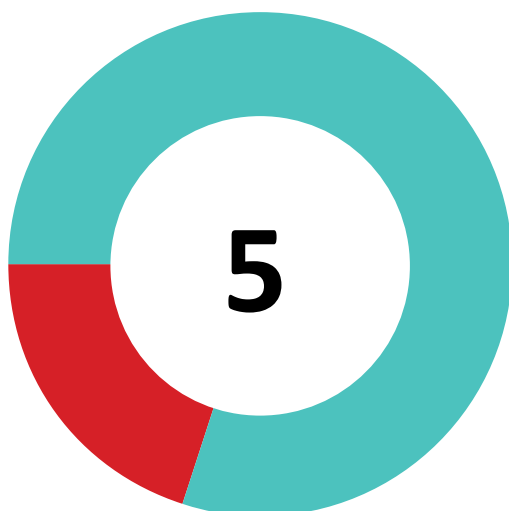
- 137** National newspaper (print and online)
- 24** Online-only news publication
- 23** Local newspaper (print and online)
- 1** Student publication
- 2** Magazine
- 21** Publication not member of Press Council
- 52** Not indicated by complainant

Complaints decided by the Press Ombudsman



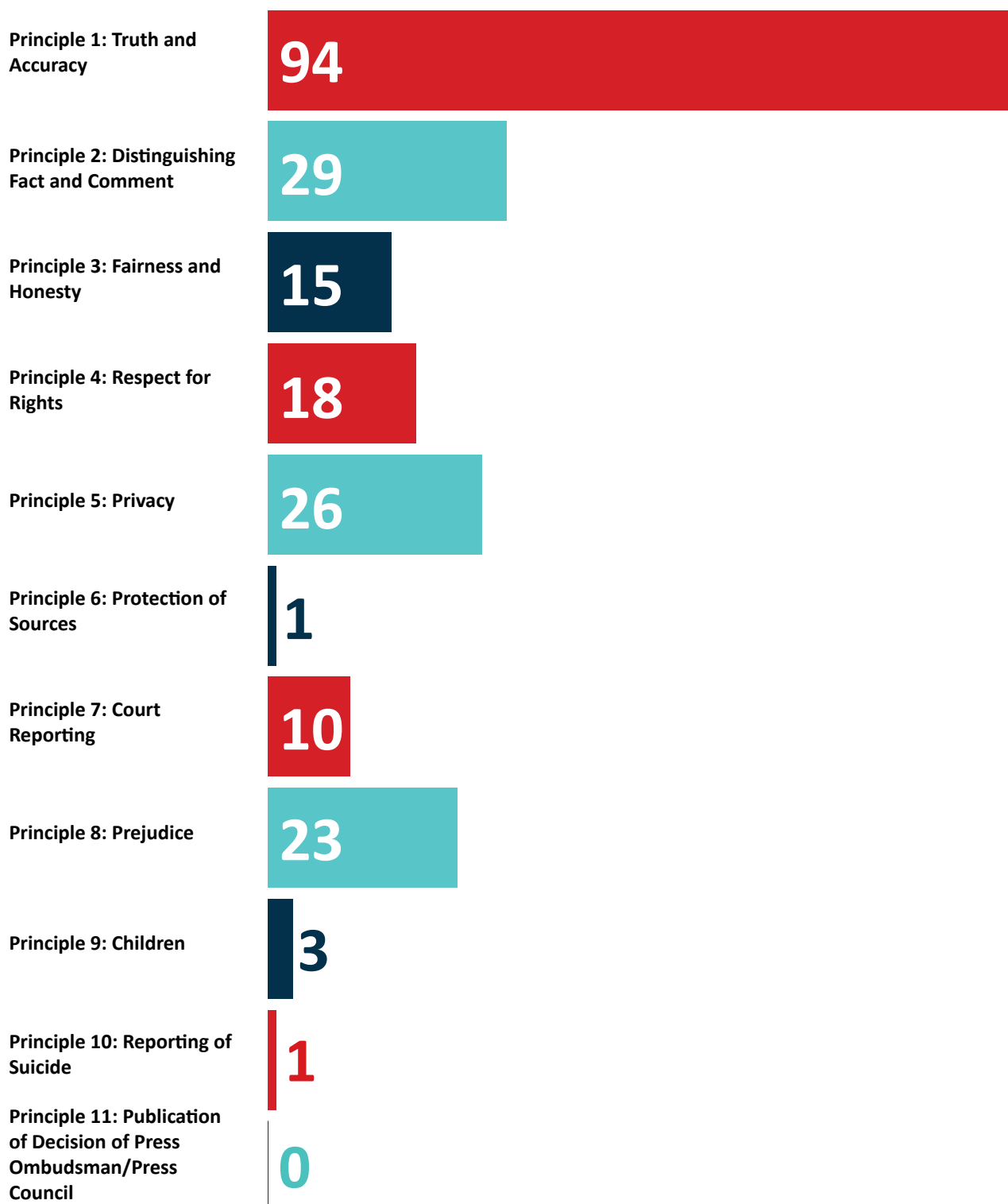
- 14** Not upheld
- 3** Upheld (1 overturned on appeal)
- 4** Sufficient remedial action offered by the publication to resolve the complaint

Appeals considered by the Press Council



- 4** Upheld
- 1** Rejected

Principles of the Code of Practice cited by complainants*



* 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 25 and 26.