

How to complain to the media

The following guide sets out how people can register official complaints with broadcasters and newspapers on items or articles which they believe are misleading, factually incorrect or are examples of unbalanced reporting.

Guidelines for submitting an official complaint:

- Try to ensure your complaint is made as promptly as possible after publication or transmission.
- Keep complaints as brief as possible and to the point.
- Ask how your complaint will be dealt with and outline what you would like to be done to redress the situation.
- Keep a note of your complaint or a copy of the original letter.
- The more individual complaints made about a particular item the more likely editors are to address the situation.

There are no hard and fast rules as to how individual broadcasting companies or newspapers deal with your complaint. Generally speaking, a written complaint should get a written reply within a specific time period. Email letters usually receive a standard reply email and are followed up with a confirmation phone call if they are being used in print. Telephone complaints are logged but have no guaranteed reply. It is worth remembering most websites have a 'contact us' address.

Newspapers & magazines

Consider the following when writing to newspapers:

- It is important to get in contact as soon as possible as the letters page is usually one of the earliest pages to be sent to the printers. Letters sent later may not make it into the next edition. Using email to send letters is a good way of doing this quickly.
- Mark your letter clearly 'for publication' if you want it considered for the letters page. Mark your letter for the attention of the editor if you want your complaint to be addressed separately.
- Always include your name, address and telephone number. Most newspapers and magazines will not publish letters without them although you can withhold them from print by adding a note to the editor.
- Remember that editors reserve the right shorten letters for publication or to not include them at all.

Useful contacts

Print

IPSO – Independent Press Standards Organisation

The Independent Press Standards Organisation (IPSO) is the independent regulator of the UK newspaper and magazine industry. As part of IPSO's role in raising editorial standards, it considers complaints that the Editors' Code of Practice has been breached.

IPSO regulates over 1500 print titles and over 1100 online titles. You can find out which publications are regulated here: <https://www.ipso.co.uk/IPSO/regulatedpublications.html>

Write to: Gate House, 1 Farringdon Street, London EC4M 7LG

Tel: 0300 123 2220

Complain via website: <http://bit.ly/1vINYHn>

Broadcast

OfCOM

As the regulatory body for media broadcasts, Ofcom's duties include examining specific complaints by viewers/listeners about TV & radio programmes. When Ofcom receives a complaint it will ask the broadcaster for a copy of the programme to see whether it's in breach of the broadcasting code.

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA (0207 981 3000). Advisory team: 0207 981 3040

Complain via website: <http://consumers.ofcom.org.uk/tell-us/>

Broadcast outlets

ITV

Write to: Viewer Services, ITV Plc, Gas Street, Birmingham, B1 2JT

Tel: 0344 8814150 (option four)

Email: viewerservices@itv.com

BBC Radio and TV

For general radio and TV enquiries: BBC Complaints, PO Box 1922, Darlington, DL3 0UR

Tel: 03700 100 222

Complain via website: <http://www.bbc.co.uk/complaints/>

The complaints officer will log all complaints and ask if a reply is wanted or not. They will also give the producer and address details of specific programmes if a request is made to complain in writing.

Points of View

If you are unhappy with the way that the BBC has presented a topic then write to the Points of View programme for a more public approach to complaining.

Contact: 0370 908 3199

Address: POV, BBC Birmingham, The Mailbox, Birmingham, B1 1AY

Email: pov@bbc.co.uk

Or visit <http://www.bbc.co.uk/dna/mbpointsofview/F1951566> to add a discussion or comment to the message board which is monitored closely for public opinion.

Independent Radio News (IRN)

IRN produces news items for commercial radio stations across the country.

Contact: 020 3227 4044

Address: Academic House, 24-28 Oval Road, London NW1 7DJ

Email: news@irn.co.uk

Procedure: A written complaint will receive a written response. A verbal complaint is logged and dealt with accordingly, but will not necessarily receive a reply.

Channel 4

Contact: Viewer Enquiries on 0845 076 0191

Address: Channel 4 Enquiries, PO Box 1058, Belfast, BT1 9DU

Email via form at: http://www.channel4.com/about_c4/comments/tv_enquiries.cfm

Channel 5

Contact: 0845 70 50505 or 020 8612 7700

Address: Channel 5 Television, 10 Lower Thames Street, London, EC3R 6EN Email: customerservices@channel5.com

Sky

Contact: 0844 241 4141

Address: Customer Relations Department, Sky Subscriber Services Ltd, PO Box 43 Livingston, West Lothian, EH54 7DD

Email: ExecCustEng@bskyb.com

National newspaper contact list

Title	Address	Telephone	Website/Email
Daily Telegraph	111 Buckingham Palace Road, London, SW1W 0DT	0800 316 6977 or 0207 931 2000	How to make a complaint dtletters@telegraph.co.uk (Daily) stletters@telegraph.co.uk (Sunday)
The Times	The News Building, 1 London Bridge Street, London, SE1 9GF	0207 782 5000	How to make a complaint letters@thetimes.co.uk (Daily) letters@sunday-times.co.uk (Sunday)
Financial Times	Bracken House, 1 Friday Street, London, EC4M 9BT	0207 873 3000	How to make a complaint letters.editor@ft.com
The Guardian	King Place, 90 York Way, London, N1 9GU	0203 353 2000	How to make a complaint guardian.letters@theguardian.com guardian.readers@theguardian.com (Daily) observer.letters@observer.co.uk (Sunday)
Independent	2 Derry Street, London, W8 5HF	0207 005 2000	letters@independent.co.uk or via online form: https://help.independent.co.uk/hc/en-us/requests/new
i newspaper	2 Derry Street, London, W8 5TT	0207 7361 5678	How to make a complaint i@inews.co.uk (letter to editor) reader@inews.co.uk
Daily Express	One Canada Square, Canary Wharf, London, E14 5AP	0208 612 7000	How to make a complaint express.expressletters@reachplc.com
The Sun	The Sun editorial complaints, 1 London Bridge Street, London, SE1 9GF	0207 782 4000 or 0207 860 1129	How to make a complaint letters@the-sun.co.uk editorialcomplaints@the-sun.co.uk

Daily Mail	Daily Mail Readers' Editor, Northcliffe House, 2 Derry Street, London, W8 5TT	0207 938 6000	How to make a complaint letters@dailymail.co.uk corrections@mailonline.co.uk
Daily Star	Daily Star, 1 Canada Square, Canary Wharf, E14 5AP	0208 612 7000	starletters@dailystar.co.uk
Daily Mirror	Daily Mirror, 1 Canada Square, Canary Wharf, E14 5AP	0207 293 3000	How to make a complaint feedback@mirror.co.uk madeuthink@mirror.co.uk (letter to editor)
Evening Standard	Evening Standard, Northcliffe House, 2 Derry Street, London W8 5TT	0203 367 7000	letters@standard.co.uk or via online form: https://help.standard.co.uk/hc/en- us/requests/new
Metro	Metro Readers' Editor, Northcliffe House, 2 Derry Street, London, W8 5TT	02036150 600	correct@ukmetro.co.uk