



# Editorial Complaint Handling Policy

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*Pip Magazine is an independently published magazine that is committed to quality journalism that encourages debate about the environment, sustainability, community resilience and how best to live into the future, and broaches issues of local and public significance particularly relating to the environment and community connection.*

Pip Magazine is committed to ensuring that complaints related to content or distribution are handled with integrity and in an equitable, objective and unbiased manner. Conflicts of interests, whether actual or perceived, will be managed responsibly. Listening to and responding to complaints, and taking action when warranted, is essential for accountability and continuous quality improvement.

This policy provides information for people who are thinking about making a complaint about content and its distribution, in the magazine, website, podcasts and video series. All staff are responsible for understanding and complying with Pip Magazine's complaint handling practices.

This policy addresses the following seven issues:

1. How can a complaint be made?
2. What can be complained about?
3. Who can complain?
4. When can a complaint be made?
5. What happens when a complaint is made?
6. Managing unreasonable conduct by complainants.
7. Complaint monitoring and business improvement processes.

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## 1) How can a complaint be made?

Pip Magazine values the opinion of our community and broader members of the public. If you are concerned about content published by Pip Magazine and thinking about complaining, please ensure you have first read this policy document.

Complaints can be submitted to:

- i) **Editor-in-Chief, Pip Magazine** by email [hello@pipmagazine.com.au](mailto:hello@pipmagazine.com.au); and/or
- ii) the **Australian Press Council** by completing the Council's Complaint Form and sending it to the Council preferably online, or by email, fax or post. The Council's online complaint form is available at: <https://www.presscouncil.org.au>
- iii) to the Australian Press Council after complaining to Pip Magazine; or
- iv) simultaneously to Pip Magazine and the Australian Press Council; or
- v) directly to the Australian Press Council without having complained to Pip Magazine.

Where a complaint is made directly to the Australian Press Council, the Council may decide to:

- commence its consideration of the complaint; or
- in some circumstances, ask the complainant to raise the complaint directly with Pip Magazine and then come back to the Council if its further involvement is sought.

Whilst Pip Magazine is not a “constituent member” of the Australian Press Council (APC), complaints about material published by Pip Magazine in print or digital form can be submitted to and handled by the Australian Press Council. Unlike constituent bodies, Pip Magazine is not under a legal obligation to cooperate with the Council or to publish any adjudication by it.

**Advertising complaints** - can be submitted directly to Pip Magazine or you may consider approaching the Ad Standards organisation, which manages the complaint resolution process of the advertising self-regulation system. Visit their website at [www.adstandards.com.au](http://www.adstandards.com.au).

**Accessibility** - If it is difficult for a complainant to access the complaints process or make a written complaint, Pip Magazine or the Australian Press Council can provide assistance. Complainants can contact Pip Magazine by phone 0458 286 071 or the Australian Press Council by phone 1800 025 712 for assistance.

## 2) What can be complained about?

**Types of material** - Complaints may relate to:

- editorials, letters, advertisements, cartoons, images and other published material in print or digital form;
- the methods used by publications to obtain information which is subsequently published; and
- distribution of published content in print or digital form.

## 3) Who can complain?

In general, any person may lodge a complaint about published material. Complaints should include whether the complainant is not personally identified or directly affected by the published material (Secondary complaint).

**Confidentiality** - Complainants must indicate when making a complaint if they wish some details to be kept confidential or not to be published in any adjudication on the matter. Please contact the APC for an explanation of the circumstances in which this may be possible, and the complainant can decide whether to proceed with the complaint.

**Anonymous Complaints** – Pip Magazine accepts anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

## 4) When can a complaint be made?

**Time limits** - Complaints should be made within thirty days of the first publication of the relevant material. Pip Magazine will not address complaints older than twelve months.

## 5) What happens when a complaint is made?

The procedure for handling editorial complaints at Pip Magazine include:

- acknowledging complaints promptly, within 48 hours;
- providing the complainant with information about our complaint handling process;
- assessing complaints and assigning them priority;
- planning an investigation if one is needed;
- investigating the complaint to determine the facts and options for resolution;
- seeking to facilitate an outcome acceptable to the complainant and Pip Magazine;
- responding to the complainant, including keeping them informed of progress and providing a detailed response with reasons for our decision and any options for redress or review;
- considering if there are any systemic issues that warrant attention;
- advising on options for internal and external review if the complainant remains dissatisfied with Pip Magazine’s response; and

If the Australian Press Council has made an adjudication, Pip Magazine will consider appropriate publication action in accordance with the Council's specific requirements. The Council has no power to order compensation, fines or other financial sanctions. For Australian Press Council complaints handling procedures please refer to <https://www.presscouncil.org.au/handling-of-complaints/>.

## 6) Managing Unreasonable Conduct by Complainants

Staff safety and well-being are paramount when dealing with unreasonable complainant conduct. The decision to redirect or restrict a complainant's matter as a result of their behaviour, will only be made by the Editor-in-chief.

## 7) Complaint monitoring and business improvement processes

Compliant issues and trends form an important part of Pip Magazine's business review process. Pip Magazine understands that information provided from editorial complaints can provide valuable opportunities to improve existing business policies and processes.

Complaint summary reports are reviewed annually and include the following:

- number of complaints received;
- subject of the complaints;
- the characteristics of the complainants—for example, whether they are businesses, community groups or individuals and whether they represent a particular demographic background;
- complaint issues, whether occurring just once or more often, that expose a weakness in the agency's processes or that raise questions about integrity or reputation;
- analysis of trends; and
- recommendations for policy or process improvements.

Complaint summary reports do not contain personal information relating to the complainant.

Questions related to Pip Magazine's complaint handling process can be emailed to [editorial@pipmagazine.com.au](mailto:editorial@pipmagazine.com.au).

Pip Magazine's Editorial Complaint Policy is available on the website [www.pipmagazine.com.au](http://www.pipmagazine.com.au) and referred to on the contributor's page of the print publication Pip Magazine.