

IMPRESS

GUIDANCE ON COMPLAINTS

You can complain to IMPRESS about an article or a news-gathering activity if:

1. The publication involved is **regulated by IMPRESS**, and was regulated by IMPRESS when the article was published.

2. You believe that they have breached one or more clauses of the **IMPRESS Standards Code**.

IMPRESS can only accept complaints about articles or activities **occurring within the last four months**, or within the last year, in exceptional circumstances.

Complaints cannot be accepted in cases where legal proceedings **are ongoing**.

www.impress.press/complaints
complaints@impressreg.org.uk
[@impressreg](https://twitter.com/impressreg)

1

Start by complaining to the publication involved. They must acknowledge your complaint within **7 days** and provide you with a final decision within **21 days**.

2

If the publication doesn't provide you with a satisfactory response, you can then **escalate the complaint to IMPRESS via our online Services Hub**.

3

We will confirm the nature of the complaint with you and send a **complaint summary** to the publisher.

4

The publisher must provide a response. You will then be given an opportunity to reply and provide additional information. The publisher will then have a final opportunity to respond.

5

IMPRESS will then issue an **adjudication**: a binding ruling made by the board of IMPRESS that includes a finding of whether a publishers breached one or more provisions of the IMPRESS Code.

6

If the publication has breached the code, IMPRESS can impose a **correction, apology or fine**. There is no opportunity to appeal against this decision.

7

All adjudications are published on the **IMPRESS website**.

- IMPRESS may decide to hold a hearing where parties will be asked to answer questions in person.
- IMPRESS may appoint an independent expert for complex complaints or if specialist knowledge is required.
- Other potentially directly affected parties may be contacted if necessary.