

# BECOMING AN IMPRESS MEMBER: COMPLIANCE GUIDE



**IMPRESS membership** is available to all news publishers in the UK. If you are unsure as to whether you are eligible to join the scheme, please contact [compliance@impressreg.org.uk](mailto:compliance@impressreg.org.uk)

Becoming an IMPRESS member is easy and fast. Follow the 5 simple steps below.

1

APPLY

Kick-start the process by submitting a **membership application** via our online [Services Hub](#) portal.

*This will only take a few minutes to complete.*

You will need to provide some basic, essential information about yourself and your publishing company/publication(s).

2

COMPLETE

Once your application is submitted, the IMPRESS team will review it.

Next, a member of our Compliance team will send you an **induction email** containing two short documents for you to complete, including the requirements of the IMPRESS Regulatory Scheme:

## 1. A Model Complaints Policy



Download [here](#)

You need to confirm that you have a policy in place which:

- > Includes whistleblowing provisions;
- > Requires that complaints be assessed against the IMPRESS Standards Code;
- > States that complaints will be acknowledged within **7 days** and a final decision letter will be sent within **21 days**.

If you do not already have a complaints policy in place, you can adopt the IMPRESS policy model; or if you do have an existing policy, you can amend this to include IMPRESS requirements.

## 2. A Statement of Arrangements Questionnaire



Download [here](#)

The questionnaire will confirm information about you as a publisher, your compliance contacts and complaints handling arrangements for each of the titles that you wish to be regulated.

***Note that in order to be regulated by IMPRESS, all publishers need to comply with the requirements of the Regulatory Scheme.***

If you have any questions regarding either of the two documents mentioned above, please **contact the Compliance team** who will be happy to assist.

3

ASSESS

IMPRESS will evaluate your completed documents and confirm that you meet the requirements of the IMPRESS Regulatory Scheme.

If necessary, we will get back in touch for further information or to confirm details.

Once all is confirmed, a member of the Compliance Team will send you your **Regulatory Scheme Agreement**: a contract that details each party's obligations to one another.

4

SIGN

Sign and return your Regulatory Scheme Agreement to the Compliance Team.

5

INFORM

### ***You will need to do the following:***

#### **Let your staff know that you have joined IMPRESS and are now regulated**

You will need to contact your employees and contributors (with a copy to IMPRESS) to explain that your publication is now regulated by IMPRESS and draw their attention to the complaints policy, whistleblowing provisions and the IMPRESS Standards Code and guidance.



Download our [suggested letter/email](#)

#### **Let your readers know**

Publicise how your complaints scheme works and let your readers know that you are now regulated by IMPRESS by displaying the IMPRESS Trust in Journalism logo, IMPRESS contact details, and an explanation of how readers can make a complaint in each publication.



Download our suggested [Wording and Display](#)

#### **Display the IMPRESS Trust in Journalism logo on your publication(s)**

Please ensure that you inform the IMPRESS Compliance Team when the logo is displayed in your publication(s).

***Please note that you are not officially regulated until the IMPRESS Trust in Journalism logo and information about how to complain is displayed in your publication(s).***

#### **Adopt a system to keep track of complaints**

At this stage, we suggest that you adopt a system to keep track of complaints. You will need to report your complaints numbers to IMPRESS annually through our online system.



Download our suggested [Model Complaint Enquiry](#) Form and [Model Complaint Log](#)

## **Congratulations! You are now regulated by IMPRESS.** **Welcome to the #IMPRESSNetwork.**

You will shortly receive:

- > A counter-signed Regulatory Scheme Agreement
- > Your IMPRESS membership certificate
- > Your first membership invoice
- > Your Membership Pack, which contains details of your IMPRESS Membership, including the services available to members and how to access them if needed, as well as further useful information.

Finally, your publication will be added to the **[official list of regulated publications](#)** on the IMPRESS website alongside a short profile of your publication(s).

You will also be added to our IMPRESS members mailing list to receive regular updates.

### **Contacting the IMPRESS Compliance Team**

If you need assistance at any stage of the compliance process, please do not hesitate to contact the IMPRESS Compliance Team who will be happy to assist.



**[compliance@impresreg.org.uk](mailto:compliance@impresreg.org.uk)**



**020 3325 4287**

Further information about your IMPRESS membership and included services can be found in your membership pack and at **[www.IMPRESS.press](http://www.IMPRESS.press)**

Follow **[@impresreg](#)** on Twitter to keep up to date with the latest news and updates from the #IMPRESSNetwork.

