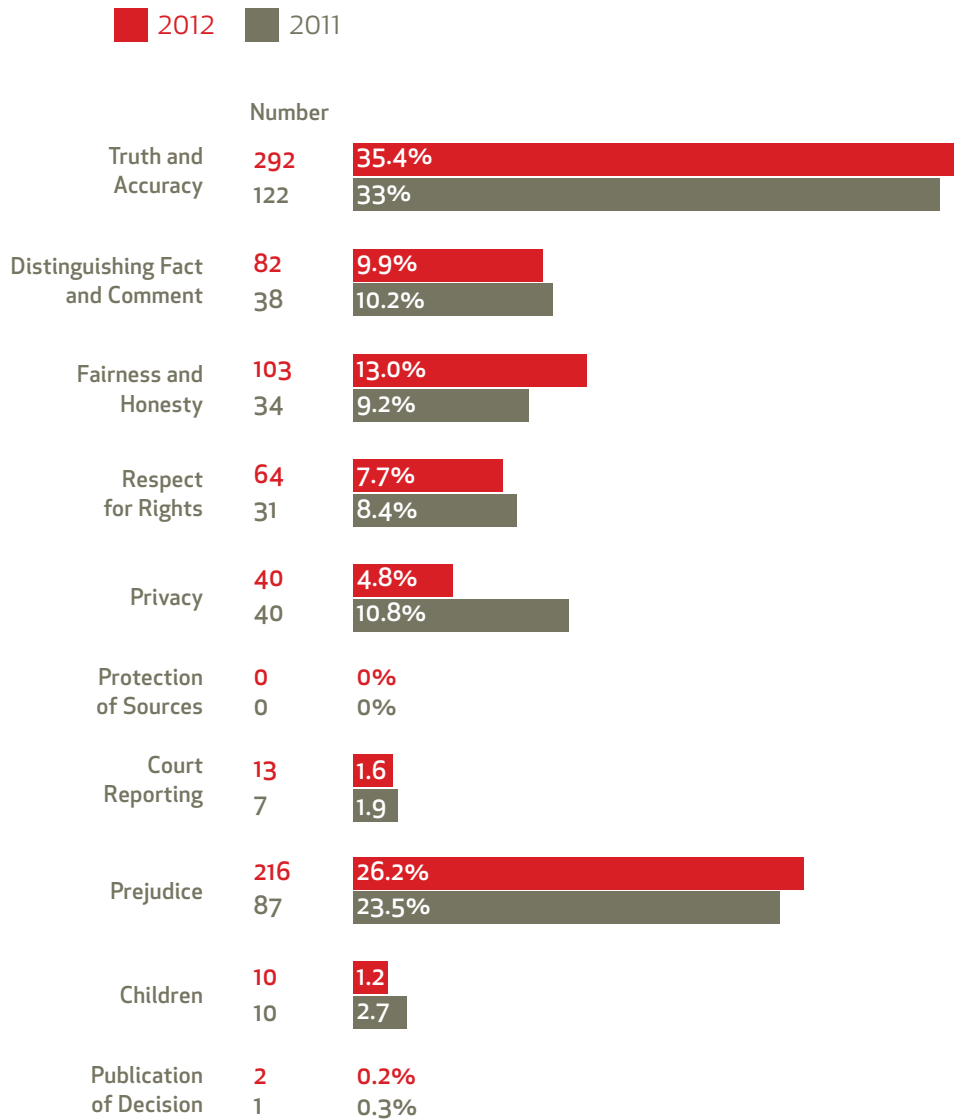


# Statistics

## Principles of the Code of Practice for Newspapers and Magazines cited by complainants



Many complainants submitted their complaint under more than one Principle of the Code of Practice, which is why the number of Principles cited is higher than the actual number of complaints received.

There was a very sharp increase in the number of complaints submitted under Principle 8 (Prejudice) of the Code (from 87 in 2011 to 216 in 2012). The reason for this was that two separate articles in 2012 generated a total of 250 complaints, and the majority of these complaints were made under Principle 8 of the Code.

The full text of the Code of Practice is published on pages 7 and 8.

## Type of complaint

Breach of Code of Practice	<b>440</b>	75.3%
Outside remit	<b>117</b>	21.6%
Non-member publication	<b>13</b>	2.3%
Ruled out on first reading	<b>5</b>	0.8%
<b>Total</b>	<b>575</b>	<b>100%</b>

## Type of publication

National newspapers	<b>481</b>	83.6%
Regional newspapers	<b>22</b>	3.9%
Non-member publications	<b>13</b>	2.2%
Magazines	<b>7</b>	1.3%
Not indicated by complainant	<b>52</b>	9.0%
<b>Total</b>	<b>575</b>	<b>100%</b>



2012

### God Calling

ALAN BETSON/  
IRISH TIMES

## Complaints processed / being processed at end 2012

# 84

Complaints  
processed/  
being processed  
at end 2012

## 21\*

Conciliated

## 8

At conciliation  
end 2012

## 8

Consideration postponed  
as subject matter of  
complaint was subject  
matter of ongoing court  
proceedings

## 40

Decided by Press  
Ombudsman

## 1

Decided by Press  
Council following  
referral by Press  
Ombudsman

## 6\*\*

File closed after  
conciliation  
commenced

## 18

Complaint  
upheld

## 10

Complaint  
not upheld

## 12

Sufficient  
remedial action  
offered or taken  
by publication

## 5

Appeals  
received by  
Press Council

## 3

Appeals  
received by  
Press Council

## 6

Appeals  
received by  
Press Council

## 5

Not allowed

## 2

Not allowed

## 1

To be decided  
at end 2012

## 6

Not allowed

\* Conciliated complaints were complaints that were resolved to the complainant's satisfaction after the Case Officer contacted the editor of the publication concerned. Details of how complaints were conciliated can be found in the Case Officer's report on page 15.

\*\* These files were closed either because a complainant decided to withdraw his/her complaint after the commencement of conciliation, or because a complainant did not reply to the publication's response to the complaint.

## Complaints not formally processed

# 491

Complaints not formally processed

# 356\*

Not pursued beyond preliminary enquiry by complainant

# 117

Outside remit

# 13

Non-member publication

# 5

Ruled out as no evidence presented of a possible breach of the Code

# 61\*\*

Unauthorised third party

# 19

Miscellaneous

# 18

Out of time

# 19

Other regulatory authority

\*The majority of complaints that were not pursued by the complainant beyond a preliminary enquiry related to multiple complaints about single articles. For example, an article that generated a total of 161 initial complaints did not result in any formal complaint being submitted. Similarly, another article that generated a total of 112 initial complaints resulted in only four formal complaints being lodged.

Complaints that were not pursued beyond a preliminary enquiry may subsequently have been satisfactorily resolved, as all complainants are advised to contact the editor directly in the first instance. This initial approach to the editor often results in a satisfactory outcome to the complaint. This outcome is not always notified to the Office of the Press Ombudsman.

\*\*Unauthorised third party complaints were from either a person who was not personally affected by the article, or from a person who complained about an article where another person or persons were named, but who did not have the required consent of that person or persons to make a complaint.