



STATISTICS

A TOTAL OF 261 COMPLAINTS WERE RECEIVED IN 2016. THEY WERE PROCESSED AS FOLLOWS:

23 **DECIDED BY THE PRESS OMBUDSMAN**
(SEE PAGE 7 FOR BREAKDOWN)

23 **COMPLAINT RESOLVED BY THE EDITOR TO THE SATISFACTION OF THE COMPLAINANT**

Seven complaints were resolved through the Office's formal conciliation process and 16 complaints were resolved directly by the editor when the complainant, after submitting the initial complaint to the Office and receiving advice, then forwarded the complaint to the editor.

2 **COMPLAINT WITHDRAWN FOLLOWING EDITOR'S RESPONSE**

14 **CONSIDERATION POSTPONED BECAUSE SUBJECT MATTER OF COMPLAINT WAS SUBJECT MATTER OF ONGOING COURT PROCEEDINGS**

80 **COMPLAINT NOT PURSUED BEYOND PRELIMINARY STAGE BY COMPLAINANT**

These were cases where the complainant was given the contact details for the publisher, together with advice on the Code of Practice and how to make a complaint, but decided not to pursue the matter further with the Office after the initial contact. Some of these complaints may subsequently have been satisfactorily resolved following the submission of the complaint directly to the editor of the publication concerned.

5 **LIVE AT THE END OF 2016**

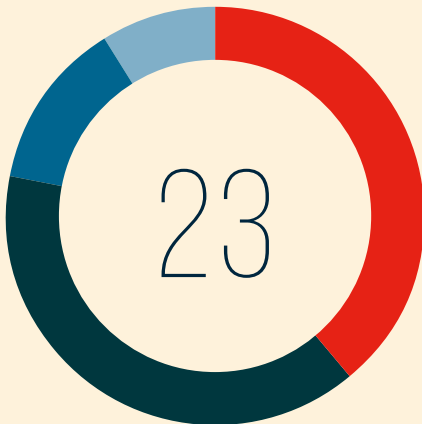
114 **OUTSIDE REMIT**
(SEE PAGE 8 FOR BREAKDOWN)



PUBLICATIONS

leading to complaint

- 124** NATIONAL NEWSPAPERS (PRINT AND ONLINE)
- 30** LOCAL NEWSPAPERS (PRINT AND ONLINE)
- 15** ONLINE-ONLY NEWS PUBLICATIONS
- 1** MAGAZINES
- 20** NON-MEMBER PUBLICATIONS
- 71** NOT INDICATED BY COMPLAINANT



COMPLAINTS

decided by Press Ombudsman

- 9** UPHELD
- 9** NOT UPHELD
- 3** SUFFICIENT REMEDIAL ACTION OFFERED OR TAKEN BY PUBLICATION
- 2** INSUFFICIENT EVIDENCE TO MAKE A DECISION



APPEALS

considered by the Press Council

12 NOT ALLOWED

1 ALLOWED



COMPLAINTS

outside the remit of the Office

36 MISCELLANEOUS

29 UNAUTHORISED THIRD PARTY

These were complaints from a person who was not personally affected by an article, or from a person who complained about an article written about another person, but without that person's permission to make a complaint.

15 OUT OF TIME

All information in relation to a complaint must be submitted within three months of publication of the article under complaint.

20 PUBLICATION NOT A MEMBER OF THE PRESS COUNCIL

All national newspapers, most local newspapers, many magazines and some online-only news publication are members.

11 OTHER REGULATORY AUTHORITY

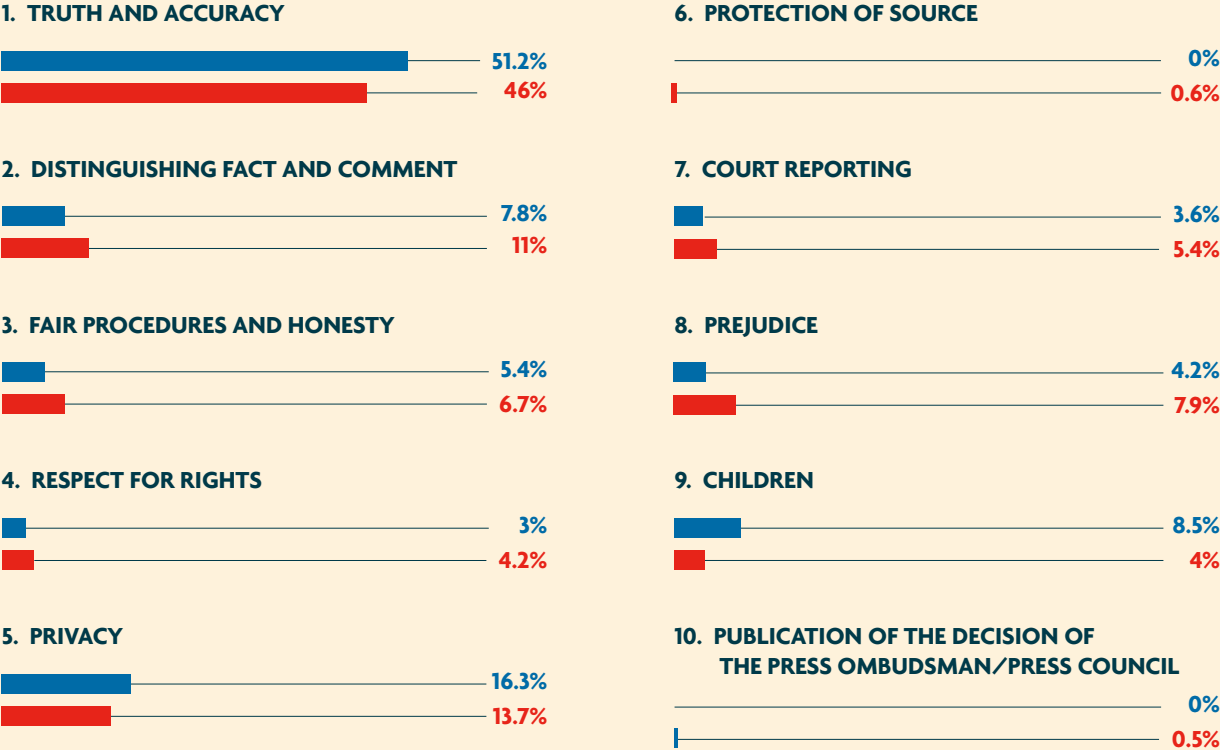
These were for the Broadcasting Authority of Ireland or the Advertising Standards Authority of Ireland.

3 USER GENERATED CONTENT (UGC)

These are comments posted online by readers, usually at the bottom of articles.

PRINCIPLES OF CODE OF PRACTICE CITED BY COMPLAINANTS

■ 2016
■ 2015



Complainants often cite a breach of more than one Principle of the Code of Practice in their complaints.

The full text of the Code is published on pages 30 and 31.