ABC COMPLAINTS PROCEDURE

If you are an ABC member please submit an official complaint using the <u>notification of complaint form</u> together with the relevant document or article which you are complaining about. Section 12 of the ABC Byelaws details the Official Complaints Procedure.

We may look into informal complaints in certain circumstances, depending on the nature of the complaint.

We would also like to hear from you if you have a complaint against a media owner which is not a member of ABC who you feel is misrepresenting ABC or ABC data.

We publish <u>upheld official complaints</u> concerning ABC members on our website and via our eAlerts notifications. Complaints that are not upheld remain confidential.

What happens after you've made a complaint?

Below is a summary of the official complaints procedure applicable to ABC members - please refer to section 12 of the Byelaws for the full procedure.

Complaint received

Unless the complaint is manifestly ill-founded it will be forwarded to the member concerned and you will receive an acknowledgement.

Statement of response

The member concerned has 10 working days from receipt to respond.

Reply to statement of response

If ABC feels a reply is required from the Complainant, it will send a copy of the response to the complainant.

Decision

When ABC feels sufficient information has been provided, it will make a decision on the complaint and notify both parties of that decision. The decision will include whether the complaint has been upheld and if so, what corrective action (if any) is required.

Complaint not upheld If the complaint is not upheld all parties must keep the matter confidential.

Complaint upheld

Details of the complaint will be published on the ABC website and via the eAlerts notifications after 5 working days. ABC will ensure any corrective action required is carried out.

Appeal

The decision will not come into effect if either party requests an appeal before the expiry of 5 working days.