Managing Complaints

What we won’t consider
How do I complain?
How we typically manage complaints
Corrections/Broken Links
Managing Complaints

Croakey’s Editorial Policy, based on the Media, Entertainment and Arts Alliance Journalist code of ethics is to correct substantial errors as soon as possible. Corrections appear on the relevant web page.

What we won’t consider

The Managing Editor reserves the right not to consider complaints that are:

- from anyone not personally and directly affected by the matter that forms the subject of the complaint.
- trivial, hypothetical or otherwise vexatious or insignificant.
- without justification (such as an attempt to argue a point of view or to lobby).
- about advertising (unless in exceptional circumstances).
- legal complaints.

How do I complain?

Please read Croakey’s Editorial Policy first to understand whether the Managing Editor can look into your complaint.

If you have identified an area where Croakey has breached its Editorial Policy, please email info@croakey.org with the following information:

- The action that you believe is unethical;
- A copy of the relevant article or the URL address of the item;
- The nature of your complaint.
- Which part of the Editorial Policy it breaches.

What happens to your complaint?

Once the Managing Editor receives your email, she will take the following action:

You should receive a reply acknowledging receipt within two working days. If your complaint is being taken up, we aim to contact you within 72 hours.

We aim to give a substantive response to your complaint within 28 days of receiving all the necessary information to allow us to investigate. However, this may take longer in more complex cases where more information is required, or where journalists are away or unreachable.

Should we receive multiple complaints about the same issue we may not respond to all.
If the Managing Editor deems there to have been a breach of the Croakey Editorial Policy, she will suggest an appropriate remedy. Corrections and clarifications will appear on the relevant web page.

We will always aim to handle your complaint fairly, courteously and with respect. We expect the same behaviour from complainants and reserve the right to decline to consider complaints that are abusive or gratuitously offensive.

If at any stage of your complaint we do not hear back from you within 14 days, we will consider your complaint satisfied and closed.

Please note that in making a complaint, you agree to respond promptly to any request for further information.

How we typically manage complaints

We endeavour to minimise our errors and will act swiftly to correct any mistakes.

Contested facts or views
The Croakey Editor and Managing Editor will assess the contested issues taking into account a range of factors, including evidence, the public interest and relevance to our audience and mission before making a decision on whether or not to publish alternative views.

Terminology that people may find offensive
We are responsive to community standards and update our style terminology and editorial practices regularly.

Asked to retract or remove article

- Error or defamation noted – We would correct the article and acknowledge.
- A justified reason to retract or remove article – Croakey will remain transparent and outline the reasons why we have taken this action.
- No error, not defamatory and is in the public interest. – Croakey will not take any action.

Appeal process

If you are unhappy with our final response to your complaint you may complain to Media, Entertainment & Arts Alliance. [www.meaa.org](http://www.meaa.org)

We will confirm in writing that you have exhausted our internal complaints procedure.
Corrections/Broken Links

If you’ve spotted a mistake in our copy please email us at info@croakey.org so that we can fix it.

We reserve the right to amend this policy as required. We will publish the current policy on our website. Your complaint will be considered against the published policy on the date of receipt of your complaint.