Access News Australia (ANA) Complaints – policies and procedures

Inevitably the world of editorial and journalism can involve Complaints by members of the public, individuals mentioned in stories and community groups and private enterprise.

ANA practices Professional Complaints handling always. ANA takes all Complaints very seriously and strives to act on every Complaint quickly and professionally.

Access provides a clear and prominent display on Page 2 of each edition which contains contact details for key people at our papers. Any person with a compliant should direct their initial communication to these sources.

Complaints received by telephone, mail, email or message format will be handled directly by the Editor. The Editor will then consult the journalist or contributor as required, with every effort made to resolve the complaint in the first instance so that it does not escalate

ANA will acknowledge and correct or clarify content in an appropriate manner as soon as reasonably practicable.

This includes significant errors that are clear or have been demonstrated or information that is likely to significantly and materially mislead.

Listening to and responding to complaints – and acting when warranted – is vital to our public profile and reputation of delivering quality regional journalism. We acknowledge problems when they do occur and do so in a way that builds trust with the public.

Our approach to complaints should be proportionate, respectful and timely and focused on resolving matters to the mutual satisfaction of the parties concerned.

Not every complaint requires an elaborate and detailed response. Many readers simply want to feel that they have been respectfully heard, understood and acknowledged. If the complaint makes a valid point and we can act immediately to address the issue.

Further Measures

If the complaint is serious and is not resolved, it will be referred on for independent legal review. The complainant may also be directed to the Australian Press Council for independent review. APC has a Complaints section on its web site which may be viewed at: 