



iWire Editorial Guidelines & Complaints Process

1. iWire Editorial Guidelines

1.1 Guidelines Audience

We make these guidelines available to our readers and members of the public. iWire focusses on producing news stories that demonstrate quality research, content and reporting. All complaints are professionally handled and part of a transparent procedure and processes.

1.2 The guidelines ensure that:

- Transparency is key and conflicts of interests are professionally handled to ensure any conflicting objectives are resolved by our management and sales team, ensuring sales does not influence the journalists and their content, the editorial integrity or our publications.
- Our complaints process as per our complaints policy (see menu on iWire) have an ongoing commitment to accuracy, balance and ethical reporting.
- Our journalists are subject to editorial direction, coaching, mentoring and are award winning and recognised by their industry peers.
- Our Editor in Chief and site/newsletter Editor will jointly get together within 30 minutes to consider and handle any concerns or complaints from companies, government departments or readers to ensure our reporting is fair to all parties and claims of bias duly handled.

iWires' stakeholders and their satisfaction is of utmost importance to our team.

2. iWire complaint-handling process

Please note this policy only applies to complaints about editorial content in our publications and the digital services that we control.

2.1 How to complain:

- Email details of your complaint to the Editor in Chief editor@itwire.com
- Complaints must include a link to the relevant webpage, if the complaint is about online material or the publication include the title, date, page and headline and any other documents that will help us assess your complaint.

2.2 What happens to your complaint?

We aim to acknowledge your complaint the day we receive it. In making a complaint, you agree to respond promptly to any request for further information.

- If we receive multiple complaints about the same issue we may make one response to all. We will respond to all complaints within 28 days of receiving all the necessary information to allow us to investigate.
- If we accept that your complaint is valid, we will seek to remedy the breach as quickly as possible, in the next printed edition or immediate if it is an online complaint, with a correction or apology.
- When handling your complaint we will treat you fairly, courteously and with respect. We may decline to consider any complaint that is 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.

Our goal is to treat our readers, PR firms, vendor customers, advertisers and job seekers with respect and courtesy at all times and keep you as a valued reader.