



## Complaints and feedback

*Warrandyte Diary* take complaints and feedback seriously.

We will endeavour to find a satisfactory resolution to any legitimate complaint from any of our readers. Likewise, we respectfully accept all feedback from our readers and advertisers.

### Context

*Warrandyte Dairy* strives to provide an important information service to the broad local population, and in doing so, we ask all our readers to consider the broad and varied views and experiences of other locals.

Should you feel we have not adhered to our own editorial policies or other reasonable community norms we welcome your enquiry or complaint.

We understand that some stories are not to everyone's liking, whether that is an unsavoury story, a political reference or an advertisement promoting something that you find offensive.

From time to time we may receive comments on our social media pages that could cause offence. While we do not actively moderate our social media channels, we may take down comments that are either false or misleading, defamatory, or otherwise go against community standards.

As the *Warrandyte Diary* is only staffed part time and therefore is not always monitoring these social media feeds, some objectionable comments may be up for some time before being reviewed.

Likewise, *The Warrandyte Diary* does not have unlimited capacity to address every issue, therefore the Editors have the right to elect not to publish letters or articles submitted for consideration, and may cut down, edit, or merge submissions.

This policy does not cover:

- complaints about advertising or advertisers
- concerns about matters of taste/decency and due impartiality;
- complaints about content not published by us;
- complaints about 'user generated content' (i.e. material on our digital services that was not posted by us or on our behalf), which has not been reviewed or moderated;

The *Warrandyte Diary* may not consider complaints:

- from any person who has not been personally and directly affected by the matter complained of;
- that are trivial, hypothetical or otherwise vexatious or insignificant;
- that are without justification (such as an attempt to argue a point of view or to lobby);
- that do not involve content published by *Warrandyte Diary*;
- that are made anonymously;
- that are abusive or gratuitously offensive.



## **How to complain**

### **Please first talk to us**

Over the years we have found that complaints about anything in any of our newspapers are rare. However, the few that we have had were able to be rectified over the telephone, with a discussion with the responsible person.

Please call 9844 0555 during office hours to discuss any grievance with us directly.

### **Emails and letters**

You may elect to write to us with details of your complaint.

Complaints will be accepted up to one (1) month from the date of the occurrence or first publication of the item(s) that you are complaining about.

Complaints must include:

- publication date and page number or a link to the online content;
- reference must be made as to the nature of your complaint;
- any other documents that will help us assess your complaint.

Complaints received without this information may not be considered.

Please identify yourself to us as clearly as possible. While we appreciate that you may just wish to give us feedback, we wish to acknowledge your efforts and want to address you directly using your correct name (and spelling) and your accurate contact details.

If you are writing on behalf of someone else, or a group of people, please bring that to our attention and in what capacity you are writing (eg. as President of a community association or similar).

Please identify if you wish to keep your name withheld from the issue and the reasons why. While the nature of a free press is to promote open and reasonable debate in a transparent fashion, we appreciate that in some circumstances withholding your name from the public debate is justified.

We will however not publish letters or other information received anonymously. We may seek further details after your initial contact.

We reserve the right to reject, without further investigation, complaints that show no breach.

Our contact information appears on Page 2 of every newspaper and on our website, or at the bottom of this document.

NB: Please do not rely on social media or other communication methods ie. Facebook, Instagram or other messaging platforms. These platforms are not always monitored by the appropriate editors or managers.



## **What happens to your complaint?**

We aim to acknowledge your complaint within two working days of receipt.

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.

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.

## **Policy changes**

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.

## **Appeal process**

If you are unhappy with our final response to your complaint you may complain to the board of trustees of the Warrandyte Arts & Education Trust.

If you are still not satisfied we encourage you to contact the [Australian Press Council](#).

While *Warrandyte Diary* is not a financial member of the Australian Press Council, we respect the integrity of the APC and will take their guidance very seriously.

## **Contact Details**

Telephone: 9844 0555

Postal address for complaints by mail: PO Box 209 Warrandyte 3113

In person: 1st Floor, 168-178 Yarra Street, Warrandyte

By email: [editor@warrandytedairy.com.au](mailto:editor@warrandytedairy.com.au)

Via our website: [www.warrandytediary.com.au](http://www.warrandytediary.com.au)