

Complaints Policy

1. Purpose

1.1. The purpose of this policy is to outline how we deal with complaints in line with the [Impress Standards Code](#).

2. Scope

2.1. We can look into complaints about items we have published which are in our control.

2.2. We can only deal with complaints which relate to an alleged breach of the standards set out in the Impress Standards Code.

2.3. We can only deal with your complaint if you are:

- Personally and directly affected by an alleged breach of the Code.
- A representative group affected by an alleged breach of the Code, where there is public interest in your complaint.
- Third party seeking to ensure accuracy of published information.

3. Regulation

3.1. We are regulated by Impress, but initial complaints must be made to our editorial team by email: news@greatcentralgazette.org.

4. Complaints process

4.1. We'll acknowledge your complaint by email within seven calendar days and will normally respond to your complaint with a final decision within 21 calendar days. If we uphold your complaint, we will tell you the remedial actions we have taken.

4.2 If you are not satisfied with the final response to your complaint, or if you don't hear from us within 21 calendar days of submitting your complaint, then you can refer your complaint to our independent regulator Impress by contacting complaints@impress.press.

This policy was edited by Rhys Everquill (Managing Editor) and reviewed by Emma Guy (Commissioning Editor).

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