



COMPLAINT HANDLING GUIDELINES

For use across
on-line, radio and
television platforms



GROUP COMPLAINT HANDLING GUIDELINES

Spiritcorp Pty Ltd and Newcastle Live recognise and encourage feedback from our various audiences in relation to:

- **Online internet and social media assets** – (editorial and news)
- **Online radio** (news programs, news updates and public affairs programs)
- **Online television** (news programs, news updates and public affairs programs)

The Spiritcorp Pty Ltd and Newcastle Live Group Complaint Handling Guidelines should be viewed in association with the Spiritcorp Pty Ltd and Newcastle Live Group Editorial Guidelines.

<https://newcastlelive.com.au/editorial-guidelines/>

The Spiritcorp Pty Ltd and Newcastle Live Group's Editorial Guidelines commit us to the MEAA Journalist Code of Ethics. This means each individual, and the Group, are committed to operating within a framework of honesty, fairness, independence and respect for the rights of others.

You can find the complete code of ethics on the MEAA Website <https://www.mea.org/meaa-media/code-of-ethics/>

Do you want to make a complaint about something you have seen or heard on Newcastle Live:

To make a complaint, you must write to us either by letter or email and addressed to the Managing Director, Newcastle Live

- Postal address:
Managing Director - Newcastle Live
29 Beresford Street,
Newcastle West 2302
- Email:
To be titled: Attn Managing Director - Complaint and the Date.
feedback@newcastlelive.com.au

The below information MUST be included in any complaint.

Name

Email Address

Address

Contact number

A brief description of the material and basis of your complaint.

We also encourage you to contact Newcastle Live editorial management directly if you believe an error of fact, omission or otherwise has been published or broadcast and warrants immediate rectification.

- Email:
To be titled Attn Editor - Complaint and the Date.
Editor@newcastlelive.com.au

Your complaint should not be made more than 30 days after publishing or broadcast, otherwise, we are not obliged to respond to it.

Timeline and Process:

In accordance with Spiritcorp Pty Ltd and Newcastle Live Group Editorial Guidelines all complaints will be conducted in a timely, polite and serious manner based on mutual respect.

Complainants can expect an acknowledgement within seven days that a complaint has been received.

In accordance with Spiritcorp Pty Ltd and Newcastle Live Group Editorial Guidelines, complaints accepted as valid may be rectified or remedied - where applicable - through the publication or of a clarification, correction, apology, or follow-up story.

If you are not satisfied with the response received from Newcastle Live you may refer the matter to the Australian Communications and Media Authority for resolution.