

## COMPLAINTS POLICY AND PROCEDURE

This document is available at [www.boylen.com.au](http://www.boylen.com.au) (see bottom of page).

Boylen Media places the highest value on accuracy. Any errors in print or digital format are handled promptly and with fairness.

This applies equally to editorial and advertising.

We do not place a time limit on complaints. However, if the matter is before the courts, our actions may be governed by the judicial process.

Members of the public seeking to lodge a complaint or to request a correction should contact the Managing Director at [tboylen@boylen.com.au](mailto:tboylen@boylen.com.au) or by calling (08) 8233 9433.

Your complaint will be formalised, in writing, by the Managing Director. In this way, you have the assurance of knowing that your complaint is being handled by the most senior person in the company.

We will request you to provide a simple summary of your complaint, which is not onerous and designed to allow a quick response to your issue. We will ask you to provide:

- Your full name
- Address
- Phone contact details
- Email contact details
- Details of the complaint
- Details of any discussions or correspondence you have had with Boylen Media to address the matter.
- Any other information you regard as pertinent to your complaint.

You will receive acknowledgement of your complaint within 24 hours, or the Monday following if on a weekend.

The Managing Director will communicate with you within 24 hours after receiving your complaint.

We aim to resolve all issues within one week.

If the complaint is not resolved within 30 days, or where you are not satisfied with the remedy offered by Boylen Media, we will direct you to the Australian Press Council, which has a third-party complaints procedure.

We will abide by any decisions of the APC.