

COMPLAINT LOG OF [NAME OF PUBLISHER/PUBLICATION]

1. Unique Reference Number
2. Date of Referral
3. Method of Referral
 - E-mail
 - Letter
 - Telephone
 - Other
4. Name of Complainant
5. Organisation (if applicable)
6. Address and postcode
7. Type of complaint
 - Affected party
 - Representative group (public interest)
 - Third party (accuracy)
8. Reason for complaint
 - Content of Published article
 - Conduct or behaviour of employee/contributor
 - Other
9. Name of Publication
10. Date of Publication
11. Code standard(s) alleged to have been breached
12. Date acknowledgement letter sent
13. Date additional information requested
14. Date progress letter sent
15. Date final decision letter sent
16. Outcome of complaint
 - Upheld
 - Part Upheld
 - Rejected
 - Withdrawn
 - Other
17. Where complaint upheld, Code standards that were found to have been breached

18. Where complaint upheld, resolution that was reached

- Unpublished apology
- Published apology / correction
- Removal of article
- Other

19. Final outcome

- Resolved without IMPRESS involvement
- Complaint upheld by IMPRESS
- Complaint part upheld by IMPRESS
- Complaint rejected by IMPRESS
- Other

20. Description of action taken (if any) to improve Code compliance as a result of the complaint