



# Torch **Complaint** Resolution

All papers in the Torch Publishing Group follow the guidelines set by the Australian Press Council for complaint resolution.

We endeavour to deal with any complaints as soon as we receive them and take the appropriate action using the following steps.

- investigating and considering the complaint;
- seeking to facilitate an outcome acceptable to the complainant and the publication;
- providing information and comment about the relevance of the Press Council's Standards of Practice to the particular circumstances;
- making an adjudication, where appropriate, as to whether the publication has breached the Council's Standards of Practice.

Where it is more appropriate for a complaint to be dealt with by another organisation, we will suggest that the complainant raises the matter with that organisation. This may occur where, for example, the complaint relates to advertising, or to broadcasts on radio or television.

If a resolution can't be reached we will refer the complainant to the Australian Press Council for independent review.