



Northern Valleys NEWS

Complaints-Handling Process

The Northern Valleys News is an independently-owned, free, fortnightly community newspaper focused on positive community news and events featuring local people in the Northern Valleys region.

6000 copies are distributed each issue via newsstands in Bindoon, Bullsbrook, Cervantes, Dandaragan, Ellenbrook, Gingin, Guilderton, Jurien Bay, Miling, Moora, Muchea, New Norcia, Wannamal, Watheroo, Wongan Hills and Yerecoin.

The Northern Valleys News is also published online at www.nvnews.com.au

Whilst the utmost care is taken to ensure a publication free from errors, omissions and controversial items, we acknowledge there may be times when a reader may wish to submit a complaint. Our editorial complaints-handling procedure is as follows:

- Complaints about issues should be sent via email to kyra@nvnews.com.au
- Complaints will be accepted up to one month from the date of the publication of the item/s that you are concerned about.
- Complaints must include:
 - Publication date, page number and headline
 - The nature of your complaint
 - Any supporting documents
 - Your contact details
 - Complaints received without this information may not be considered. We may seek further details after your initial contact.
- We aim to acknowledge your complaint within two working days of receipt.
- During the complaints-handling process, you will be treated fairly, courteously and with respect. We may decline to consider any complaint that is abusive or offensive.
- In making a complaint, you agree to respond promptly to any request for further information.
- After evaluation of the complaint, if necessary, we will provide a correction or other adequate remedial action if published material is significantly inaccurate or misleading.
- If at any stage of your complaint we do not hear back from you within 14 days, we will consider your complaint satisfied and closed.