

## **Complaint Handling Process**

***The Chung Wah Association takes complaints about editorial content seriously.***

**If you wish to complain about editorial content of any Chung Wah media please follow the steps below.**

Please note this policy only applies to complaints about editorial content in our publications and the digital services that we control.

The opinions and views expressed by The Chung Wah Magazine's contributors and editors are their own, and do not necessarily express The Chung Wah Association's viewpoint or position. The Chung Wah Association does not accept responsibility for views expressed in articles or other contributions that appear in its pages.

However, we will take the responsibility to inform the author of the article upon any receipt of complaint.

### How to complain

Write or email with details of your complaint. The address for written complaints is 128 James Street Northbridge. Our email is [editor@chungwah.org.au](mailto:editor@chungwah.org.au)

Complaints will be accepted up to four months from the date the first publication of the item(s) that you are complaining about.

Complaints must include a link to the relevant webpage, if the complaint is about online material or the publication title, date, page and headline and any other documents that will help us assess your complaint.

### What happens to your complaint?

We aim to acknowledge your complaint within five working days of receipt. In making a complaint, you agree to respond promptly to any request for further information. Our complaints process is free of charge, regardless of outcome. If we receive multiple complaints about the same issue we may make one response to all. We will respond to all complaints within 28 days of receiving all the necessary information to allow us to investigate.

If we accept that your complaint is valid, we will seek to remedy the breach as quickly as possible, in the next printed edition or immediate if it is an online complaint, with a correction or apology.

When handling your complaint we will treat you fairly, courteously and with respect. We may decline to consider any complaint that is abusive or gratuitously offensive.

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.

### **Confidentiality**

All evidence and other material provided by the complainant will be remained strictly confidential until the complaint is finally dealt with, unless it has already been made public or has been obtained from another source.

### **Appeal process**

If you are unhappy with our final response to your complaint you may complain to Australian Press Council. [www.presscouncil.org.au](http://www.presscouncil.org.au) We will confirm in writing that you have exhausted our internal complaints procedure.