

Australian Over 50s Living & Lifestyle Guide &
Decalais Consultants Pty Ltd (ABN 51 139 753 361)

Editorial Complaints Handling Policy & Procedure

We adhere to the Australian Press Council's Principles and Standards. However, we understand that there may be occasions when readers feel that the Principles or Standards have not been met. In these cases, if a reader brings these to our attention in the form of a complaint, we consider complaints very seriously and our policy is to deal with all complaints in a timely and helpful manner and to be transparent in how complaints are being dealt with. This document details our complaints handling process in relation to complaints about our print, digital, social, video, podcast or any other form of content.

Making a complaint Any person, organisation or body can make a complaint by email or through a written letter. There is no fee for making a complaint or for us to investigate it.

The email for sending complaints is editor@australianoverfifties.com.au Written complaints can be sent to Australian Over 50s Living & Lifestyle Guide, PO Box 4211, Robina Town Centre, QLD 4230

When making a complaint, as many details as possible should be provided so that the complaint can be fully investigated. As a minimum, the complainant should provide the following information:

- The publication name, date, page and title of article or news story, if the complaint is in relation to printed matter
- A link to the concerned webpage, video, podcast or social post if the complaint is about online material
- The nature of the complaint
- Name and contact details of the complainant

How will your complaint be handled? We aim to acknowledge your complaint within two working days of receipt and to begin investigating it within 7 working days, however, we reserve the right to decline to investigate complaints that are abusive or offensive. We aim to respond to all complaints within 28 days of receiving all the information reasonably needed to investigate the complaint.

During the investigation of the complaint, we may request further information from you and if we do not hear back from you within 21 days, we will consider your complaint concluded and close the investigation.

Result of Complaints and Action If after investigation, your complaint is found to be valid, we will try to remedy the situation in a timely manner with an appropriate apology, correction, publication of balancing materials or removing digital content or a combination of these actions.

We will inform you formally in writing of the results of our investigation within 7 days of arriving at a conclusion, which will usually be within 28 days of receiving the complaint and relevant information and clarifications.

Appeal. If you are unsatisfied with the results of our internal investigations and conclusion you may complain to the Australian Press Council and we will cooperate fully with the Council should it decide to receive and investigate your complaint. The website of the Council is www.presscouncil.org.au