**Student Media Complaints Procedure**

1. Complaints may be made by any person regarding any item published by the *Oxford Student* newspaper or website, or broadcast on Oxide radio.2. Complaints may be made on grounds of inaccuracy, unfairness, intrusion into individual privacy, conflict with OXFORD SU’s policy on equality and diversity, actions contrary to the Code of Conduct produced by the National Union of Journalists, or action contrary to the OFCOM guidelines.

Any such complaint shall be considered under the following procedure:

3. The complaint should be submitted in writing to the Communications Manager using the Media Complaints Form, who will refer the complaint to the Media Board and respond to the complainant to outline the procedure.

4. The Media Board will convene a Media Complaints Panel. The Media Complaints Panel shall consist of a student member of the Media Board and the Communications Manager. The Media Complaints Panel shall normally make a decision with regard to the complaint within a maximum of 15 days of receipt of the complaint. If it is going to take longer to reach a decision, the complainant will be notified within the 15 days and given an explanation.

5. The Media Complaints Panel shall operate in accordance with the following procedure:

a. The Communications Manager will contact the complainant to provide a timeline and may ask for more information to further their understanding of the complaint.b. The Communications Manager will contact a representative and any named individuals of the medium against which the complaint has been made to outline the complaint and given them the opportunity to respond to the complaint in writing (see Media Complaints Form). The Communications Manager may ask for more information to further their understanding of the complaint.c. The Media Complaints Panel will meet to consider the evidence that has been presented and decide on the outcome of the complaint and an effective remedy. Using the Media Complaints Form, the Media Complaints Panel will inform the complainant and the medium against which the complaint has been made with the evidence, the decision and the required remedy. A remedy cannot include the payment of a sum of money. Remedies may include provisions in other area of OXFORD SU Governance, such as Bye law 33.6b or Bye law 16-17.

d. If either party is dissatisfied with the decision, the Media Complaints Panel will appoint another member of the Media Board to review the evidence and the decision. Their decision will be final.

**Media Complaint Form**

**Please email or send to the Communications Manager at OXFORD SU (**[**commsmanager@oxfordsu.ox.ac.uk**](mailto:commsmanager@ousu.ox.ac.uk)**)**

**or mail by internal mail to Communications Manager, OXFORD SU, 4 Worcester Street, Oxford, OX1 2BX.**

**1. Date of complaint:**

**2. Date on which article was published/broadcast went out:**

**3. Details of article/broadcast including writer or broadcaster, if appropriate.**

**4. Grounds for complaint. Please tick all that apply:**

⬜ Inaccuracy

⬜ Unfairness

⬜ Intrusion into individual privacy

⬜ Conflict with OXFORD SU’s policy on equality and diversity

⬜ Action contrary to NUJ Code of Conduct

⬜ Action contrary to OFCOM guidelines

**4. Supporting evidence for grounds of complaint. Please give as much detail as possible.**

Please note, a summary form of this evidence will be shared with the medium and individual against which/whom the complaint is made.

**5. Written response by the individual or medium complained against. Please provide as much evidence as possible to support your response.** Please note, a summary form of this evidence will be shared with the complainant.

**Media Complaints Panel decision and reasoning: Date of decision:**

**Required remedy:**