

| Published Date | Clause | Complainant | Complaint | Resolution | Publication |
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| 04/01/2010 | 1 | Mr William Furney | Mr William J Furney of Bali complained that the newspaper had published an article - reporting on the conflict between himself and his ex-wife over the custody of their children - which had been misleading through the omission of relevant information. | The complaint was resolved when the newspaper published the following statement: In our articles "Mother facing child separation" (28/08/09) and "Mum gets visa relief to stay with children" (02/09/09), we reported Sara Oxley's attempts to bring her children to the UK. The children's father, William Furney, has asked us to make it clear that, as he has lodged an appeal, legal proceedings in Indonesia regarding custody of the children are ongoing, and that it is for this reason that exit permits for the children have not been issued. Mr Furney also wishes to emphasise that, whilst they have now been issued with British passports, the children hold Irish passports on which they legally reside in Indonesia, and that they were born and raised in Indonesia.' | Eastbourne Herald |
| 04/01/2010 | 1 | Mr Tom Potheary | Mr Tom Potheary of Gloucestershire complained that the newspaper had inaccurately identified his home, and a nearby field, as being the property of another couple and had omitted relevant information concerning a dispute involving the local council. | The complaint was resolved when the newspaper apologised to the complainant and removed the online version of the article. | Daily Mail |

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| 04/01/2010 | 1, 5 | Ms Julia Reid | Ms Julia Reid - the aunt of Tom Reid, who had died during a freshers' week party - complained that the headline to an article contained the inaccurate claim that the cause of his death was alcohol poisoning. The complainant said that the headline had contributed to the family's grief.' | The complaint was resolved when - following the outcome of the inquest, which found that Tom Reid had no alcohol in his blood - the newspaper published an apology for the distress caused by its headline. It also made a donation to charity. | Daily Mail |
| 04/01/2010 | 1 | Ms Annika Thunborg | Ms Annika Thunborg, Spokesperson of the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO), complained that the newspaper had inaccurately reported that a member of the CTBTO's staff, whose death was under investigation, was connected to talks about Iran hosted by the International Atomic Energy Agency (IAEA). In fact, the individual in question was a processing engineer who had no role whatsoever in the Iran negotiations held by the IAEA.' | The newspaper accepted that the report was erroneous. It removed the article from its website, marked its internal cuttings with a warning about the inaccuracy and circulated a similar warning to its journalists. | Sunday Express |

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| 04/01/2010 | 1 | Ms Annika Thunborg | <p>Ms Annika Thunborg, Spokesperson of the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO), complained that the newspaper had inaccurately reported that a member of the CTBTO's staff, whose death was under investigation, was connected to talks about Iran hosted by the International Atomic Energy Agency (IAEA). In fact, the individual in question was a processing engineer who had no role whatsoever in the Iran negotiations held by the IAEA.'</p> | <p>The newspaper accepted that the report was erroneous and published the following correction: On October 22 we incorrectly stated that Timothy Hampton, who tragically died after a fall at a UN building in Austria, was about to take part in disarmament talks with Iran. Mr Hampton had no role in Iran negotiations hosted by the International Atomic Energy Agency.</p> | Daily Mirror |
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| 04/01/2010 | 1 | Ms Annika Thunborg | <p>Ms Annika Thunborg, Spokesperson of the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO), complained that the newspaper had inaccurately reported that a member of the CTBTO's staff, whose death was under investigation, was connected to talks about Iran hosted by the International Atomic Energy Agency (IAEA). In fact, the individual in question was a processing engineer who had no role whatsoever in the Iran negotiations held by the IAEA.'</p> | <p>The newspaper explained that it had updated the story online when contacted directly by the CTBTO. It agreed to make a further change to the article, after the complainant said that another individual who had died at the UN complex, was American (not British as reported) and had fallen from a different building (http://www.metro.co.uk/news/756162-death-fall-of-nuclear-expert-may-be-murder).</p> | Metro |
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| 04/01/2010 | 1 | Ms Annika Thunborg | Ms Annika Thunborg, Spokesperson of the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO), complained that the newspaper had inaccurately reported that a member of the CTBTO's staff, whose death was under investigation, was connected to talks about Iran hosted by the International Atomic Energy Agency (IAEA). In fact, the individual in question was a processing engineer who had no role whatsoever in the Iran negotiations held by the IAEA.' | The newspaper accepted that the report was erroneous and published the following letter from the complainant: Further to your article on October 22 about the death of one of our staff members, we would like to underline there is no connection between the death and the Iran talks at the International Atomic Energy Agency (IAEA). The staff member was employed by the Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO) which is a separate organisation and has never had any role in the Iran negotiations. | The Sun |
| 04/01/2010 | 1 | Mr Roland Baker | Mr Roland Baker of Luton complained that the newspaper had inaccurately stated that organisations assisting suicide in Switzerland were required to provide better documentation in order to avoid anyone profiting from their deaths, when the documentation was actually required in order to assist the authorities in any future investigations. | The complaint was resolved when the newspaper made it clear that the online version of the article had been amended following the complainant's initial complaint to the newspaper.' | The Guardian |

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| 04/01/2010 | 1 | Mrs Valia Hedley | <p>Mrs Valia Hedley complained that an article was inaccurate in describing her late cousin, Rosalind Winfield, as 'reclusive' and 'secretive' and in presenting her as an eccentric hoarder. The article reported that antiques belonging to Miss Winfield, who died earlier in the year (not two years ago as the article said), had been sold at an auction held at her home (which had not been in the family for over 100 years as stated). However, it failed to make clear that most of the items in the sale had not belonged to her - they had been brought in by the auctioneers. The online version of the article was also inaccurate in reporting that Miss Winfield had died of liver disease.'</p> | <p>The newspaper explained that copy for the article had been provided by a reputable, local agency, which had in turn used information from a press release issued by the auctioneers and given in a phone interview by the owner of the auction house. The newspaper regretted that the resulting reports had added to the family's distress, especially when Miss Winfield had died much more recently than the newspaper had been led to believe. It hoped that the complainant and other family members would accept its apologies and made clear that the article would be removed from its website. The complaint was resolved in light of the newspaper's response.'</p> | The Daily Telegraph |
| 04/01/2010 | 1 | Ms Kirsten Howard | <p>Ms Kirsten Howard of Littleover complained that the newspaper had inaccurately stated that her brother-in-law lived at her address with his partner, and had threatened his partner at the same location. In fact, she had allowed him to use her address on a temporary basis but the incident itself had taken place at the previous address where he and his partner had resided.</p> | <p>The complaint was resolved when the newspaper published the following statement: On November 4 we reported that Mark Miller had been found guilty of affray in Cricketers Court, Littleover. We are happy to clarify that the incident, in fact, took place at an address in Spondon.</p> | Derby Telegraph |

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| 04/01/2010 | 1 | Mr Stephen Nutt | Mr Stephen Nutt complained that the newspaper had followed up a story in an earlier newspaper, publishing photographs of him taken from his Facebook page, and repeating the inaccurate allegation that they showed him smoking cannabis. He was concerned that the story was published merely due to the position of his father, Professor David Nutt (the former Government drugs advisor). | The complaint was resolved when the newspaper removed the article from its website, and made clear it had no intention of republishing the text or the pictures. | Daily Mail |
| 04/01/2010 | 1 | Mr Steven MacGregor | Mr Steven MacGregor, owner of MacGregor Protection Services, complained that the newspaper had inaccurately stated that the company was actually owned by a Mr Neil MacGregor. | The complaint was resolved when the newspaper, as a goodwill gesture, removed the online version of the article. | Inverness Courier |
| 04/01/2010 | 1 | Mr Paul Golding | Paul Golding of the BNP complained that an article was inaccurate in stating that a British soldier, who had been photographed giving a Nazi salute, was a member of the party. | The matter was resolved when the newspaper published a letter from the complainant in the following terms: The soldier pictured in The Sun on October 28 giving a Nazi salute has never been a member of the BNP. | The Sun |
| 07/01/2010 | 1 | Dr Colin Leci | Dr Colin L Leci of London complained that the newspaper had inaccurately stated that there was still an active British Consulate in West Jerusalem, when this was not the case. | The complaint was resolved when the newspaper published the following statement: It has been pointed out to us that, contrary to a statement in Geoffrey Alderman's column of August 14, there is currently no British consulate in West Jerusalem. ' | Jewish Chronicle |

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| 07/01/2010 | 1 | Ms Jacqui Smith MP | Ms Jacqui Smith MP complained that the newspaper inaccurately claimed that she was "haggling" over £500 of expenses that Sir Thomas Legg had requested that she repaid. | The complaint was resolved when the newspaper published the following apology: Following a story on Channel 4 News alleging Jacqui Smith was challenging Sir Thomas Legg's request for repayment of £1,500 expenses, we ran a story saying she was haggling over £500. We accept that this was incorrect and that she has repaid all the sum asked except £39.99 for a barbeque she had never claimed for. We are sorry we got this wrong and are happy to clarify the facts.' | Daily Mail |
| 08/01/2010 | 1 | Mr Evan Williams | Mr Evan Williams of Preston complained that an article about Great Train Robber Ronnie Biggs had stated misleadingly that train driver Jack Mills had died after being savagely beaten during the robbery. The complainant pointed out that the injuries sustained by Mr Mills were not connected to his death some years later. | The complaint was resolved when the newspaper published the following letter from the complainant: Further to the article about Ronnie Biggs' compassionate release (Mail), I'd like to point out that the injuries sustained by Jack Mills during the Great Train robbery of 1963 were in no way connected to his death in February 1970. The West Cheshire Coroner ruled that Mills' death was of natural causes. Chronic lymphatic leukaemia and bronchial pneumonia were cited on the death certificate.' | Daily Mail |

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| 08/01/2010 | 5 | Ms Karen Machin | <p>Ms Karen Machin complained that a report of a suicide contained excessive detail about the method used, as it included the type of poisonous substance that the individual had consumed, in addition to pointing out that the individual concerned had written an advanced directive. The complainant was also concerned that the coverage had not provided information about organisations such as the Samaritans.</p> | <p>The complaint was resolved when the newspaper removed its online article and undertook to take into account the complainant's points when considering future coverage of similar stories.'</p> | Daily Mail |
| 11/01/2010 | 1 | Kenny Richey | <p>Kenny Richey complained that the newspaper had published an article which was wholly inaccurate when it claimed that he was "trawling the internet for new lovers" and had "joined a string of adult websites".</p> | <p>The complaint was resolved when the newspaper published a letter from the complainant. The wording was as follows: Your recent article headlined "Sleazy Kenny Richey in sex site secrets" (24 September) claimed that I am member of several adult websites. Having spent 21 hellish years on Death Row, I am new to computers and certainly do not use them to view pornography or date online. Adjusting to life outside of prison is full of challenges my family and I can are working hard to return to normal. Kenny Richey, Minnesota.</p> | Scottish Sun |

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| 19/01/2010 | 1 | Paul Golding | Paul Golding of the BNP complained that an article was inaccurate in claiming that a dinner organised by the Trafalgar Club (a BNP fundraising organisation) had failed because it did not raise £250,000, as intended. In fact, said the complainant, the dinner was simply a thank you' for members of the club, which hoped to raise £250,000 during the course of 12 months.' | The newspaper said the story had come from sources within the BNP, who had claimed that the dinner was the Trafalgar Club's main fundraising event towards achieving its hoped-for annual total. However, the newspaper agreed to amend the online version of the article to include the official BNP position that: "the Trafalgar Club we hope, will raise £250k annually. This Trafalgar Club dinner was a way to say thank you to TC members for their support over the previous year. The dinner was a success. TC members arrived, enjoyed a dinner and speeches, then left. This was not a fundraising meeting". The newspaper also placed a note on its internal files for future reference. The matter was resolved in light of these steps.' | The Sun |
| 19/01/2010 | 1 | Mrs Pamela Reynolds | Mrs Pamela Reynolds complained that an article which profiled top Christmas gifts had inaccurately labelled the "Dalek electronic voice changer mask" as costing £14.50 from Amazon. In fact, it cost £26.80. | The newspaper said the mistake was inadvertent and indicated that the online version of the piece had been amended. The complainant said she was entirely satisfied that the matter had been righted. | The Daily Telegraph |

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| 19/01/2010 | 1 | Tom Chiverton | Tom Chiverton complained that the newspaper had published a photograph showing a woman holding a specimen ID card which was wrongly captioned with a line that read "Angela brandishes her new identity card after being first in line to sign up". | The complaint was resolved when the newspaper published the following correction under the headline "Identity card picture caption": A caption which appeared on page 8 of the MEN on December 3 stated a picture showed columnist Angela Epstein holding her new identity card after becoming the first member of the public to sign up for the national scheme. The picture used was actually taken at an earlier event and showed Angela holding a specimen card. We apologise if this error caused any confusion. | Manchester Evening News |
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| 19/01/2010 | 1 | Paul Golding | Paul Golding of the BNP complained that an article was inaccurate in quoting a party spokesman as saying, in relation to whether Nick Griffin had visited General Franco's grave while on a trip to Spain: "He may also have made a private visit to Franco's tomb...".' | The matter was resolved when the newspaper published a clarification, setting out what the BNP's spokesman asserted he had said to the journalist responsible for the story. The clarification, which was published under the headline British National Party, appeared in the newspaper and on the telegraph.co.uk website (http://www.telegraph.co.uk/news/worldnews/6826573/British-National-Party.html) in the following terms: In 'Violence at Madrid rally attended by BNP leader' (23 Nov), we reported that a British National Party spokesman had told our correspondent that Nick Griffin, the MEP and BNP leader, may have made a visit to the tomb of General Franco on the anniversary of his death. The BNP has asked us to make it clear that the spokesman said that he had no definitive information about whether such a visit had been made, but that if Mr Griffin did visit the tomb, he did so in a private capacity.' | The Daily Telegraph |
| 19/01/2010 | 1 | Ms Avril Russell on behalf of her husband George Anton | Ms Avril Russell complained on behalf of her husband, George Anton, that a report of the court case in which he was involved was inaccurate and misleading. Her husband had subsequently been cleared of all charges. | The complaint was resolved after the newspaper's publication of a report of the outcome of the case.' | The Daily Telegraph |

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| 19/01/2010 | 1 | A man | A man from Southport complained that the newspaper had suggested that a charge of assault against him had been dropped only due to lack of evidence, and had not made it clear that evidence supporting his case had been heard in court, and that the judge had ordered that a not guilty verdict be entered on the records. | The complaint was resolved when the newspaper published the following statement: On Friday, November 6 the Southport Visitor published an article about the decision of the Crown Prosecution Service not to proceed with a case in which a man, who was not named, was accused of assaulting Katie Toner. In the article, Miss Toner's family expressed their concern that the case was not going to go before a jury. The CPS stated that the decision was taken on a view that the evidence available was insufficient to secure a conviction. However, we have been asked by the defendant in the case - who denied the assault throughout - to make it clear that the judge presiding over the proceedings then ruled that a formal verdict of not guilty be entered on the records. We are happy to do this.' | Southport Visitor |
| 19/01/2010 | 1 | Ms Avril Russell on behalf of her husband George Anton | Ms Avril Russell complained on behalf of her husband, George Anton, that a report of the court case in which he was involved had misleadingly presented certain allegations as fact. Her husband had subsequently been cleared of all charges. | The complaint was resolved when the newspaper - which took the view that the claims had been clearly presented as such - provided a copy of its published report of the outcome of the case, in addition to arranging for this to appear online. | The Sun |

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| 19/01/2010 | 1 | Mr David Wolstencroft | Mr David Wolstencroft complained, through Swan Turton solicitors, that the newspaper had inaccurately said that he was the co-creator of the television series Spooks. | The complaint was resolved directly between the parties when the newspaper published the following correction: An article on October 17 entitled "The appeal of Spooks" should have referred to David Wolstencroft - who developed the idea, the characters and the basic plot of the television series - as the show's sole creator. We are happy to make this correction.' | Financial Times |
| 19/01/2010 | 1 | Mr Ian Bros | Mr Ian Bros of Brighton complained that an article about migrant gangs in Calais had contained the claim that police had issued a warning to British motorists to keep their windows closed and doors locked until they were inside the ferry terminal. In fact, the Deputy Commissioner of Police had been quoted elsewhere as claiming that no statement had been released by the police force. | The complaint was resolved when the newspaper published the following clarification: Further to our article of 21 July (Calais migrants ambush Britons at knife-point in terrifying highway robberies'), we would like to make clear that the warning to motorists was issued by a Calais police spokesman when speaking to our journalist. The article has been amended to reflect this position.' | Daily Mail |

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| 19/01/2010 | 1 | Mr Mike Field | <p>Mr Mike Field complained that a report of a recent High Court decision regarding credit card and loan debt contained a number of inaccuracies. In particular, he was concerned that the article claimed that the ruling meant that those trying to have their credit card and loan debts written off would have to pay the full amounts they owed. In fact, the complainant made clear that the case related to the transmittal of data to third party Credit Reference Agencies.</p> | <p>The complaint was resolved when the newspaper published the following clarification: We reported (High Court decision on debt loophole dashes write-off hopes for thousands', October 10) that people trying to have credit card and loan debt written off by exploiting a legal loophole under the Consumer Credit Act would have to pay the full amounts they owed, following a landmark court ruling. In fact, this case dealt with the transmittal of data to third party Credit Reference Agencies in cases where a debt is considered to be "temporarily" unenforceable. The judge did not reach any view on cases where the unenforceability of the agreement is "permanent" or "irredeemable." We are happy to clarify the position.'</p> | The Times |
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| 19/01/2010 | 1 | Lord Soley | <p>Lord Soley of Hammersmith complained that the newspaper had inaccurately reported his view on House of Lords expenses. He made clear the importance of reporting accurately the issue of expenses, at a time when public confidence in the system was so low.</p> | <p>The complaint was resolved when the newspaper published the following correction: Further to our article of 26th July, we wish to clarify our account of Lord Soley's views about expenses. Lord Soley did not "pocket" £45,000 last year, rather he received this money to cover expenses and office costs, which includes secretarial and research work. Our article wrongly referred to the payment of expenses and office costs as a "salary". Members of the House of Lords do not receive a salary. Lord Soley's proposed reform is to merge the daily and nightly subsistence payments, and create an allowance for peers. Any expense claims would have to be accompanied by receipts. We are happy to make this clear.'</p> | Sunday Express |
| 20/01/2010 | 3 | A man | <p>A man complained that an article about his concerns about drug dealing on the estate where he lived had identified him and included his street address against his wishes. He and his family felt vulnerable as a result.</p> | <p>While the newspaper did not accept that it was aware of the complainant's concerns about identification prior to publication, it sent a private letter to the complainant, apologising for the distress caused and making clear that the article had been removed from its website and archives. The complaint was resolved on that basis.'</p> | Ealing & Acton Gazette |

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| 20/01/2010 | 6 | Mr & Mrs Nicholas Levene | Mr & Mrs Nicholas Levene complained, through Needleman Treon solicitors of London, that an article about Mr Levene had included a photograph of the complainants together with their daughter. | The complaint was resolved when the newspaper edited the online version of the article to remove the complainants' daughter from the photograph, in addition to making a note of the complaint on its cuttings file for future reference.' | Daily Mail |
| 21/01/2010 | 1 | Mr Lester Millington | Mr Lester Millington complained that an article about his son Matthew, a soldier, had contained the inaccurate claim that hospital errors were responsible for his death. In fact, the coroner found that he had died from complications of transplant surgery and immuno-suppressive drug treatment. | The complaint was resolved when the newspaper published the following clarification: For the record On October 11, 2009 we stated that hospital errors killed Matthew Millington, a soldier who died last year following an NHS lung transplant. In fact, the coroner concluded that he died from complications of transplant surgery and immuno-suppressive drug treatment. No blame was attached to Papworth Hospital for failing to spot the tumour in the transplanted lungs, and Matthew's parents wish us to point out that they have nothing but praise for the hospital and its staff.' | Sunday Mirror |
| 21/01/2010 | 3, 4 | A woman | A woman complained that the newspaper had published an article - which named her and included her photograph - reporting that she had been in a relationship with an X Factor contestant. She said the piece had been published without her permission, and after she had made clear that she did not wish to speak on the subject. | The complaint was resolved when the newspaper removed the article from its website and made an undertaking as to future publication. It also made a payment to the complainant for the use of her photograph. | News of the World |

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| 21/01/2010 | 1 | Ms Elish Angiolini | <p>Ms Elish Angiolini, the Lord Advocate of Scotland, complained through Levy & McRae Solicitors of Glasgow that an online article relating to comments made by the mother of Hollie Greig was inaccurate and misleading.</p> | <p>The complaint was resolved when the magazine published the following text online: An article of 17 November reported that Anne Greig, mother of Hollie Greig - reportedly abused by an alleged paedophile ring said to include a serving Sheriff and a now deceased police officer - had called for an investigation into the role played by Lord Advocate Elish Angiolini, then a Regional Procurator Fiscal, in the decision not to prosecute. We have been asked by the Lord Advocate to make clear the following: there was no allegation of a paedophile ring contained in the police report to the Procurator Fiscal at that time; that there was no allegation about a Sheriff or a policeman in the report; that the decision not to prosecute was made before the Lord Advocate took up post as Regional Procurator Fiscal and on the basis that there was insufficient evidence in law; and that she was unaware of the claim at the time and has never had any involvement in the case. We are happy to make the position clear and did not intend to suggest that she had acted in any way improperly. At the time of publication, the specific details regarding the timeline of the decision not to prosecute, although requested, were not provided by the Crown Office. This information was supplied after publication. Having been furnished with the relevant information, we would like to apologise to the Lord Advocate for any distress that may have been caused.</p> | The Firm |
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| 22/01/2010 | 1 | Mr Philip Woods | Mr Philip Woods of Bristol complained that the newspaper had inaccurately identified him as a striking postal worker in the caption to a photograph, when he was actually a coach driver. He was concerned about the potential impact of this on his work and personal life. | The complaint was resolved when the newspaper sent the complainant a private letter of apology and ex gratia payment. | The Sun |
| 22/01/2010 | 1 | Judy Chivers | Judy Chivers complained, on behalf of her son Sean Lucas, that the newspaper had inaccurately reported that her son was a "murderer" when, in fact, he had been sentenced for manslaughter. | The complaint was resolved when the newspaper offered an explanation as to how the error occurred; published a correction and apology in the newspaper and sent a private letter of apology to the complainant and her family. | Waltham Forest Guardian |
| 26/01/2010 | 1 | Mr Jovan Radusin | Mr Jovan Radusin complained that the newspaper had published an inaccurate statement from Bedfordshire Police which had falsely contradicted his published letter on the subject of the exemption of Sikhs from the laws regarding motorcycle helmets. | The complaint was resolved when the newspaper published a further letter from the complainant, along with the following statement: Bedfordshire Police have confirmed that there is indeed an exemption for Sikhs wearing a turban and apologises to Jovan Radusin and readers for the confusion caused. The Times & Citizen is happy to set the record straight. | Bedfordshire Times & Citizen |

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| 26/01/2010 | 1 | Mrs Julie Clark | Mrs Julie Clark complained that a headline to an article had reported inaccurately that her son Carl Bostock had admitted being drunk when his car collided with a pedestrian, who later died, when in fact he had no alcohol in his system at all. | The complaint was resolved when the newspaper published the following clarification as part of its coverage of Mr Bostock's sentencing: The headline on a previous article regarding Carl Bostock incorrectly read, 'Drunk driver admits killing a loving granddad.' We have been asked to point out that he was under the influence of drugs and not drink. He was initially charged with causing death by careless driving while under the influence of drink or drugs. The newspaper also wrote to the complainant's son, acknowledging the inaccurate headline.' | Wigan Evening Post |
| 27/01/2010 | 1 | Paul Golding | Paul Golding of the BNP complained that an article was inaccurate in stating that Nick Griffin, the party leader, had called for Gibraltar to be handed back to Spain. | The matter was resolved when the newspaper published the following letter from the complainant: The BNP does not advocate the return of Gibraltar to Spain under any circumstances (BNP: Give Gibraltar back, November 30). ' | The Sun |

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| 27/01/2010 | 1 | Ms Christine Rowlands | <p>Ms Christine Rowlands of Bristol complained that, in reporting the withdrawal of allegations against a director of the National Register of Public Service Interpreters, the newspaper had given the misleading impression that allegations regarding breaches of Data Protection law had also been proven to be false.</p> | <p>The complaint was resolved when the newspaper agreed to publish the following statement: Data dispute In our article "Wirral interpreter wins £30,000 damages" (October 8), we reported that Mrs Jan Cambridge had been wrongly accused of selling data. References to this sale formed part of allegations made against Mrs Cambridge by the GMB Union that she had abused her position while a director of NRPSI Ltd. These allegations were subsequently retracted by the GMB and Mrs Cambridge received damages and an apology. However, we wish to make it clear that it is not in dispute that data was made available, under the licensing arrangements in place at the time, not only to public services but also to private companies appointed as their intermediaries. A review by the Information Commissioner found that this was unlikely to have been in compliance with the Data Protection Act 1998, but took no further action as he was satisfied the appropriate remedial steps had been taken.</p> | Liverpool Daily Post |
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| 28/01/2010 | 1 | Jacqui Smith MP | Jacqui Smith MP complained to the Press Complaints Commission that an article about parliamentary expenses was accompanied by a photo of her in front of a billboard which had the word 'theft' on it. She said the clear implication of the photo was that she had been found guilty of criminality in relation to her expenses claims. This was not the case; she had not been charged nor was she the subject of a criminal investigation.' | The newspaper argued that readers would not have been misled. However, it agreed to publish a clarification and the complaint was resolved on that basis. The statement, headlined 'Jacqui Smith', read: 'Alongside our 13 October front page article "But no need for Smith to repay £100,000 in incorrect claims" we published a photograph of Jacqui Smith, the former home secretary, in front of a billboard which had the word "theft" written on it. We are happy to make clear that regarding the parliamentary investigation of her expenses claims Ms Smith was never accused or found guilty of acting illegally.' | The Daily Telegraph |
| 28/01/2010 | 1 | Mrs Lynn Spode | Mrs Lynn Spode of Chesterfield complained that two articles which reported the outcome of a General Teaching Council hearing in which she had been involved contained a number of inaccuracies. | The complaints were resolved when the newspapers removed the articles from their websites, and the Daily Mail published a lengthy interview with the complainant. | Daily Mail |
| 28/01/2010 | 1 | Mrs Lynn Spode | Mrs Lynn Spode of Chesterfield complained that two articles which reported the outcome of a General Teaching Council hearing in which she had been involved contained a number of inaccuracies. | The complaints were resolved when the newspapers removed the articles from their websites, and the Daily Mail published a lengthy interview with the complainant. | Metro |

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| 28/01/2010 | 1 | Alex Gibson | Alex Gibson complained that the newspaper had inaccurately reported that Britain's Got Talent contestant Susan Boyle had "appeared" in the Simpson's cartoon show.' | While the newspaper did not accept that the inaccuracy was significant, the complaint was resolved when it amended the online article to explain that Susan Boyle had, in fact, only been mentioned by Homer Simpson. | The Daily Telegraph |
| 28/01/2010 | 1 | Tony Bennett | Mr Tony Bennett, Secretary of the Madeleine Foundation, complained that an article about the organisation's distribution of a leaflet about the disappearance of Madeleine McCann contained inaccuracies.' | The complaint was resolved when the newspaper published the following letter from the complainant: Following your 15 August article about The Madeleine Foundation's distribution of a leaflet about Madeleine McCann's disappearance, we do not suggest that either parent killed Madeleine. Our leaflet did not give reasons why anyone should be prosecuted; it simply analysed aspects of the evidence. We did not distribute our leaflet to 'every home in Rothley'. We leafleted around 150 houses in the village as part of a nationwide distribution. One of our stated purposes is "to pursue - in conjunction with others - the truth about Madeleine McCann's disappearance on 3 May 2007". To this end, we have published booklets and leaflets about the case. We have no connection with the McCanns. We called ourselves The Madeleine Foundation because we feel there are important lessons for child welfare to be learned about the circumstances of her disappearance.' | The Sun |

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| 29/01/2010 | 1 | Blackadders Solicitors on behalf of Lorraine Kelly | <p>Blackadders Solicitors complained on behalf of Lorraine Kelly that an article which claimed that she had concerns about her role at GMTV and approaching her 50th birthday contained a number of inaccuracies. Moreover, the complainant had not been contacted for comment prior to publication.</p> | <p>The complaint was resolved when the magazine published the following correction, in addition to meeting the complainant's legal fees: In our April 20 issue, we featured an article headlined "Lorraine's midlife crisis" concerning GMTV presenter Lorraine Kelly. Although this feature was published in good faith, we now accept that it contained some inaccuracies which we are happy to correct. First, contrary to the suggestion that Ms Kelly is insecure about her age, we accept that she has no fears about approaching her 50th birthday, and is not suffering from a midlife crisis. Further, she has not expressed any sense of uneasiness about the new style of GMTV, as stated. Indeed, she is excited by her role, which she finds challenging. She also enjoys a good relationship with her employers and co-workers. Ms Kelly was not unimpressed by the arrival of Emma Crosby, who she views as a valued colleague. We also accept that Ms Kelly does not consider her deal to be "cushy", as claimed by a source in our article. Moreover, it is not the case that Ms Kelly has few career options left: in addition to her GMTV position, Ms Kelly is an author, and journalist, and is working on several other projects. She does not have any concerns that her current position will be terminated. It is not the case - as stated in the article - that Ms Kelly has been approached by Argos regarding a jewellery promotion, or that her employers refused to allow her to take on such an endorsement. Finally, we accept that Ms Kelly is not concerned about the effect that her 50th birthday will have on her career. She is currently writing a book celebrating the older</p> | Woman |
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| 03/02/2010 | 1 | Mrs Pauline Robinson | Mrs Pauline Robinson of Preston complained that the newspaper had given the misleading impression that she had willingly colluded with a friend in instigating an inquiry by the General Medical Council against her husband, when the other individual had actually been acting against her wishes. | The newspaper did not believe that its original article had been likely to give a misleading impression on this point, but the complaint was resolved when it altered the online article to give a more detailed account of the complainant's role in the affair, making it clear that she had not colluded in instigating the inquiry.' | Lancashire Evening Post |
| 03/02/2010 | 1 | Ms Polly High | Ms Polly High of Herne Bay complained that an article which claimed that she had been fined for hosting a "Slag Party" contained a number of inaccuracies. | The complaint was resolved when the newspaper published the following clarification and apology: Our article of 8 August stated that Polly High, a cabinetmaker from Herne Bay, had been fined a fixed penalty of £80 after refusing to take down "saucy posters" advertising a "Slag Party" in her front window. Ms High - who strongly denied that the images were inappropriate - did not pay the fine and was intending to plead not guilty to the charges before the case was dismissed at Canterbury Magistrates Court on 11 November. We are happy to make this clear to readers and apologise to Polly High for any upset we have caused. | Daily Sport |

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| 03/02/2010 | 1 | Mr Mark Chapman | Mr Mark Chapman, on behalf of the Starr Gate Residents Association, Blackpool, complained that the newspaper had reported that a High Court ruling had thrown out planning permission for a local tram depot "on a technicality", which misleadingly understated that fact that the court had ruled that the permission was unlawful - the complainant's letter correcting this had not been published. He also considered that an illustration of the proposed depot accompanying the article had misleadingly understated its potential impact on the local area.' | Whilst the newspaper did not believe that its coverage of the issue had been one-sided or biased, the complaint was resolved when it published a further article on the residents' opposition to the depot, and also published the original letter from the complainant.' | Blackpool Gazette |
| 04/02/2010 | 1 | Dr Janine O'Kane' | Dr Janine O'Kane complained that an article about GPs' incomes was inaccurate when it claimed that - under the 2004 contract in which GPs earned points for treating patients with certain conditions - doctors had been criticised for "ignoring patients like dementia victims", who were not covered by the scheme. She said that dementia patients were indeed covered by the scheme.' | The newspaper said that the complainant was right to say that the bonus scheme included registering and reviewing dementia patients; however, it did not cover the diagnosis of such patients. This had led to criticism from Civitas in November 2008. Nonetheless, the newspaper removed the sentence in question from its website article and marked its cuttings for future reference. The complaint was resolved on this basis. | Daily Mail |

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| 04/02/2010 | 1 | Miss Roxanne Pallett | Miss Roxanne Pallett, the actress, complained that an article was inaccurate when it claimed that she had said that she loved "stripping down to her smalls" and that her mother encouraged her to do so. | The complaint was resolved when the newspaper - which had taken the quotes from another publication - removed the article from its website and placed a legal warning not to repeat the article on its database. | Daily Star |
| 04/02/2010 | 1 | Wellington College | Wellington College complained, through Swan Turton solicitors, that an article about an alleged assault at the College was inaccurate and misleading in breach of the Code. | The complaint was resolved when the newspaper removed the article from its website and marked its cuttings library to ensure that there would be no future reference to it. | Daily Mail |
| 05/02/2010 | 1 | Mr Graham Allen MP | Mr Graham Allen, Member of Parliament for Nottingham North, complained that an article about an Early Day Motion he had tabled in regard to MPs' wages was inaccurate and misleading.' | The complaint was resolved when the newspaper published the following correction: On November 12 we suggested that MPs had launched a bid for an inflation-busting pay rise as part of a Commons motion tabled by Graham Allen MP. Although Graham Allen has previously called for MPs' wages to be linked to those of other jobs, this was not the intention of his motion. This did not request any wage increase: it asked for an independent body to set MPs' wages. We are happy to set the record straight. ' | Daily Mirror |

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| 05/02/2010 | 1 | Mr Alex Wallace | Mr Alex Wallace of Glasgow complained that an article about the death of his sister contained inaccuracies. | The complaint was resolved when the magazine published the following correction: An article of November 19 stated that Allison McGregor was the wife of convicted paedophile Mark Lindsay at the time of her death. We would like to make it clear that the couple were never, in fact, married. In addition, Allison's brother Alex Wallace has asked us to point out that he disagrees with her brother Jack Wallace's view that Allison took her own life. As previously reported, a Fatal Accident Inquiry into the death will be held later this year.' | The Digger |
| 08/02/2010 | 3 | The Rt Hon David Blunkett MP | The Rt Hon David Blunkett MP complained that an article about MPs' expenses claims had given information about the whereabouts of his Derbyshire home. He considered that this was likely to pose a security risk to him.' | The newspaper indicated that the information had been volunteered by the complainant's spokesman. It was not aware that the details were confidential. However, having being made aware of Mr Blunkett's position by the PCC, it agreed to remove the relevant reference from the online version of the article and to respect his views on the matter. The complainant was satisfied with the steps taken by the newspaper and the complaint was resolved on that basis.' | Sheffield Star |

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| 08/02/2010 | 1 | Mr Mark Oliver | Mr Mark Oliver of London complained that the newspaper had inaccurately claimed that new laws proposed by the organisation Cycling England would place blame on car drivers for any collision with a cyclist, even if the cyclist was at fault, when in actuality the intended laws would not place the legal onus on drivers if the cyclist could be proved to have been at fault. | The complainant expressed the view that the length of time that had elapsed since the publication of the article was such that a published correction would no longer be appropriate, and the complaint was resolved when the newspaper agreed to mark its cuttings with the complainant's comments.' | Daily Mail |
| 08/02/2010 | 1, 3 | Mr Robin Brown | Mr Robin Brown complained that an article about a T-shirt he had designed about Hologram Tam, a convicted counterfeiter, contained a number of inaccuracies and intruded into his private life. | The complaint was resolved when the newspaper removed the article from its website and marked its cuttings for future reference. | Sunday Mail |
| 08/02/2010 | 1 | Harry Cichy | Harry Cichy complained that the newspaper had referred to Tony Bennett as a "solicitor" when he was, in fact, retired and had not been in possession of a solicitors practising certificate for a number of years and, thus, was not qualified to act as a solicitor. | The complaint was resolved when the newspaper published a clarification in the following terms: Tony Bennett in articles which appeared in the Recorder on October 10 2008; June 19 2009; August 14 2009 and September 4 2009 regarding the death of Lee Balkwell, we mistakenly referred to Tony Bennett as a solicitor. Mr Bennett is in fact a retired solicitor and is involved only as Mr Les Balkwell's representative.' | Romford Recorder |

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| 08/02/2010 | 1 | R J Swain & Sons | R J Swain, managing director of transportation, warehousing and distribution group R Swain & Sons, complained that the newspaper had published a photograph of one of the company's vehicles splashing a cyclist, but had failed to make clear that the scenario had been staged.' | The complaint was resolved when the newspaper published a clarification in the following terms: R Swain & Son son November 14 we published in good faith a picture supplied by a reputable photo agency of a cyclist being splashed by a lorry under the headline "Floody Nora!". We are happy to make clear the lorry of R.Swain & Sons Ltd. of Rochester, Kent, was not being driven without consideration for the cyclist, as it might have appeared. | The Sun |
| 09/02/2010 | 1 | Jacqui Smith MP | Jacqui Smith MP complained that an article about parliamentary expenses was accompanied by a photo of her in front of a billboard which had the word 'theft' on it. She said the clear implication of the photo was that she had been found guilty of criminality in relation to her expenses claims. This was not the case; she had not been charged nor was she the subject of a criminal investigation.' | The newspaper argued that readers would not have been misled. However, it agreed to publish a clarification and the complaint was resolved on that basis. The statement, headlined Jacqui Smith', read: Alongside our 13 October front page article "But no need for Smith to repay £100,000 in incorrect claims" we published a photograph of Jacqui Smith, the former home secretary, in front of a billboard which had the word 'theft' written on it. We are happy to make clear that regarding the parliamentary investigation of her expenses claims Ms Smith was never accused or found guilty of acting illegally.' | The Daily Telegraph |

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| 11/02/2010 | 1 | Mr Raymond Bruce | Mr Raymond Bruce of Murcia, Spain - a former Yeoman of the Guard - complained that, in illustrating a story about two other Beefeaters who had been sacked for bullying, the newspaper had used a photograph of him and had incorrectly stated that it showed one of the other individuals. | The complaint was resolved when it was established that the newspaper had already removed the photograph from its website and had published a clarification in the paper, and when it agreed to make a donation to charity. | The Sun |
| 12/02/2010 | 1 | Mrs M F Brown | Mrs M F Brown of Wansford complained that the newspaper had inaccurately stated that her family's business, F.W. Brown Ltd, had moved to Stilton to become "Brown's of Stilton", when this was actually a separate business. It had also inaccurately captioned a photograph used to illustrate the story.' | The complaint was resolved when the newspaper published the following statement: In our article on the closure of Browns Butchers of Stilton (Evening Telegraph July 18) we reported that the long-established family butchers Browns had moved to Stilton in 2003. In fact, Browns of Stilton was established as a separate entity from F.W. Brown (Butchers) Ltd, and no member of the Brown family has been active in the business since 2008. We have also been asked to point out that a historical photograph used to illustrate the story was not, as stated, of the original business in Peterborough, but of an earlier Brown's the Butchers in Lewisham, London. We apologise sincerely for any confusion or distress these errors may have caused.' | Peterborough Evening Telegraph |

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| 17/02/2010 | 1 | Mr Richard Kamm | Mr Richard Kamm complained to the Press Complaints Commission that the newspaper had inaccurately stated that the Chief Regulator of Ofqual had laid out an "emergency rescue package" for the new diploma qualifications. The complainant considered that the Regulator's statements did not support this interpretation, and that she had merely been laying out principles to guide ongoing development of the qualifications.' | The complaint was resolved when the newspaper provided a response describing its reasons for interpreting the report in the manner it had, which included background conversations, general knowledge of the underlying issues, and reference to an article in another publication which gave more detail in support of the newspaper's interpretation.' | The Guardian |
| 17/02/2010 | 1 | Michelle Smith | Teacher Michelle Smith complained to the Press Complaints Commission that the newspaper had published a story about a personal photograph that was uploaded to her school's website by mistake. She said the article contained inaccuracies and was generally misleading to readers as it failed to explain the full circumstances behind the taking of the photograph.' | The newspaper initially responded by amending the online article and offering the complainant the opportunity to submit a letter for publication. After further discussion, the complaint was resolved when the newspaper removed the online article completely. | The Sun |

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| 17/02/2010 | 1 | Mr Robert Wilson | <p>Mr Robert Wilson of Carmarthen complained that the newspaper had inaccurately stated that his son, who had died on 27 December, had been riding a miniature motorbike which he had been given as a Christmas present in fact, it was a childrens' motocross bike he had been riding for 4 months. The newspaper had also misstated the complainant's age.'</p> | <p>The complaint was resolved when the newspaper published the following statement: Following our report on the tragic death of Jake Wilson in a motorbike accident, the copy for which was provided to us by an agency, we wish to point out that Jake did not receive the bike for Christmas. Jake's father, Robert Wilson, is 39 years old and not 37 years old as reported. We apologise for these errors.'</p> | Daily Mirror |
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| 17/02/2010 | 1 | Mr Robert Wilson | <p>Mr Robert Wilson of Carmarthen complained that the newspaper had inaccurately stated that his son, who had died on 27 December, had been riding a motorbike he had received - along with other motorbike gear - for Christmas, and that he had only recently moved up to a two-wheeler. The complainant's elder son's age had also been misstated.'</p> | <p>The complaint was resolved when the newspaper offered to send a personal letter of apology to the complainant and to publish the following statement: In the Carmarthen Journal, dated December 30 and on the thisissouthwales website there were a number of inaccuracies in stories covering the death of five-year-old Jake Wilson who was killed in a motorbike accident. It was stated that Jake had the motorbike for Christmas - this was not the case. In fact, Jake had received the bike four months before Christmas. It was also stated that Jake had recently made the step up to a two-wheeler. In fact Jake had been riding a two-wheeler for a year. Connor Wilson, Jake's older brother was described as being nine years old. This was incorrect, Connor is actually nearly 11 years old. We are happy to clarify that Jake did not receive any new motorbike gear for Christmas. The Carmarthen Journal and thisissouthwales would like to apologise for the distress and upset caused to Jake's family.'</p> | Carmarthen Journal |
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| 17/02/2010 | 1 | Vishal Vora | Vishal Vora, a photographer whose work had appeared in the magazine, was concerned that his name had been misspelled in a photo credit and complained to the Press Complaints Commission. The complainant had attempted to resolve his complaint locally and, while the editor had passed on the apologies of the staff member responsible for the error, he was not satisfied with the magazine's failure to publish a correction.' | While the complainant was disappointed that the matter could not be resolved directly with the magazine, his complaint to the PCC was resolved when the magazine published the following apology on its letters page: In TO 2056, on page 101, we spelled photographer Vishal Vora's name incorrectly. Please accept our sincere apologies, Vishal.' | Time Out |
| 17/02/2010 | 1 | Dr John P Warren | Dr John P Warren complained to the Press Complaints Commission that the newspaper had published a misleading article which had not mentioned the inherent risks of circumcision as a surgical procedure, and had given the impression that it was legitimate practice in the UK to conduct the operation without anaesthesia. | The complaint was resolved when the newspaper published the following statement: In our article of July 14, 2009, on potential benefits of neonatal circumcision, we stated that the procedure can be performed with or without anaesthetic'. We would like to clarify that General Medical Council guidelines in the UK state that doctors must use anaesthesia in the operation. ' | Daily Mail |
| 17/02/2010 | 1 | Mr Paul Golding | Paul Golding of the British National Party complained to the Press Complaints Commission that an article was inaccurate in suggesting that the party had tried to hire a martial arts expert to train members in close combat fighting. | The newspaper said it had obtained the story from a PR agency. However, in light of the BNP's denial of the claims it agreed to remove the story from its website. The newspaper also confirmed that it had no intention of republishing the claims.' | Daily Star |

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| 17/02/2010 | 1 | Mr Oliver Miles | <p>Mr Oliver Miles complained to the Press Complaints Commission that an opinion piece - commenting on a letter that he had submitted for publication in The Independent on Sunday - had misinterpreted his views and created the erroneous impression that he held anti-Semitic views.</p> | <p>The complaint was resolved when the newspaper published the following letter from the complainant: Sir, In a leading article commenting on the Chilcot inquiry into the Iraq war ("A search for truth", November 25) you described my views on the inquiry as "extraordinary and disgraceful", but you did not quote those views or inform readers where they could be found. Your reference was to an opinion piece I wrote in the Independent on Sunday (November 22), and I believe you have misrepresented my views. I do not "already know [my] view of Chilcot's work". I do not believe the inquiry to be "a defensive response to public anger". I am not a "zealot" and do not "hold all such inquiries to be tainted until and unless they arrive at the right answer". Indeed, my article was generally supportive of the inquiry. I am concerned that my observation that two of the five members of the panel are Jewish was interpreted as a statement that the panel "has too many Jews on it", suggesting prejudice against Jews. I do not believe that I have written anything to support such a charge. Oliver Miles Former British Ambassador to Libya. '</p> | The Times |
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| 17/02/2010 | 1 | Mr Lizo Mzimba | Mr Lizo Mzimba complained through Swan Turton solicitors of London that an article about a visit he made to Cambridge contained a number of inaccuracies. | The complaint was resolved when the newspaper published the following correction and apology: In the Cambridge Spies section of issue 701 of Varsity (October 9) we stated that BBC correspondent and former Newsround presenter Lizo Mzimba was gaffer taped to a wall, taunted by students and locked in a bathroom while visiting Emmanuel College bar and that his intention in visiting Cambridge was to seek dirt in order to smear the University and its students. We acknowledge that these allegations are untrue and would like to apologise to Lizo. | Varsity |
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| 18/02/2010 | 1 | Ms Janette Plummer | <p>Ms Janette Plummer of Brighton complained that an article reporting that the Child Support Agency had been accused of threatening to take her daughter's pony to help pay money that her ex-partner owed her contained a number of inaccuracies. In particular, she said that the article contained the incorrect claim that a court order prevented her from having access to her daughter. She was also concerned that the coverage misrepresented her ex-partner's true financial position, thereby creating unjustified public sympathy for him.'</p> | <p>While the complainant had outstanding concerns, particularly relating to the terms in which her ex-partner's financial position had been described, she accepted the publication of the following correction as a resolution to her complaint: Our article of 6 September (CSA 'trying to grab my pony to pay father's bill') reported that the Child Support Agency had been accused of threatening to take a child's pony to help pay the money that her father David Chapel how owed to her mother Janette Plummer. In the article, we stated that a court order prevented Ms Plummer from having access to her daughter. We acknowledge that this is not the case, and apologise to Ms Plummer for any distress caused by the inaccuracy.'</p> | Sunday Express |
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| 18/02/2010 | 1, 5 | Ms Shusma Jain | <p>Ms Shusma Jain complained that an article about her brother Arvind, who had recently died of Duchenne Muscular Dystrophy, contained inaccuracies and intruded into the family's grief. In particular, the complainant was concerned by the front cover, which had referred to Fiona Phillips' grief and her vigil at Arvind's hospital bed. While Fiona had visited Arvind in hospital on three occasions - a last wish of his that had been granted by Rays of Sunshine charity - the family made clear that she did not know him well. The complainant also disputed the accuracy of quotes attributed to the family in the article.'</p> | <p>The complaint was resolved when the magazine published the following letter from the complainant and her family: We, as a family, were distressed by your article on the 30th August 09, about Arvind Jain, our son/brother, who died recently of Duchenne Muscular Dystrophy, which was published without our knowledge. We felt this implied that a relative of Fiona Phillips had died. While Fiona visited Arvind in hospital on three occasions - a last wish of his that was granted by the Rays of Sunshine charity - she did not know him well. We were happy for details about Arvind's illness, which is not well known, to be published, as there is a lack of awareness about it, and a great need for funding for research. However, we were concerned that your article included details about Arvind which we had not released, and attributed quotes to us, his family, which we did not say.'</p> | Woman |
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| 19/02/2010 | 1 | West London Mental Health Trust | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained that an article about the redevelopment of Broadmoor Hospital contained inaccuracies. | The complaint was resolved when the newspaper published the following clarification: On January 10 we reported that Broadmoor secure hospital was to be redeveloped as a luxury hotel complex with money from the sale funding a new hospital for patients. We are happy to make clear that, while a hotel is one of the options under consideration, no sale has yet been agreed nor plans finalised and we regret any misunderstanding. We would also like to emphasise that neither Ian Brady nor Steve Wright is currently, nor ever has been, a Broadmoor patient. | News of the World |
| 22/02/2010 | 1, 2 | The Royal Household | Harbottle & Lewis solicitors complained to the Press Complaints Commission on behalf of the Royal Household about an article that reported an apparent security lapse at Buckingham Palace. While the accuracy of the story was not in dispute, the complainants were concerned that representatives of the Royal Household had not been contacted at an early enough stage before publication to investigate, and comment properly on, the claims being made. | The matter was resolved when the newspaper, while arguing that there had been no breach of the Code in this case, confirmed that it would, in future, contact the Palace at an appropriate time before publication when there were relevant security implications. | News of the World |

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| 22/02/2010 | 1 | Mrs Sandra M Price | <p>Mrs Sandra M Price complained to the Press Complaints Commission that an article published in January 2009 which reported the outcome of a court case in which she had been involved contained inaccuracies. The complainant was concerned that the article had reported a number of claims from a former neighbour which she said were inaccurate and misleading, in particular: the claim that she was "in love" with the late television presenter Russell Harty; the allegation that she "would go and sit on his [Mr Harty's] gravestone" and would "walk past his old home and stare before moving on"; and the allegation that she became "obsessed with a landlord, turning up at his pub on one occasion with a scroll containing a list of alleged - and unproved - sexual liaisons which she read out 'like a town crier'". The complainant said that she had not been approached by the newspaper before publication, and had not been given an opportunity to respond to the allegations, which she denied.'</p> | <p>The complaint was resolved when the newspaper removed the article from its website and marked its cuttings for future reference.</p> | Daily Mail |
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| 22/02/2010 | 3, 5 | Mrs Susan Gordon | Mrs Susan Gordon complained to the Press Complaints Commission on behalf of the Gordon family that an article about Lucy Gordon's handwritten will had included a photograph of it (in full in the online version) which intruded into their privacy and grief.' | The complaint was resolved when the newspaper removed the photograph from the online version of the article. | The Mail on Sunday |
| 22/02/2010 | 1 | Michelle Smith | Teacher Michelle Smith complained to the Press Complaints Commission that the newspaper had published a story about a personal photograph that was uploaded to her school's website by mistake. She said the article contained inaccuracies and was generally misleading to readers as it failed to explain the full circumstances behind the taking of the photograph.' | The complaint was resolved when the newspaper removed the online article and photograph. | Daily Mail |
| 22/02/2010 | 1 | Mr Reza Esfandiari | Mr Reza Esfandiari complained to the Press Complaints Commission in January 2010 that a June 2009 article was inaccurate when it stated that official figures suggested that 70% of Iranians living in Britain voted for President Ahmadinejad in the 2009 Iranian elections. This was not the case. | The complaint was resolved when the newspaper - taking into account the delay in raising the matter - deleted the sentence in question from its online report. | The Times |

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| 22/02/2010 | 1 | Ms Angela Patmore | Ms Angela Patmore complained that a 2006 review of her book, The Truth About Stress - which remained available on the newspaper's website - contained a number of inaccuracies.' | The complaint was resolved when the newspaper posted the following online response from the complainant, accessible from the bottom of the review: The Truth About Stress was meticulously researched and written. It contains 440 pages of evidence on stress management': how it originated, how it is practised and the flaws in the scientific evidence on which it is based. Forty pages of footnotes ensured that anyone could go away and check my facts. I am a former Fulbright Scholar and UEA research fellow and the book was shortlisted for the MIND Book of the Year Award. To claim that it is not an "inquiry" but rather a "crusade" is unjustified. The review suggests that I am uncaring and unsympathetic to emotional suffering. On the contrary, I wrote the book precisely because I have great compassion for emotional pain and wanted to empower those affected by it. I believe the stress ideology harms everyone, but the most vulnerable most of all. Stress phobia is not "fear of a non-existent force", but anxiety about normal arousal and negative emotions. This has been deliberately engendered by an unregulated industry which markets 'stress' expertise. The health angst inspired by the industry's medicalising of normal emotions and physiological reactions sends victims in search of 'stress management' and sedation. The book does not disparage those who believe they are suffering from 'stress', or dismiss them as hypochondriacs. It argues that they have been made profoundly fearful about their bodily sensations and their ability to cope with work or problems. I do not pay "little attention to current | The Independent |
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| 24/02/2010 | 1, 3, 5 | Patricia Campbell and Michael Cunningham | Patricia Campbell and Michael Cunningham complained to the Press Complaints Commission that the magazine had published - without warning - an irresponsible insensitive and intrusive article about the tragic death of their daughter, Ciara. They also said the piece contained inaccuracies and was an attempt to benefit financially from a truly sad situation. | The complaint was resolved when the editor wrote a personal letter of apology to the complainants. He also made his editorial staff aware of the concerns that had been raised and undertook to ensure that the line "This article was compiled from court reports. No one involved in the proceedings was paid" is added to similar articles in the future. | Take a Break |
| 24/02/2010 | 1 | A woman | A woman complained to the Press Complaints Commission that the newspaper had inaccurately stated that her brother had pleaded guilty to raping a female patient, when he had actually pleaded not guilty and intended to appeal. | The complaint was resolved when the newspaper published the following statement: On October 29 The Argus reported that former nursing assistant David Dickson had been jailed for eight years after pleading guilty to the rape of a patient. We are happy to clarify that Mr Dickson, 51, who worked at Woodlands psychiatric unit at the Conquest Hospital, Hastings, had denied a charge of rape, attempted rape and three charges of indecent assault. Mr Dickson was convicted of the offences and jailed after a trial at Lewes Crown Court. | The Argus (Brighton) |

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| 25/02/2010 | 1 | James Lucas | James Lucas complained to the Press Complaints Commission that the newspaper had wrongly reported that male polar bears have been eating their cubs due to the pressures of climate change. This was incorrect: the usual behaviour of male polar bears is to eat cubs that do not belong to them. | The complainant was resolved when the newspaper removed the piece from its website and published an article headlined "Bear-faced liars" in Jeremy Clarkson's column which clarified that "since the dawn of time, male polar bears have eaten cubs". While - given the importance of the subject of climate change - the complainant would have ideally preferred a stand-alone correction, he acknowledged that there was a delay of two months since publication and accepted the matter as resolved.' | The Sun |
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| 26/02/2010 | 1 | Heather Mills | <p>Heather Mills complained to the Press Complaints Commission through her representative, David Law, that a front page article was misleading because it suggested that she and her former husband, Sir Paul McCartney, were both to participate in the TV show, Dancing on Ice, thus reigniting the family feud. This was not the case. What was true (as the newspaper explained in an article on page 7) was that she and a second cousin of Sir Paul McCartney, Emily Atack, were to participate in the show. However, the page 7 article was also inaccurate because it claimed that there was enmity between her and Ms Atack. This was untrue, as both she and Ms Atack subsequently attested.'</p> | <p>The complaint was resolved when the newspaper published the following apology, under the headline Heather Mills', on page 2. It also removed the original story from its website. "Our December 23 page one headline 'Macca versus Mucca on Ice' may have been taken to mean that Heather was to compete against her former husband Sir Paul McCartney in television's 'Dancing on Ice' so reigniting the family feud. As the article stated it is Sir Paul's second cousin Emily Atack who is a competitor. In fact she and Heather Mills are on very good terms. We apologise for this misleading article and any distress we may have caused."</p> | Daily Star |
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| 01/03/2010 | 1, 12 | Ms Kathryn Crook | <p>Ms Kathryn Crook complained to the Press Complaints Commission that the article - which reported the sentencing of the man who murdered her son - inaccurately reported what had been said by the judge, creating the misleading impression that her son had sexually assaulted his attacker, when in fact the jury had rejected any such suggestion. She also expressed her concern that that the reference to her son's homosexuality was discriminatory.'</p> | <p>The complaint was resolved when the newspaper published the following clarification: On December 17, we reported that Ian Cunliffe, 41, had been jailed for life for the murder of John Crook, 31, with whom he had lodged in Mill Lane, Wavertree. It was stated that Mr Justice Clarke had told Cunliffe that he took into account that he had claimed he attacked Mr Crook because he had been provoked as his victim had made sexual advances. This was incorrect. In fact, what the judge said he had taken into account was a psychiatric report referring to Cunliffe being sexually assaulted when he was a child. We apologise to Mr Crook's family for any distress caused by the error.'</p> | <p>Liverpool Echo</p> |
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| 01/03/2010 | 1 | Simon Clarkson | Simon Clarkson complained (with the signed authorisation of his son, Daniel Clarkson) to the Press Complaints Commission that the newspaper had published two inaccurate articles. The first stated that Daniel had attacked his "pal" when the victim was, in fact, a stranger. The second featured a photograph of his son and claimed he had been involved in an incident of domestic violence. This was incorrect as the man involved was a different Daniel, Daniel Kitchen. | The complaint was resolved when the newspaper published the following clarification and apology in a prominent position: On 5 September the Yorkshire Evening Post reported that Daniel Clarkson had been imprisoned for attacking a close friend with a knife. We would like to make clear that the victim, Christopher McCarthy, was unknown to Mr Clarkson. We have also been asked to make clear that Daniel Kitchen was jailed for threatening to cut his girlfriend's throat with a knife, not Mr Clarkson as we mistakenly stated in an article on 7 September. We are happy to clarify these points and apologise for the distress caused by the errors. ' | Yorkshire Evening Post |
| 01/03/2010 | 1 | Ms Avril Russell on behalf of her husband George Anton | Ms Avril Russell complained on behalf of her husband, George Anton, that a report of the court case in which he was involved was inaccurate and misleading. Her husband had subsequently been cleared of all charges. | The complaint was resolved when the newspaper provided a copy of the published report of the outcome of the case, in addition to placing it online with a link from the original report. | The Herald (Glasgow) |

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| 01/03/2010 | 1 | Benefits and Work Publishing Ltd | Holiday Whitehead and Steve Donnison complained to the Press Complaints Commission on behalf of Benefits and Work Publishing Ltd. They were concerned that the newspaper had published an article that wrongly claimed the Benefits and Work website had been designed to help people cheat the benefits system. | The complaint was resolved when the newspaper's editor sent a personal letter of apology to the complainants stating that while the Benefits and Work website could be of use to bogus claimants, he accepted that its intention was clearly to provide valuable assistance to genuine claimants. He apologised for any incorrect impression given by the piece.' | Sunday Express |
| 01/03/2010 | 1 | Ms Emily Coles | Ms Emily Coles complained to the Press Complaints Commission that the newspaper had inaccurately captioned a picture of students in Pakistan wearing burqas, stating that the image was of students in France. | The complaint was resolved when the newspaper removed the image from its online article. | The Daily Telegraph |
| 01/03/2010 | 1 | Harry Cichy | Harry Cichy complained to the Press Complaints Commission that the newspaper had reported an employment tribunal in which Tony Bennett was referred to as a "solicitor". The complainant pointed out that Mr Bennett was not a qualified solicitor: he was retired, had not been in possession of a solicitors practising certificate for a number of years and, therefore, was not qualified to act as a solicitor. | The complaint was resolved when the newspaper published a follow-up article (which stated that Mr Bennett was only acting as the defendant's representative in the tribunal in question) accompanied by the following clarification: In an article on November 20, 2009, regarding the tribunal we referred to Tony Bennett as a solicitor. Mr Bennett has since told us he retired in 1999 and is no longer registered with the Solicitors' Regulation Authority. We are happy to make the position clear.' | Nottingham Post |

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| 01/03/2010 | 1 | Mrs Fiamma Restivo | Mrs Fiamma Restivo of Bournemouth complained to the Press Complaints Commission that the newspaper had misquoted her and had wrongly stated that her husband had served a prison sentence in Italy. | The complaint was resolved when the newspaper offered to publish the following statement: In an article in the Daily Echo on October 27 2009 we reported that Mr Daniel Restivo, of Chatsworth Road, Bournemouth, had served a prison sentence of two years and eight months in Italy for perjury. We have been asked to specify that Mr Restivo received a sentence of two years and eight months' probation for perjury which was reduced to two years and two months because he had already served five months 28 days in custody awaiting trial.' | Daily Echo (Bournemouth) |
| 03/03/2010 | 1 | Peter Kilfoyle MP | Peter Kilfoyle MP complained to the Press Complaints Commission that an article on MPs' expenses inaccurately stated that he appeared in the top ten claimants for cleaning/laundry in 2007/2008. In fact, the amount attributed to Mr Kilfoyle was for food.' | The complaint was resolved when the PCC negotiated the following correction and apology: The Daily Mirror is happy to clarify that Peter Kilfoyle MP did not claim £3,043 cleaning/laundry expenses as reported in our article 'Payback Time' of 13 October 2009. We apologise to Mr Kilfoyle for this error.' | Daily Mirror |

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| 03/03/2010 | 1 | Peter Kilfoyle MP | Peter Kilfoyle MP complained to the Press Complaints Commission that an article on MPs' expenses inaccurately stated that he appeared in the top ten claimants for cleaning/laundry in 2007/2008. In fact, the amount attributed to Mr Kilfoyle was for food. He would not have appeared in a top ten for this category.' | The complaint was resolved when - after the newspaper had acknowledged the error at the time and published an apology - the PCC negotiated the following additional correction, which related to a number of MPs: Our table "Top Ten Cleaning Laundry Claimants 07/08" (Oct 12, 09) was the subject of a correction (Oct 13, 09) in which we made clear that the claims attributed to the MPs Peter Bone, Julian Brazier, Tom Clarke, Brian Binley, Stephen Dorrell and Peter Kilfoyle, were in fact for food not cleaning and that each had therefore been wrongly included in the table. Although we apologised for the error at the time, we now in addition wish to make clear that neither Mr Brazier nor Mr Clarke, Mr Binley, Mr Dorrell nor Mr Kilfoyle came anywhere near the top ten food claimants for 07/08. | The Daily Telegraph |
| 03/03/2010 | 1 | Mr Alex Middleton | Mr Alex Middleton of land management firm Greenbelt Group Ltd complained that articles in The Herald and the Sunday Herald, which claimed the company had misused over £100,000 of public money, were inaccurate, misleading and also damaging to the company. | While the newspapers contested the claims, the complaint was resolved when the managing editor and the journalist responsible for the article agreed to meet the complainant and his staff. | Sunday Herald |

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| 04/03/2010 | 1 | Ms Heather Mills | <p>Ms Heather Mills complained to the Press Complaints Commission that an opinion piece was inaccurate in claiming that, during preparations for the TV show 'Dancing on Ice', she had skated with her prosthetic leg uncovered in order to gain sympathy. The reality was that she had rolled her trousers up during a private skating lesson (at which TV cameras were not present) so that her prosthetist could examine the alignment of her leg.'</p> | <p>The matter was resolved when the newspaper agreed to remove the article from its website and sent a private letter of regret to the complainant.</p> | Daily Mail |
| 04/03/2010 | 1 | Professor Paul Ekins | <p>Professor Paul Ekins of the Green Fiscal Commission complained that the newspaper had described the organisation as "government-supported" when it was both structurally and financially independent of government, and its policies were not approved of by the government in any official capacity.</p> | <p>The complaint was resolved when the newspaper published the following statement: Following our 27 October coverage of green tax proposals by the Green Fiscal Commission (GFC) we have been asked to make clear the GFC is not government-supported.</p> | The Daily Telegraph |

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| 05/03/2010 | 1, 2 | Graham Allen MP | Graham Allen MP complained to the Press Complaints Commission that an article about an Early Day Motion which he had proposed was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the following clarification: Following our article MPs challenge expenses rules' (Nov 12, 09) about the tabling of a Commons motion (Independent Parliamentary Standards Authority and Hon. Members' Pay) by Graham Allen MP, we are happy to make clear his position that the motion did not seek to "water down the new rules" or make a "coded suggestion that MPs should get a pay rise". The motion asked for an independent body to set MPs' wages and Mr Allen's reference to "without retrospectivity" was intended by him to mean that the new rules would not apply to past circumstances.' | The Daily Telegraph |
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| 05/03/2010 | 1 | Mrs D Green | Mrs D Green of Leeds complained to the Press Complaints Commission that the newspaper had inaccurately stated that her late husband had been an asbestos worker and had misrepresented the medical causes and progression that led to his death. | The complaint was resolved when the newspaper published the following statement: Mr Neil Green An inquest report which appeared in the Yorkshire Evening Post on August 11, 2009, stated that Mr Neil Green, who died on July 27, 2009, was an asbestos worker who was diagnosed as terminally ill 10 days prior to his death. The family of Mr Green have asked us to point out that he was, in fact, an engineer with no association to any asbestos company who was diagnosed with an asbestos-related condition five years prior to his death. We are happy to make the clarification. | Yorkshire Evening Post |
| 08/03/2010 | 1 | Peter Bye | Peter Bye complained to the Press Complaints Commission that the newspaper - which reported that his son, Steven Bye, had been charged with the rape of a 15 year-old girl - had failed to report that he had been acquitted and released after trial. He was also concerned that the newspaper had published the street name and town in which his son lived. | The complaint was resolved when the newspaper published the following statement, under the heading "Cleared of rape", on page 3. The editor also wrote a personal letter, which apologised to Mr Steven Bye. "A Desborough man has been cleared of raping a 15-year-old child. Steven Bye, 39, of Rushton Road had pleaded not guilty to an incident alleged to have happened in October 2008 and was cleared at the Northampton Crown Court on 7 December." | Northants Evening Telegraph |

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| 08/03/2010 | 1 | West London Mental Health Trust | <p>Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained to the Press Complaints Commission that an article about the possible redevelopment of Broadmoor Hospital and a separate online article about patients learning DJ skills - contained inaccuracies.</p> | <p>The complaint was resolved when the newspaper - which marked its internal cuttings and circulated details of the errors to all its staff to ensure that they would not be repeated - published the following correction: In a satirical article on January 12 we mistakenly referred to Broadmoor hospital as a prison and suggested it had padded cells. We are happy to make clear that Broadmoor does not have any cells. As a high security hospital it supports patients suffering from serious mental health problems accommodated on wards. In addition, Ian Brady has never been a patient at Broadmoor. We regret the errors. It also published the following correction online, having amended the original article: In a satirical article on January 12 and on the morning of 2 February we mistakenly referred to Broadmoor hospital as a prison and suggested in the first story that it had padded cells. We are happy to make clear that Broadmoor does not have any cells. As a high security hospital it supports patients suffering from serious mental health problems accommodated on wards. In addition, Ian Brady has never been a patient at Broadmoor. Our online stories have been adjusted to omit these errors which we regret.</p> | Daily Mail |
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| 09/03/2010 | 1, 12 | West London Mental Health Trust | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained that an article about the possible redevelopment of Broadmoor Hospital was inaccurate and discriminatory. | The complaint was resolved when the newspaper published the following apology: We wish to apologise to West London Mental Health Trust and to the staff and patients of Broadmoor Hospital for our article of January 12 which we now accept was in poor taste. As well as being extremely offensive to patients and staff at the hospital, to people who suffer or have had to live with mental illness, and to families affected by the actions of some of Broadmoor's patients, the article also broke several areas of the Code of Practice - not least of all under the headings of accuracy and discrimination. We regret this and assure our readers that it was not our intention to stigmatise mental ill-health or those who experience it.' | Daily Sport |
| 09/03/2010 | 1 | Mr Jim Przedzienkowski | Mr Jim Przedzienkowski complained to the Press Complaints Commission that the News & Star had published an article that wrongly referred to Auschwitz as a "Polish death camp". | The complaint was resolved when, following an enquiry from the PCC, the article was removed from the newspaper's website.' | News & Star |

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| 09/03/2010 | 1, 3, 4, 5 | Mr & Mrs R Jones | Mr & Mrs R Jones complained through Kingsley Napley Solicitors of London that they had been harassed by a freelance reporter working for the newspaper. They were also concerned that a subsequent article contained numerous inaccuracies. | The complaint was resolved privately between the parties after the newspaper had removed the article from its website and sent a private letter of apology to the complainants. | Evening Standard |
| 09/03/2010 | 1 | Mr Edward Pugh | Mr Edward Pugh complained to the Press Complaints Commission questioning the accuracy of the newspaper's claim that up to 60,000 people might die as a result of the cold winter.' | The complaint was resolved when the newspaper explained that the figure related to Excess Winter Mortality and not to direct victims of the weather, and indicated that the figures cited were similar to those attributed to previous cold winters in the up. | Sunday Express |
| 09/03/2010 | 1 | Stuart Ilsley | Stuart Ilsley complained to the Press Complaints Commission that the newspaper had published a one-sided, inaccurate story headlined "Pet cat survives mauling by dog". As the owner of the dog, the complainant felt it was unacceptable that the newspaper had accepted the cat owner's version of events as fact and had failed to obtain further details on the matter from his wife (who had been the only witness to the "mauling").' | The PCC obtained an explanation from the editor who made clear why the complainant had not been approached prior to publication. The complaint was resolved following the negotiation of a private letter from the editor, addressed to the complainant and his family, that acknowledged their side of the story and apologised for the distress the coverage had caused. | Medway Messenger |

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| 09/03/2010 | 1, 5 | Sian Morgan | Sian Morgan, a friend of Meredith Kercher, complained to the Press Complaints Commission that the magazine had published an inaccurate and insensitive article that referred to Amanda Knox as a one of "20 things that turn us on". | The complaint was resolved when the magazine explained that the piece accurately described the charges faced by Ms Knox - a position the complainant accepted - and published an apology on its letters page in the following terms: "In the December 2009 issue of Loaded, in an article headlined '20 Things That Turn Us On (That Probably Shouldn't)' we said that we were somewhat aroused by Amanda Knox aka 'Foxy Knoxy'. We now admit that the article could have caused distress to her victim's relatives, for which we apologize unreservedly." | Loaded |
| 11/03/2010 | 1 | Ms Leona Lewis & Syco Music | Ms Leona Lewis and Syco Music complained to the Press Complaints Commission that an article was inaccurate in its claim that the latter had questioned the former's weight and appearance. They said it was untrue that Syco Music had forced Ms Lewis to diet and to revamp her image.' | The matter was resolved when the PCC negotiated the following correction, which appeared under the headline Syco Music': In our issue of 7 December 2009 we ran a story about Leona Lewis being 'forced to diet'. Leona's record label, Syco, have asked us to point out that they have never questioned Leona's weight or appearance. Nor have they asked her to revamp her image and create a sexier look to boost her popularity in America. We only ever intended to report positively on Leona Lewis's appearance and her prospects in America, and are happy to make the position clear. ' | Now |

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| 11/03/2010 | 1 | The Rt Hon David Blunkett MP | The Rt Hon David Blunkett MP complained to the Press Complaints Commission that an article was misleading in its claim that he had been involved in a shares scandal.' | The PCC obtained an initial response to the complaint from The Daily Telegraph, which was sent to the complainant. He subsequently entered into a direct exchange with the publication and the complaint was resolved amicably on the basis of that contact. | The Daily Telegraph |
| 12/03/2010 | 3, 5 | The Family of Lee Alexander McQueen & The Gucci Group | The family of Lee Alexander McQueen and the Gucci Group complained to the Press Complaints Commission, through Swan Turton solicitors of London, that video footage on the newspaper's website showing Mr McQueen's body being taken from his home was intrusive in breach of Clause 3 and Clause 5 of the Code.' | The complaint was resolved when - before the PCC's direct involvement - the newspaper removed the video footage from its website.' | Daily Mirror |
| 12/03/2010 | 1 | A man | A man from Glasgow complained to the Press Complaints Commission that the newspaper had published an article which inaccurately implied that he was a "career criminal" and that his wife's business was illegitimate. The article had contained several anonymous profiles of individuals alleged to be using nurseries as fronts for criminal activities; the complainant felt that one of these profiles would be recognisable to many people as referring to himself.' | The newspaper did not agree that readers would necessarily infer that the profile referred to the complainant. However, the complaint was resolved when the PCC negotiated an agreement that the newspaper would not refer to the complainant by name, nor repeat the description of the individual in the article, unless future events were to occur that would make it perverse not to do so. | Sunday Mail |

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| 12/03/2010 | 3, 5 | The Family of Lee Alexander McQueen & The Gucci Group | The family of Lee Alexander McQueen and the Gucci Group complained to the Press Complaints Commission, through Swan Turton solicitors of London, that a photograph on the newspaper's website showing Mr McQueen's body being taken from his home was intrusive in breach of Clause 3 and Clause 5 of the Code.' | The complaint was resolved when - before the PCC's direct involvement - the newspaper removed the photograph from its website.' | Belfast Telegraph |
| 12/03/2010 | 3, 5 | The Family of Lee Alexander McQueen & The Gucci Group | The family of Lee Alexander McQueen and the Gucci Group complained to the Press Complaints Commission, through Swan Turton solicitors of London, that the newspaper had made an insensitive reference to Mr McQueen in an article about his death. | The complaint was resolved when - before the PCC's direct involvement - the newspaper removed the reference from the online version of the article.' | Evening Standard |
| 15/03/2010 | 1 | Mr David Goldsmith | Mr David Goldsmith complained to the Press Complaints Commission that the newspaper had exaggerated the risks of suffering serious head injuries in skiing, by publishing statistics without proper scientific sources. | The complaint was resolved when the newspaper indicated that it had contacted the source of the figures, the Ski Club of Great Britain, and that - as that organisation had subsequently chosen to remove the disputed statistics from their website - the newspaper had decided to suspend the online article. | The Daily Telegraph |

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| 16/03/2010 | 1 | Graham Winterbottom | Graham Winterbottom, of Winterbottom Schoolwear - distributors of the Reflazer safety blazer - complained to the Press Complaints Commission that the newspaper had inaccurately stated that the blazer did not work and that a spokesperson for the charity BRAKE had said sales of the product should be stopped pending further tests. | The complaint was resolved when the PCC negotiated the following letter, which appeared under the headline 'Reflazer Safety blazer': As supplier of the Reflazer safety blazer, we must take issue with your article (October 27) that claimed it does not work. Others who have tried it - including local authority Road Safety Officers, teachers and school pupils - immediately saw the effect and recognised it as a valuable road safety aid. The reflective strips on the blazer do not light up as if by magic - "retroreflective" materials, like high-vis clothing, road signs and cats-eye, shine light back to the source, ie, from headlights back to the driver. Reflazer was not, in addition, "the brainchild of the Schoolwear Association", and road safety charity BRAKE has never said Reflazer should be withdrawn for further tests or authorised anyone else to say it. The Reflazer blazer works superbly well in the context it was designed for - to make the wearer more visible to oncoming vehicles at night. Graham Winterbottom, Winterbottom Schoolwear' | Daily Mirror |
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| 18/03/2010 | 1 | Aaron Brown | <p>Aaron Brown complained to the Press Complaints Commission that an article contained a number of inaccuracies about the inquest into the death of his late brother, Terry Brown.</p> | <p>The complaint was resolved privately between the parties when the newspaper published the following correction and apology: Terry Brown inquest: apology In a report in Thursday's Chronicle and Echo regarding the inquest into the death of Terry Brown, reference was made to an assault on Mr Brown's fiancée. We would like to make it clear that this was an alleged assault and at the time of Mr Brown's death he had been released on bail pending further inquiries. The report also stated that Mr Brown had left a handwritten note to his fiancée threatening to harm himself. It has since been made clear to us that this note was undated and had been disregarded by the coroner as a vague letter which did not make a direct reference to him harming himself. We are happy to make the corrections and apologise to the family for any upset caused. '</p> | Northampton Chronicle & Echo |
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| 19/03/2010 | 1 | Lord Martin | <p>Lord Martin of Springburn complained to the Press Complaints Commission that a series of articles about secret restitution arrangements for MPs who had over-claimed on their expenses were inaccurate in regard to his role in the matter when he was Speaker of the House of Commons.</p> | <p>The complaint was resolved when the PCC negotiated the following correction and apology, in addition to the amendment of the online articles and the marking of the newspaper's cuttings for future reference: In a series of articles about secret restitution arrangements for MPs who had over-claimed on their expenses (Jan 13 & 15; telegraph.co.uk, Jan 12, 14, 15, 23), it was reported that Michael (now Lord) Martin, when Speaker of the House of Commons, had introduced these arrangements or that they were implemented under his auspices. We now accept that Lord Martin was not responsible for the introduction of these arrangements and apologise to him for our error. '</p> | The Daily Telegraph |
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| 19/03/2010 | 1 | Edward Rumfitt | Edward Rumfitt complained to the Press Complaints Commission that an article about gang crime in Liverpool had included a photograph of a replica gun, when the article had suggested that the weapon was real. | The newspaper explained that the reporter had no reason to believe that the gun was not real. It said that replica guns can also cause fatal harm and that it had been helping Merseyside Police with tracing the weapon. The complaint was resolved when the newspaper agreed to bring the points raised by the complainant to the attention of the reporter and to keep his concerns in mind for similar articles in future. The complainant sent photographs of replica guns to the newspaper for reference, and the newspaper also noted the complainant's contact details should the need to utilise his expertise in the field arise in future.' | The Sun |
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| 22/03/2010 | 1 | William Nel-Barker | William Nel-Barker complained that the article's statement that "Brussels was proposing to make motorists responsible for all accidents involving cyclists" was inaccurate. He was also concerned that he had not been given the opportunity to point out this mistake.' | The complaint was resolved when the PCC negotiated the publication of the following letter, both in The Mail on Sunday letters page and attached to the online article: Petronella Wyatt claims there is a proposal to make motorists responsible for all accidents involving cyclists, regardless of who is actually in the wrong. This is factually inaccurate and creates animosity towards cyclists. The proposed Strict Liability legislation will always allow a driver the chance to prove a cyclist's guilt. Equally a cyclist who hits a pedestrian would be presumed guilty but will have the chance to prove otherwise. William Nel-Barker Plymouth ' | The Mail on Sunday |
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| 23/03/2010 | 1 | Coleman & Co. | <p>Ms Sarah Davies, on behalf of demolition contractor Coleman & Co, complained that the newspaper had published an article containing a number of inaccurate and misleading statements.</p> | <p>The complaint was resolved when the Birmingham Mail published the following statement: Following our article of May 30 2009 in which we stated that a family were left homeless when bungling council contractors accidentally destroyed their home, we can confirm that the Health and Safety Executive have concluded that demolition contractors Coleman & Co were not to blame for the accident. A director of Coleman & Co did apologise in person to the family for the inconvenience caused and we apologise to Coleman & Co for these errors. and the Sunday Mercury published the following: Following our article of May 31 2009 in which we stated that a family were left homeless when bungling council contractors accidentally destroyed their home, we can confirm that the Health and Safety Executive have concluded that demolition contractors Coleman & Co were not to blame for the accident. We apologise for the error to Coleman & Co.</p> | Birmingham Mail |
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| 23/03/2010 | 1 | Coleman & Co. | <p>Ms Sarah Davies, on behalf of demolition contractor Coleman & Co, complained that the newspaper had published an article containing a number of inaccurate and misleading statements.</p> | <p>The complaint was resolved when the Birmingham Mail published the following statement: Following our article of May 30 2009 in which we stated that a family were left homeless when bungling council contractors accidentally destroyed their home, we can confirm that the Health and Safety Executive have concluded that demolition contractors Coleman & Co were not to blame for the accident. A director of Coleman & Co did apologise in person to the family for the inconvenience caused and we apologise to Coleman & Co for these errors. and the Sunday Mercury published the following: Following our article of May 31 2009 in which we stated that a family were left homeless when bungling council contractors accidentally destroyed their home, we can confirm that the Health and Safety Executive have concluded that demolition contractors Coleman & Co were not to blame for the accident. We apologise for the error to Coleman & Co.</p> | <p>Sunday Mercury</p> |
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| 23/03/2010 | 1 | Farquhar MacBeath | Farquhar MacBeath complained to the Press Complaints Commission that an article in The Scottish Sun had inaccurately attributed to him a statement that had been made by Jamie McGrigor MSP. | The complaint was resolved when the PCC helped negotiate the following correction: Farquhar MacBeath: In a story headlined Farmer's Bird Plea on November 13, 2009, we attributed a quote to Farquhar MacBeath. The quote was actually made by Jamie McGrigor MSP. We are happy to clarify the matter. ' | Scottish Sun |
| 23/03/2010 | 3 | Ms Rochelle Wiseman | Ms Rochelle Wiseman, one of the pop group The Saturdays, complained to the Press Complaints Commission through Swan Turton solicitors of London that the newspaper had in its possession images of her which intruded into her private life in breach of Clause 3 (Privacy) of the Code. | The complaint was resolved when the newspaper - which contested any suggestion that it had breached the Code as the photographs had not been published - permanently deleted the images from its system and gave an assurance that it had no intention of publishing them. | News of the World |
| 23/03/2010 | 1 | Mr Alex Middleton | Mr Alex Middleton of land management firm Greenbelt Group Ltd complained that articles in The Herald and the Sunday Herald, which claimed the company had misused over £100,000 of public money, were inaccurate, misleading and also damaging to the company. | While the newspapers contested the claims, the complaint was resolved when the managing editor and the journalist responsible for the article agreed to meet the complainant and his staff. | The Herald (Glasgow) |

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| 24/03/2010 | 1 | Michael Hewitson | <p>Michael Hewitson complained to the Press Complaints Commission that the newspaper had published an article about local mental health care provision in which he was misquoted.</p> | <p>The newspaper said that it had tried to resolve the matter directly with the complainant and was happy to publish either correction or a letter from the complainant in his own words. The matter was resolved when the PCC negotiated the publication of a correction - with equal prominence to the original - in the following terms: In an article headlined "Future of Spinnaker Lodge up in the air" dated 18 December 2009, we reported on a meeting at which members of the public questioned NHS representatives about the future of community mental health services in the Whitby area. It was stated that one individual asked for a definition of the difference between social care and respite care. We have been asked to make clear that he actually requested a definition of the difference between social care and health care. We are also happy to clarify that the comment made regarding a Continuing Health Care "postcode lottery" was based on official funding figures that show a significant difference between the financial resources available to North Yorks & York NHS Trust and other trusts in the North East.</p> | Whitby Gazette |
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| 24/03/2010 | 1 | Philip Baum | Philip Baum, editor of Aviation Security International magazine, complained to the Press Complaints Commission that the newspaper had quoted him in an article but misleadingly implied (via the headline "Call for Muslim jet scan") that he felt that Muslim airline passengers should be treated differently to non-Muslims. | The complaint was resolved when the PCC negotiated the following correction which appeared on page two of the newspaper and featured prominently on homepage of the newspaper's website: Our December 29, 2010 article "Call for Muslim jet scan" may have been taken to mean that Mr Baum, an aviation security expert, advocated that only suspicious looking Muslims should face full body scans. We wish to make clear that Mr Baum said all suspicious looking people should be body scanned.' | Daily Star |
| 25/03/2010 | 1, 10 | Mick Clark | Mick Clark complained to the Press Complaints Commission that a report of a road accident had carried an inaccurate headline about the number of vehicles involved, and expressed concern that accompanying photographs of the accident had been obtained through the use of a clandestine device. | The complaint was resolved when the newspaper explained the circumstances under which the photograph had been taken, apologised to the complainant for the inaccurate headline and arranged for it to be corrected online. | Burton Mail |
| 25/03/2010 | 1 | Paul Golding | Paul Golding of the BNP complained to the Press Complaints Commission on behalf of the party's leader, Nick Griffin, that an article was inaccurate in stating that Mr Griffin had admiration for Adolf Hitler.' | The matter was resolved by the PCC when the newspaper agreed to remove the disputed claim from the online version of the article and note Mr Griffin's position for future reference.' | Daily Mail |

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| 25/03/2010 | 1 | Alberta Robinson | <p>Alberta Robinson complained to the Press Complaints Commission that the newspaper had reported that she had been the victim of an assault at the hands of her brother, a member of the UVF, when this was not the case.</p> | <p>The newspaper explained that the article was based on information provided by a confidential source but accepted that it could not corroborate the source's version of events. It was the anonymous source's word against that of the complainant (who maintained that no such incident took place). The complaint was resolved when the PCC negotiated an undertaking for future reporting: the newspaper agreed not to mention the complainant in any future coverage of incidents or activities involving her brother.'</p> | Sunday World |
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| 26/03/2010 | 1, 12 | Richard Biddlecombe | <p>Richard Biddlecombe, Media Consultant to the Family Federation for World Peace and Unification, complained to the Press Complaints Commission that an article about the Unification Church had made a number of inaccurate claims about the organisation. In particular, he pointed out that a government investigation had concluded that allegations of brainwashing were unfounded, that Reverend Moon had not been banned from the UK for 27 years, and that none of the couples in any of the mass weddings conducted had met for the first time at the ceremony itself. He was also concerned that the article's use of the term "moonie" had represented a derogatory and discriminatory reference to unificationists.'</p> | <p>The complaint was resolved when the PCC helped to negotiate publication of the following clarification: In our article on 15 October 2009 about a mass wedding conducted by the Reverend Sun Myung Moon, we incorrectly said that many of the couples had met for the first time at the ceremony itself. In the same article we also stated that Reverend Moon had been banned from the UK for 27 years whereas that is not the case. We are happy to clarify these points and apologise for any confusion caused. In addition, the newspaper agreed to amend its records to reflect the points raised by the complainant, and also noted his request of meeting with one of its representatives.</p> | Daily Express |
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| 26/03/2010 | 1, 2, 3, 6 | Bryan Hindle | Bryan Hindle complained to the Press Complaints Commission that an article about his former partner's new marriage had contained a number of inaccuracies, which included the erroneous claim that his daughter, Abbi, was the daughter of his former partner's new husband. He had joint custody of his daughter, and was also concerned that the article had included a photograph of her, published without his consent. He added that the article had caused distress to his daughter and other members of the family.' | The complaint was resolved when the PCC helped to negotiate publication of the following clarification: Further to our article Don't stop the wedding, mum' on 12 November 2009, we would like to clarify that Abbi Hindle is not the daughter of Joanne Darby's husband, Chris. Abbi is Ms. Darby's daughter from a previous relationship with Abbi's father, Mr. Bryan Hindle. We are happy to set the record straight and apologise for any distress caused. The newspaper also undertook to not publish the photograph of the complainant's daughter again.' | Take a Break |
| 29/03/2010 | 1, 3 | The Rt Hon David Blunkett MP | The Rt Hon David Blunkett MP complained to the Press Complaints Commission that a story about his former grace-and-favour home inaccurately and irrelevantly referred to historical information about his private life (specifically, his relationship with Kimberly Quinn). | The newspaper said that the information about the complainant's past was all well-known and its republication was not an invasion of his privacy. The article was entirely accurate. The complainant subsequently contacted the newspaper directly and the matter was resolved privately between the parties.' | Daily Mirror |

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| 30/03/2010 | 1 | Michelle Smith | Michelle Smith complained to the Press Complaints Commission that the newspaper had published an article about a photograph that showed her holding a gun. She said the piece contained inaccuracies and was generally misleading to readers as it failed to explain the reason behind the photograph. The complainant explained that the image, a personal photograph taken on a class trip, had been uploaded to her school's website by mistake.' | The complaint was resolved when the newspaper removed the online article and annotated its archive records in light of the complainant's concerns.' | Evening Standard |
| 31/03/2010 | 1 | Lord Morris | Lord Morris of Manchester complained to the Press Complaints Commission that an article about his allowance claims was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction: An article of November 1, 2009 stated that, despite owning a house in London, Lord Morris of Manchester had claimed £100,000 in allowances by designating his house in Manchester as his main address. We now accept that it was his main home for 12 years and that the reason for the re-designation of his main home to London in April 2008 was due to serious ill health. There is no suggestion of any impropriety, financial or otherwise, on his part. | The Sunday Times |

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| 01/04/2010 | 1, 3 | Derek Ford | <p>Derek Ford complained to the Press Complaints Commission that the newspaper had published an inaccurate, insensitive feature about his daughter, Becky, who had sadly died. The article reported Becky's death from the point of view of her partner but the complainant and his wife were not aware that the piece was to be published. The complainant was particularly concerned that the article presented a photograph of his daughter and included details about her condition - Kawasaki disease - that might have been misleading to readers.'</p> | <p>The magazine did not accept that there had been a breach of the Code but it acknowledged the complainant's position (particularly in regard to Becky's medical condition). The complaint was resolved when the PCC negotiated a private letter of apology for the complainant and obtained an assurance that the story would not be sold on by the magazine in the future.'</p> | Woman |
| 01/04/2010 | 1 | Dave Cooper | <p>Dave Cooper complained that the newspaper had published an article which implied a link between a photography business and claims of fraud when the two were unrelated.</p> | <p>The complainant decided to deal directly with the editor after the lines of communication were opened by the Press Complaints Commission. He thanked for the PCC for its assistance and confirmed that the matter had been resolved through the publication of a letter that was acceptable to both the complainant and the newspaper.</p> | Eastbourne Herald |

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| 01/04/2010 | 1, 2 | Simon Evans | <p>Simon Evans, Press Office Manager for Thames Water, complained to the Press Complaints Commission that the article "Smelly tap water was tainted by glue' chemicals" had failed to report that Thames Water had responded to a customer's complaint about the water in four working days, despite informing the newspaper that this was the case. The complainant felt that this gave an unbalanced account of the events, as it left the customer's claim that it had taken the company two weeks to respond un-counteracted. The complainant had contacted the newspaper, who undertook to alter the article on the website and in later editions. The newspaper had duly altered the online edition, but failed to change the later printed editions of the article.'</p> | <p>The complaint was resolved, prior to the PCC's involvement, when the newspaper printed the following letter from Thames Water in its letters page: Following complaints last month about an unusual smell in tap water from a small number of customers in north-east London, we can confirm this problem is fully resolved. Contrary to Rachel Lewis's claim that it took us two weeks to answer her written query, our records show she emailed us on 19 February and after trying to call her we emailed her on 25 February, four working days later. We apologise to Miss Lewis and to all other customers affected.'</p> | Evening Standard |
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| 07/04/2010 | 1 | Peter Stafford | <p>Peter Stafford, acting in the interests of Merseyside BNP, complained to the Press Complaints Commission that the newspaper had misreported events that had happened on the day of the Fazakerly by-election in Liverpool. The complainant was concerned that the article contained inaccurate claims regarding the behaviour of BNP members and the newspaper had failed to obtain a comment on the matter from the BNP press spokesperson for the area.</p> | <p>The newspaper explained that the article was based on allegations and that it had approached a BNP member for his response (but none was forthcoming). However, the newspaper accepted the complainant's argument that there was a specific spokesperson who would have been available to respond to the accusations had he been contacted. The complaint was resolved when the PCC negotiated: the annotation of the newspaper's archive to show that the report had been the subject of a complaint; an amendment to the online article to include comment from Steven Greenhalgh; and the publication of the following letter: I am responding to the article of February 19 headlined "BNP targets home of city's ex-Lord Mayor". The report stated that a group of BNP supporters had been accused of hurling abuse over a loudspeaker outside the home of Cllr Steve Rotherham on the day of the council by-election in Fazakerley. The only thing that went out over a loud speaker was a pre-recorded message of "Vote Peter Stafford on 18th February". Liverpool BNP were carrying out their democratic right of campaigning when somebody phoned the police and made a complaint. At no time was this a "demo". BNP members were questioned by Merseyside Police officers, who decided that no offences had been committed or laws broken. Steven Greenhalgh, Media liaison officer, Merseyside British National Party'</p> | Liverpool Echo |
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| 07/04/2010 | 1, 2, 9 | A man | A man complained to the Press Complaints Commission that the newspaper had linked him to a story about Airport Security when it was not genuinely relevant and the details reported were inaccurate. | The newspaper did not accept that there had been a breach of the Code. However, the complaint was resolved when the newspaper took out the offending paragraph from the online article and the PCC negotiated the removal of the reference to the complainant's name in the Google link to the piece.' | The Sunday Times |
| 07/04/2010 | 1 | Mr Christopher Withell and Ms Faye Hughes | Mr Christopher Withell and Ms Faye Hughes complained that the newspaper had inaccurately stated that "all evidence shows that a child has the best life outcomes if he or she is adopted into a stable, married, traditional family - and that means a mother and a father and not two dads", arguing that there was research contradicting this view. | The complaint was resolved when the newspaper published the following statement: In our article of 16 September 2009, we stated that "all the evidence shows that a child has the best life outcomes if he or she is adopted into a stable traditional married family - and that means a mother and a father, not two dads." We would like to make it clear that there is conflicting evidence both supporting and rebutting this position. | Daily Mail |
| 07/04/2010 | 1 | Mr Tony Fox | Mr Tony Fox of Carmarthen complained to the Press Complaints Commission that an article about a police investigation into the death of a man in Lampeter, Wales, was misleading when it referred to a "known crook called Tony Fox". He said that he was the only Tony Fox in the area and had not been contacted by the police. | The complaint was resolved when the PCC helped negotiate publication of the following letter: Further to your article about a suicide which started a police investigation based on a tip-off from a ghost (The Sun, November 6), I would like to make clear I am not the Tony Fox referred to as "a known crook" in the story. That Tony Fox was from the Greater Manchester area and is not related to me. Anthony "Tony" Fox, Carmarthen | The Sun |

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| 07/04/2010 | 1 | Mohammed George | <p>Mohammed George, a well-known actor, complained to the Press Complaints Commission through Simons Muirhead & Burton solicitors that the newspaper had failed to report the outcome of a successful defamation action he had taken against it.</p> | <p>The newspaper said that an unfortunate internal communications breakdown accounted for its failure to report the case's outcome in a timely fashion. To rectify matters - and to resolve the complaint - it belatedly published the following article under the heading '£75,000 Mo libel win': Former EastEnders star Mo George has been awarded £75,000 libel damages over a Sun article which a jury ruled wrongly branded him a woman beater. The actor's lawyer, Ronald Thwaites, QC, told the High Court the article left Mr George depressed and unwilling to go out. After the case, Mr George, 26, said: "I want to thank all my friends and family who have supported me through all of this. "Publishers News Group Newspapers had denied libel, claiming justification and maintained the article was true. '</p> | The Sun |
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| 07/04/2010 | 1 | Mr Christopher Trow | Mr Christopher Trow complained to the Press Complaints Commission through Wilford Smith Solicitors that an article - reporting the North Eastern Traffic Commissioner's decision to reject his application for an O-licence - had inaccurately stated that a conviction for a drug offence had not been disclosed in the application. He also disputed claims that HM Revenue and Customs had demanded £80,000 for repayments of fuel duty and that a stolen truck had been recovered with the tachograph records missing.' | The magazine accepted that the article had incorrectly claimed that the complainant's application had failed to disclose his drug conviction. It offered to publish a clarification on this point only. The parties agreed to correspond directly to agree a wording, and the matter was resolved privately.' | Commercial Motor |
| 07/04/2010 | 1, 3, 6 | Mr Gordon Campbell | Mr Gordon Campbell complained to the Press Complaints Commission that an article which reported that his grandchildren had been orphaned following a car crash which their mother had died contained a photograph of the children which had been published without consent in breach of Clause 6 (Children) of the Code. He also said that the article contained inaccuracies and was intrusive. | The PCC negotiated the following resolution to the complaint: the newspaper - which accepted that the photograph had been published without the necessary consent - apologised to the family, deleted the photograph from its picture library and gave an assurance as to future publication. It also made donations to two charities of the complainant's choice.' | Sunday Mail |

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| 07/04/2010 | 1, 6 | Mr Gordon Campbell | Mr Gordon Campbell complained that an article which reported that his grandchildren had been orphaned following a car crash which killed their mother contained a photograph of the children which had been published without consent. He also said that the article contained inaccuracies. | The complaint was resolved when the newspaper removed the photograph from its picture library, marked its cuttings and databases, wrote a private letter of regret to the family and made donations to two charities of the complainant's choice.' | Scottish Daily Mail |
| 07/04/2010 | 1 | Mr Starbuck Coleman | Mr Starbuck Coleman complained to the Press Complaints Commission that the newspaper had inaccurately claimed that he had been bussed in' to form part of the audience to a speech by David Cameron, when he had not been present at the speech.' | The matter was resolved when the newspaper apologised to the complainant and published the following correction: Last week Stephen Coleman was mistakenly identified as sitting behind David Cameron at the University of London. Mr Coleman is a member of Conservative Future bur was not present that day. We apologise to Mr Coleman for our error. | The People |
| 07/04/2010 | 1 | Mr Starbuck Coleman | Mr Starbuck Coleman complained to the Press Complaints Commission that the newspaper had inaccurately claimed that he had been bussed in' to form part of the audience to a speech by David Cameron, when he had not been present at the speech.' | The matter was resolved when the newspaper apologised to the complainant, marked its cuttings, removed reference to him from the online version of the article and appended the following statement: An earlier version of this piece mistakenly identified Stephen Coleman as one of the people sitting behind David Cameron. In fact, Mr Coleman was not in attendance at the event. We are happy to clarify this. | Daily Mail |

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| 07/04/2010 | 1 | Mr Steve Reed | <p>Steve Reed, Leader of Lambeth Council, complained to the Press Complaints Commission that the newspaper had reported that he had been criticised "for making unfounded allegations" against another councillor, and that it had described him as "smearing" her. He considered that this implied his statements had been untrue, when he considered them to have been accurate and founded in publicly established facts.</p> | <p>The complaint was resolved when the newspaper published the following statement: On 30 October we published an article about comments made by Cllr Steve Reed about Cllr Betty Evans-Jacas. We regret that our article might have been interpreted as suggesting Cllr Reed's comments were untrue and inaccurate. Our intention was simply to report the reaction to the comments in some quarters not to make any judgement on the accuracy of that response, nor to imply that Councillor Reed's comments were untrue. We are happy to make the position clear.'</p> | <p>South London Press</p> |
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| 07/04/2010 | 1 | Mr Brian Meager | <p>Mr Brian Meager complained to the Press Complaints Commission - on behalf of his daughter Marilyn Meager - that an article reporting a sentencing hearing following her guilty plea to a charge of failing to control a dangerous dog in a public place had contained inaccuracies which sensationalised the incident and presented her in an unfavourable and negative manner.</p> | <p>The complaint was resolved when the PCC helped to negotiate publication of the following correction: ON January 5, the Echo carried a report of a case heard at Basildon Crown Court headlined "Owner of vicious dog avoids prison" in which it was incorrectly stated that the attack took place in a public park. In fact, the incident took place on a footpath, used by all members of the community, leading to a supermarket. The report also said there was blood dripping from the dog's teeth. Although it was said in court there was blood on the dog's teeth around its mouth and on its body, it was not established in court that blood was dripping from the teeth. The story also said a Chihuahua attacked by the dangerous dog needed lifesaving surgery. This was incorrect. Although the dog needed an emergency procedure, it is not certain it would have died from its injuries. The Echo apologises for the errors and any distress caused.'</p> | Basildon Echo |
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| 09/04/2010 | 1 | Miss Emma Amelia Pearl Czikai | <p>Miss Emma Amelia Pearl Czikai - a former auditionee on the TV show Britain's Got Talent - complained to the Press Complaints Commission that amendments made to an online article about her tribunal proceedings against Simon Cowell's company, Simco, and the show's producers, Freemantle Media, in order to clarify her position had not adhered to the due prominence requirement of Clause 1(ii) of the Code. She said that, as a sufferer of cervical spine neuritis, she experiences symptoms similar to a hang over which - in the absence of appropriate sound settings - can cause hypersensitivity of hearing and head pain, preventing her from hearing properly to sing. She said that she was an interviewee competing for one of many short-term employment contracts, and by failing to make reasonable adjustments for her condition, the show had breached the Disability Discrimination Act 1995. She added that despite a further appearance on Britain's Got More Talent - which proved that she could sing in a fair environment - the show continued to sell her original audition, giving a false impression of her singing ability. She said that the two appearances had not been linked, as</p> | <p>Although the newspaper did not accept any breach of the Code, the complaint was resolved when the PCC helped to negotiate further additions to the online article (including a line to inform readers that an earlier version had been amended), which the newspaper agreed to as a gesture of goodwill. Miss Czikai thanked the PCC and the Daily Mail for their kindness in dealing with her complaint so sensitively and amicably.</p> | Daily Mail |
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| 09/04/2010 | 1 | Mr Euan McIlvrde | Mr Euan McIlvrde complained to the Press Complaints Commission that an article originally published in 2008, which remained on the newspaper's website, had inaccurately stated that he had been jailed for three years in 1999. | The newspaper accepted that this was incorrect, and that the criminal conviction to which reference was made in the article had been quashed, on appeal, in 1999. The complaint was resolved when the PCC helped to negotiate the removal of the online article from the newspaper's website. The newspaper apologised to the complainant and also agreed to amend its files accordingly.' | Sunday Mail |
| 09/04/2010 | 1 | Ms Yvette Rowland | Ms Yvette Rowland, who produced and starred in the film Killer Bitch, complained to the Press Complaints Commission that an article which reported the behaviour of co-star Alex Reid on set contained inaccuracies. In particular, the complainant was concerned that she had been referred to as Mr Reid's 'other woman' - when they had a purely professional relationship - and that, in the interview, she did not say that he had acted "like an animal" or that they had gone at it "hammer and tongs" in the sex scene.' | The complaint was resolved privately between the parties, following the PCC's involvement. ' | Now |

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| 12/04/2010 | 1 | Liz Sutherland | <p>Liz Sutherland complained to the Press Complaints Commission that a photograph of her son had been inaccurately used to illustrate an article about two assaults committed by a young boxer. The picture was identified (including on the front page) as showing the perpetrator, but her son had not been involved in the incidents in any way.</p> | <p>The matter was resolved privately between the parties following the complaint to the PCC when the newspaper made written and verbal apologies to the complainant, put in place safeguards to prevent such an error recurring, and published the following correction and apology, under a genuine picture of the man convicted for the assaults: The city boxer branded a thug and bully. This is Inverness boxer Ryan Watt who was last week convicted at Inverness Sheriff Court of assaulting two men in separate incidents in a city centre pub, leaving them scarred for life. Watt (18) was described by Sheriff Ian Abercrombie as a "young thug" and "playground bully" for the unprovoked attacks on December 8 and 9 in the Smith and Jones pub which left both of his victims with fractures to bones in their faces. In our coverage of the court case last week, the Highland News published an incorrect photograph which was of another club boxer who we mistakenly identified as Ryan Watt. This was due to an error in our photography department. To clarify matters, this week we are publishing the correct photograph of Ryan Watt and we wish to apologise to the other boxer and his family for any upset or anxiety caused by the error. We also wish to make it clear that no club member other than Watt alone was involved in the assaults.</p> | Highland News |
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| 12/04/2010 | 1 | Mrs Lynn Spode | Mrs Lynn Spode complained to the Press Complaints Commission that an article which reported the outcome of a General Teaching Council hearing in which she had been involved contained a number of inaccuracies. | The complaint was resolved when the newspaper removed the article from its website. | Sunday Mercury |
| 12/04/2010 | 1 | Mr Tony Gerrard | Mr Tony Gerrard, on behalf of the English Defence League, complained that the newspaper had given the misleading impression that weapons seized at demonstrations had been exclusively in the possession of EDL supporters rather than of counter-demonstrators. | The complaint was resolved when the newspaper agreed to mark its cuttings with the complainant's concerns.' | The Mail on Sunday |
| 12/04/2010 | 1 | Mark Chapman | Mark Chapman, a Community Support Worker for Sight Concern, complained that the newspaper had inaccurately stated that macular degeneration "worsens over time to cause total blindness", when this outcome was in fact very rare for sufferers. He was concerned that this had the potential to cause needless distress amongst those who had been diagnosed with the disease. | The complaint was resolved when the newspaper published a letter from the complainant in which he stressed that macular degeneration only leads to total blindness in rare cases and gave contact details for organisations that could provide advice and support for sufferers. | Daily Express |

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| 12/04/2010 | 1 | Rother District Council | <p>Rother District Council complained to the Press Complaints Commission that newspaper had published an article about a police investigation which took place following comments left on the council's planning website. The piece wrongly stated that Rother District Council had removed a comment from its website because of one particular phrase and, in the complainant's view, implied that the remark in question was innocuous. The complainant explained that the council had had good reason to remove a selection of anonymous comments from its website and the postings were far more offensive and derogatory than the article led readers to believe.'</p> | <p>While the newspaper did not agree that there had been a breach of the Code, it accepted that there were other elements to the posting that the council considered offensive. The complaint was resolved when the newspaper annotated the article on its database with the complainant's concerns to ensure that the full position of Rother District Council was noted.'</p> | The Mail on Sunday |
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| 12/04/2010 | 1 | Tina Mercer | <p>Tina Mercer, the wife of a Lieutenant Colonel who was serving in Afghanistan, complained to the Press Complaints Commission that the newspaper had published an article about her husband which included her home address and the names and ages of her children and named their school. The complainant was concerned that in revealing these private details, the newspaper had compromised her family's security.'</p> | <p>The newspaper explained that the bulk of the information revealed in the article had been provided by the Ministry of Defence in a press release. However, the editor accepted that there had been an error of judgement with regard to the amount of personal detail that was included in the final copy. The complaint was resolved when the PCC negotiated a private letter of apology for the complainant.</p> | Western Gazette |
| 12/04/2010 | 1, 5 | Miss Angela Fitzgibbon | <p>Miss Angela Fitzgibbon complained to the Press Complaints Commission that she and her partner had learned of the death of her grandmother as a result of inquiries made by a reporter of her neighbours. Further, the resulting article had contained inaccuracies about her grandmother.</p> | <p>The newspaper expressed its condolences for the complainant's loss and apologised, on its own behalf and on behalf of the agency reporter involved, for having inadvertently caused upset and added to her distress at a difficult time. The newspaper also amended the article on its website in response to the complainant's concerns about two points of inaccuracy.'</p> | The Sun |

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| 12/04/2010 | 1 | Peter Stafford | <p>Peter Stafford, acting in the interests of Merseyside BNP, complained to the Press Complaints Commission that the newspaper had misreported events that had happened on the day of the Fazakerly by-election in Liverpool. The complainant was concerned that the article contained inaccurate claims regarding the behaviour of BNP members and the newspaper had failed to obtain a comment on the matter from the BNP press spokesperson for the area.</p> | <p>The complaint was resolved when the PCC negotiated the prompt publication of the following letter: I am responding to the article of February 19 headlined "BNP targets home of city's ex-Lord Mayor". The report stated that a group of BNP supporters had been accused of hurling abuse over a loudspeaker outside the home of Cllr Steve Rotherham on the day of the council by-election in Fazakerley. The only thing that went out over a loud speaker was a pre-recorded message of "Vote Peter Stafford on 18th February". Liverpool BNP were carrying out their democratic right of campaigning when somebody phoned the police and made a complaint. At no time was this a "demo". BNP members were questioned by Merseyside Police officers, who decided that no offences had been committed or laws broken. Steven Greenhalgh, Media liaison officer, Merseyside British National Party'</p> | Anfield & Walton Star |
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| 12/04/2010 | 1 | Mr Philip Bale | Mr Philip Bale, founder of the Evolution Residents Association, complained to the Press Complaints Commission that an article had created a misleading and inaccurate impression of the North Peckham area of London. | The complaint was resolved when the newspaper published the following letter from the complainant: Further to your article about the North Peckham Estate (March 9), you failed to mention reported crime in the area is down since 2000, so the attempt to link serious crime to Peckham is wrong and unfair to the vast majority of decent young people living here. I accept our community has issues which have not been helped by the recent decision to cancel a new tram system through North Peckham. However, anyone reading this article would be left with a view of our community that is inaccurate and damaging to the long-term interests of the majority of young people who live here. The newspaper also added the following comment from the complainant to the online version of the article: Phil Bale, of the Evolution Quarter Residents' Association, which covers Blakes Road, said: "Reported crime in the area is down since 2000, so the attempt to link serious crime to Peckham is wrong and unfair to the vast majority of decent young people who live in the area." I accept our community has issues which have not been helped by the recent decision to cancel a new tram system through North Peckham. "However, anyone reading this article would be left with a view of our community that is both inaccurate and deeply damaging to the long term interests of the majority of young people in our area." ' | The Sun |
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| 12/04/2010 | 1 | Mr Phillip Kurlbaum | Mr Phillip Kurlbaum complained to the Press Complaints Commission that the newspapers had published quotations concerning events 13 years ago, when he had been questioned by police over the disappearance of his then-girlfriend. The quotations - which had been attributed to the complainant's brother - were disputed by the family, who considered them to have been employed to falsely suggest that the police still considered the complainant a suspect.' | The complaint was resolved when the newspapers agreed to remove their online articles and to mark their cuttings to indicate that the quotations were disputed. | The Daily Telegraph |
| 12/04/2010 | 1 | Mr Phillip Kurlbaum | Mr Phillip Kurlbaum complained to the Press Complaints Commission that the newspapers had published quotations concerning events 13 years ago, when he had been questioned by police over the disappearance of his then-girlfriend. The quotations - which had been attributed to the complainant's brother - were disputed by the family, who considered them to have been employed to falsely suggest that the police still considered the complainant a suspect.' | The complaint was resolved when the newspapers agreed to remove their online articles and to mark their cuttings to indicate that the quotations were disputed. | Daily Star |

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| 12/04/2010 | 1 | Mr Phillip Kurlbaum | Mr Phillip Kurlbaum complained to the Press Complaints Commission that the newspapers had published quotations concerning events 13 years ago, when he had been questioned by police over the disappearance of his then-girlfriend. The quotations - which had been attributed to the complainant's brother - were disputed by the family, who considered them to have been employed to falsely suggest that the police still considered the complainant a suspect.' | The complaint was resolved when the newspapers agreed to remove their online articles and to mark their cuttings to indicate that the quotations were disputed. | Gloucestershire Echo |
| 13/04/2010 | 2, 3, 9 | Mr Sid Owen | Mr Sid Owen, the EastEnders actor, complained to the Press Complaints Commission that an article which reported that his brother had been convicted of drug offences intruded into his privacy and identified him as a relative of an individual convicted of crime without consent. He also complained that the newspaper had not afforded him an opportunity to reply. | The complaint was resolved when the complainant - having agreed to disagree with the newspaper on a number of points - accepted an offer to append a statement outlining his position on the matter to the online version of the article. | The Sun |

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| 13/04/2010 | 1 | Mr James Wyse | Mr James Wyse, along with other complainants, complained that the newspaper had inaccurately stated that the UK was the second most densely populated country in the world, and had made inaccurate claims about the scale and causes of population increase in the UK. | The matter was resolved when the newspaper published the following statement in the body of the same column: While Britain as a whole is not, as I suggested recently, the 'second most densely populated country' in the world, England - where most of these new migrants have settled - is now the number one most densely populated country in Europe (excluding little Malta). Indeed, on the scale of countries with populations over ten million, England is the third most densely populated country in the world - after Bangladesh. That's some immigration policy.' | Daily Mail |
| 14/04/2010 | 1 | West London Mental Health Trust | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained to the Press Complaints Commission that an article about Broadmoor Hospital was inaccurate when it referred to its patients as 'prisoners'. | The complaint was resolved when the PCC negotiated the following correction: An article of 28 February made reference to "prisoners" at Broadmoor Hospital. We are happy to make clear that Broadmoor is a high security hospital treating and supporting patients suffering from serious mental health problems. | Daily Star Sunday |

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| 14/04/2010 | 1 | Ms Maria Fyfe | Ms Maria Fyfe, a former Labour MP, complained to the Press Complaints Commission through Levy & McRae Solicitors of Glasgow that two articles linked her to Eddie Lyons in an inaccurate and misleading manner. | The complaint was resolved when the PCC negotiated the publication of the following clarification, in addition to The Digger giving an assurance that the claim would not be repeated unless there were exceptional circumstances for doing so: Further to two articles in the Digger (5 November 2009 and 28 January 2010) we are happy to state former Labour MP Maria Fyfe's position that she has met Eddie Lyons on only one occasion. We would also like to make clear that neither of these articles implicated Maria Fyfe in any criminal activity or support for criminal activity and there was no intention to suggest otherwise. We are happy to set the record straight. ' | The Digger |
| 15/04/2010 | 3 | A man | A man contacted the Press Complaints Commission about an article reporting court proceedings in relation to a burglary carried out at his home. He was concerned that the article's disclosure of his address had rendered his home vulnerable, and had left him and his wife feeling victimised.' | The complainant was informed that newspapers have a general entitlement to report matters revealed in open court. However, the complaint was resolved when the newspaper offered a written undertaking that it would not publish details which may identify the complainant's property in future articles reporting court cases arising from the burglary at his premises.' | Coventry Telegraph |

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| 16/04/2010 | 1 | Richard Evans | Richard Evans, on behalf of the World Cancer Research Fund, complained to the Press Complaints Commission that the newspaper had reported inaccurate comments about the WCRF made by the National Beef Association. | The complaint was resolved when the newspaper published the following statement: In an article of February 10, we reported the National Beef Association's claim that the failure of World Cancer Research Fund (WCRF) to acknowledge errors in its 2007 report was an example of the influence of anti-livestock farming lobbyists. We would like to make it clear that WCRF is an independent scientific organisation that is not funded by lobbyists. Minor errors in its report were corrected on its website and its conclusions remain that red meat is a cause of bowel cancer. ' | The Scotsman |
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| 19/04/2010 | 1 | Mr Robert Wilson | Mr Robert Wilson of Carmarthen complained to the Press Complaints Commission that the newspapers and website had inaccurately stated that his son had died in late December riding a motorbike bought as a Christmas present, when he had actually been riding the bike for several months. | The complaint was resolved when all the newspapers apologised and altered or removed their online articles and when, in addition, the Daily Mail marked their cuttings on the matter, The Sun sent the complainant a private letter of apology, and the Western Mail, on behalf of WalesOnline, published the following correction: Jake Wilson ON DECEMBER 30, 2009, our story reporting the death of five-year-old Jake Wilson, from Carmarthen, stated that he received the motorbike on which he died as a Christmas present. His family have asked us to point out that Jake - an experienced rider who won multi club championships in 2009 - did not receive it for Christmas and had been riding the bike for four months. We are happy to clarify this matter and apologise for any distress caused. | The Times |
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| 19/04/2010 | 1 | Mr Robert Wilson | Mr Robert Wilson of Carmarthen complained to the Press Complaints Commission that the newspapers and website had inaccurately stated that his son had died in late December riding a motorbike bought as a Christmas present, when he had actually been riding the bike for several months. | The complaint was resolved when all the newspapers apologised and altered or removed their online articles and when, in addition, the Daily Mail marked their cuttings on the matter, The Sun sent the complainant a private letter of apology, and the Western Mail, on behalf of WalesOnline, published the following correction: Jake Wilson ON DECEMBER 30, 2009, our story reporting the death of five-year-old Jake Wilson, from Carmarthen, stated that he received the motorbike on which he died as a Christmas present. His family have asked us to point out that Jake - an experienced rider who won multi club championships in 2009 - did not receive it for Christmas and had been riding the bike for four months. We are happy to clarify this matter and apologise for any distress caused. | Daily Mail |
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| 19/04/2010 | 1 | Mr Robert Wilson | <p>Mr Robert Wilson of Carmarthen complained to the Press Complaints Commission that the newspapers and website had inaccurately stated that his son had died in late December riding a motorbike bought as a Christmas present, when he had actually been riding the bike for several months.</p> | <p>The complaint was resolved when all the newspapers apologised and altered or removed their online articles and when, in addition, the Daily Mail marked their cuttings on the matter, The Sun sent the complainant a private letter of apology, and the Western Mail, on behalf of WalesOnline, published the following correction: Jake Wilson ON DECEMBER 30, 2009, our story reporting the death of five-year-old Jake Wilson, from Carmarthen, stated that he received the motorbike on which he died as a Christmas present. His family have asked us to point out that Jake - an experienced rider who won multi club championships in 2009 - did not receive it for Christmas and had been riding the bike for four months. We are happy to clarify this matter and apologise for any distress caused.</p> | The Sun |
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| 21/04/2010 | 1 | Mr Jonathan Tucker | Jonathan Tucker complained to the Press Complaints Commission that the newspaper had published an article which wrongly stated that a local political magazine contained a "spirited tribute" to Martin Horwood (Liberal Democrat MP for Cheltenham) from television presenter Floella Benjamin. The complainant pointed out that Ms Benjamin had not made any such "spirited tribute" and the magazine article in question was a generic piece that had appeared in numerous political magazines across the country. | The complaint was resolved when the PCC negotiated that publication of the following correction: In an article in the Gloucestershire Echo on March 15, we reported that a Liberal Democrat magazine had carried an article by the children's television presenter Floella Benjamin. We said that she paid Cheltenham Candidate Martin Horwood a "spirited tribute". It has been pointed out to us that the article did not make any direct reference to Mr Horwood and has appeared in other Liberal Democrat publications supporting other candidates. It follows; we accept the spirited endorsement was of the Liberal Democrats rather than Mr Horwood personally. We are happy to make this clear. The item was published in the newspaper with prominence equal to that of the original and a version was also appended to the online article.' | Gloucestershire Echo |
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| 21/04/2010 | 1 | Mr David Fairbairn | <p>Mr David Fairbairn OBE complained to the Press Complaints Commission that an article - reporting a debate on climate change held at Wellington College - had stated that "a man in the first flower of old age told the 350 people in the chapel that there was absolutely no peer-reviewed scientific evidence whatsoever that there was a warming trend or that human activity was contributing towards it." He said that the remark was inaccurate, as he had been the only person who spoke from the floor on the issue of peer-review, and his point was that - although scientific evidence supported the existence of global warming - the extent of such climate change had been exaggerated by the computer program used to calculate the magnitude of warming. He also believed that the article had misrepresented the underlying tenor of the debate. He said that there had been no outright denial of climate change, and that the concerns raised merely disputed the extent of global warming.</p> | <p>The newspaper said that the article was based on the sound recollection of the writer, who - whilst sure that the remark had been made in the terms reported - was unable to identify the individual who had made the statement. It said that the disputed remark was an indirect, unattributed quote, and as such, raised no breach of the Code. The complaint was resolved when the newspaper offered to append the following note to the online article: NOTE: David Fairbairn, OBE, a former director of the National Computing Centre, has asked us to note that although he made a contribution to the Wellington College climate change debate he is not the man referred to in David Aaronovitch's opening paragraph. Mr Fairbairn's point was that there had been no peer review or scientific substantiation of the computer modelling used to generate a forecast of the degree of climate change, not of the scientific evidence itself.'</p> | The Times |
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| 22/04/2010 | 6 | Ms Heather Mills | Ms Heather Mills complained to the Press Complaints Commission that a photograph of her daughter, playing in the sea with her father, had been published without consent and constituted a breach of Clause 6 (Children) of the Code of Practice. She also expressed concern about the story, which contained information about her daughter and made reference to her (Ms Mills) as 'Mucca'. She said that this was likely to have a negative impact on her daughter's welfare.' | The matter was resolved by the PCC when the newspaper agreed to remove the picture - as well as references to Ms Mills' daughter - from the online version of the article. The paper's managing editor assured Ms Mills that he would use his best endeavours to ensure that nothing was published in the future about her daughter that could be upsetting to her in relation to the name 'Mucca'. | The Sun |
| 22/04/2010 | 1 | Mr Michael Illman and Mr David Brown | Mr Michael Illman and Mr David Brown complained to the Press Complaints Commission that the publication of a clearly identifiable photograph of them among race goers at Ascot above a headline that referred to "the taxman ... cracking down on abuses of the non-resident status rules" was damaging and misleading; both complainants paid full UK taxes. | The complaint was resolved when the newspaper published the following clarification and apology: A report about non-resident status for tax purposes (A guide to quitting Britain - properly, Money, June 21 2009) was illustrated with a library photograph of Ascot race-goers. Two of them - Michael Illman and David Brown - have informed us that they are both UK tax-payers and not non-resident. We are happy to clarify the position and apologise for any embarrassment caused. | The Sunday Times |

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| 23/04/2010 | 1, 5 | Mr John Bysouth | Mr John Bysouth, the grandfather of Niamh Lafferty, complained to the Press Complaints Commission that coverage of her death in the newspapers contained inaccuracies and intruded into his family's grief.' | The complaint was resolved when the PCC negotiated the publication of the following clarification and apology in the Mail on Sunday: Regarding our report of October 18, 2009, "Bridge suicide girl 'may have been dragged to her death by her friend'", we have been asked by the family of Niamh Lafferty to make clear the police told them there was no evidence to suggest she had been canvassing for girls to go with her or that she dragged her friend over the Erskine Bridge - and certainly no suggestion of murder. We apologise to Miss Lafferty's family for any misinterpretation that may have been placed upon comments made by a relative of the second girl, Georgia Rowe, and for any distress caused.' | The Mail on Sunday |
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| 23/04/2010 | 1, 5 | Mr John Bysouth | Mr John Bysouth, the grandfather of Niamh Lafferty, complained to the Press Complaints Commission that coverage of her death in the newspapers contained inaccuracies and intruded into his family's grief.' | The complaint was resolved when the PCC negotiated the publication of the following clarification and apology in the Mail on Sunday: Regarding our report of October 18, 2009, "Bridge suicide girl 'may have been dragged to her death by her friend'", we have been asked by the family of Niamh Lafferty to make clear the police told them there was no evidence to suggest she had been canvassing for girls to go with her or that she dragged her friend over the Erskine Bridge - and certainly no suggestion of murder. We apologise to Miss Lafferty's family for any misinterpretation that may have been placed upon comments made by a relative of the second girl, Georgia Rowe, and for any distress caused.' | Daily Mail |
| 23/04/2010 | 1 | Ms Gillian Lafferty | Ms Gillian Lafferty, aunt of Niamh Lafferty, complained to the Press Complaints Commission that coverage of her niece's death in the newspapers contained inaccuracies and intruded into her family's grief.' | The complaint was resolved when - after the Mail on Sunday had published an apology to the Lafferty family in regard to a separate complaint from a family member - the newspapers each wrote private letters of apology to the complainant and her family. | The Mail on Sunday |

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| 23/04/2010 | 1 | Ms Gillian Lafferty | Ms Gillian Lafferty, aunt of Niamh Lafferty, complained to the Press Complaints Commission that coverage of her niece's death in the newspapers contained inaccuracies and intruded into her family's grief.' | The complaint was resolved when - after the Mail on Sunday had published an apology to the Lafferty family in regard to a separate complaint from a family member - the newspapers each wrote private letters of apology to the complainant and her family. | Daily Mail |
| 23/04/2010 | 1 | Reza Esfandiari | Reza Esfandiari complained to the Press Complaints Commission that the newspaper had published an online article which appeared to doubt the legitimacy of Mohsen Rezai's success during elections in Lali, Iran. The complainant provided statistics which showed that Mr Rezai had indeed won the election.' | The complaint was resolved when the newspaper agreed to amend the sentence in question to make clear that - while Mahmoud Ahmadinejad was predicted to win a two-thirds majority - it was, in fact, Mr Rezai who won in Lali by a similar margin. | The Times |
| 23/04/2010 | 1, 2, 9 | A man | A man complained to the Press Complaints Commission that the newspaper had linked him to a story about Airport Security when it was not genuinely relevant and the details reported were inaccurate. | The newspaper did not accept that there had been a breach of the Code. However, the complaint was resolved when the newspaper took out the offending paragraph from the online article and the PCC negotiated the removal of the reference to the complainant's name in the Google link to the piece. The newspaper also took steps to ensure that online searches for the complainant's name did not show the article as a result.' | The Sunday Times |

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| 26/04/2010 | 5 | Ms Una Bennett | Una Bennett, the mother of a man who had taken his own life, complained to the Press Complaints Commission that the newspaper had illustrated a sensitive piece about her son's death with a highly insensitive photograph of the location where it had taken place.' | The newspaper acknowledged the distress the photograph had caused and the complaint was resolved when the PCC negotiated a private letter of apology for the complainant. | North Wales Evening Post |
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| 26/04/2010 | 1, 6 | Geraldine Norman | <p>Geraldine Norman, Deputy Head Teacher of Matthew Moss High School, complained to the Press Complaints Commission that the newspaper had published an inaccurate report which stated that pupils at the school had interviewed a British National Party leader in their classroom when this was not the case. The complainant was also concerned that a photographer acting on behalf of the newspaper had arrived on school property and had taken photographs of the children and school buildings without obtaining permission.</p> | <p>The newspaper explained that it had sent an agency photographer to obtain photographs of the school but had decided against using any of the images as they showed identifiable children. The photographs were removed from the newspapers archive and photo library and the newspaper had contacted the agency responsible to inform it that the photographer responsible had not obtained the required authorisation. The newspaper apologised to the complainant for giving her cause for concern in this regard and the apology was accepted. The complaint was fully resolved when the PCC negotiated the publication of the following clarification both online and in print: We reported ("Far-right leader interviewed by pupils in their classroom", March 1) that students at Matthew Moss High School, Rochdale, had invited the BNP's Simon Darby to discuss Islamic dress with them as part of a project on news reporting. We have been asked to make clear that the "interview" consisted of a single question put to Mr Darby by one pupil over the telephone, and that the BNP deputy leader was not invited to speak in person to a class of children. We are happy to set the record straight.'</p> | The Times |
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| 26/04/2010 | 3 | Mrs Josephine Mcauley | Mrs Josephine Mcauley complained to the Press Complaints Commission that the newspaper's reporter had harassed her in her home, in the process of gaining information about her membership of the BNP. Mrs Mcauley was concerned that she had been inappropriately interrogated, in her home, about issues of her voting record in the European elections and a legal political party membership record. She felt this breached a moral code of conduct.' | The complaint was resolved when the newspaper, which did not accept that it had breached the Editors' Code, made an ex gratia payment to a local charity in which the complainant was interested but had no involvement.' | Eastbourne Herald |
| 29/04/2010 | 1 | Mr Joseph McKenna | Mr Joseph McKenna complained to the Press Complaints Commission that the newspaper had published inaccurate statements about the results of a ballot, which was held to gauge fans' reactions to plans for Wycome Wanderers and London Wasps to move stadium. The complainant pointed out that the newspaper had incorrectly stated that the majority of fans supported the move.' | Prior to the Press Complaints Commission's involvement, the newspaper corrected this inaccuracy, and published a clarification. The matter was resolved when the newspaper offered to discuss the matter directly with the complainant.' | Bucks Free Press |

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| 29/04/2010 | 1 | Ms Sara Munday | Ms Sara Munday complained to the Press Complaints Commission that an article which reported that three babies in one family had been born on the same day was inaccurate when it stated that the odds of this occurring were 50million to one. In fact - as there was no constraint on the day the first baby was born - the odds were a much shorter 133,225 to one. | The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website in addition to the placement of a note on the newspaper's records to ensure that the error would not be repeated.' | Daily Express |
| 29/04/2010 | 5 | Derek Wood | Derek Wood complained to the Press Complaints Commission that the newspaper's coverage of the inquest into his wife's death was sensationalist and highly insensitive. The complainant's wife had sadly taken her own life in 2009 and, in his view, the article contained an excessive amount of detail as to the method used.' | The newspaper did not agree that the article included excessive details and explained its position that the reporting of inquests is an important role of newspapers in the local community. The complainant did not accept the newspaper's explanation and maintained that the article - in particular the headline - represented an unnecessary intrusion into his own grief and that of his family. However, the PCC negotiated a private letter from the editor for the complainant which acknowledged his concern and apologised for the distress caused by the article. The complaint was resolved on this basis.' | Tameside Advertiser |

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| 29/04/2010 | 1 | Mr Nick Sanett | Mr Nick Sanett complained to the PCC that an article about his past addiction to a non-prescription painkiller had contained a number of inaccuracies, including misidentifying which medication was involved and exaggerating the effect the incident had had on his professional and personal life. | The complaint was resolved when the newspaper made a number of amendments to the article online in response to the complainant's concerns.' | Metro |
| 29/04/2010 | 1, 5 | Miss Angela Fitzgibbon | Miss Angela Fitzgibbon complained that she and her partner had learned of the death of her grandmother as a result of enquiries made by a reporter of her neighbours. Further, the resulting article had contained inaccuracies about her grandmother. | The newspaper wrote to the complainant to explain what had happened and apologised unreservedly, on its own behalf and on behalf of the agency reporter involved, for having compounded the distress caused by her bereavement. The newspaper also amended the article on its website in response to the complainant's concerns about two inaccuracies regarding her grandmother's health.' | The Daily Telegraph |

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| 29/04/2010 | 1 | Mr Sean McKay | Mr Sean McKay, who is currently imprisoned, complained to the PCC that the newspaper had published an article alleging that he intended to sell three mobile phones that had been returned to him by the police in order to raise money to buy pornography. Mr McKay maintained that the story was completely unsubstantiated; one phone had been returned to him, not three, and he had no intention of selling it to buy pornography. | The complaint was resolved when the newspaper, which stood by its original story, provided an assurance to the complainant that should future reports specifically concerning him come to their attention, attempts would - where appropriate - be made to contact him before publication. | News of the World |
| 29/04/2010 | 1 | Andrew Chappell | Andrew Chappell complained to the Press Complaints Commission that his photograph had been wrongly used to illustrate an article about possible professional misconduct by a staff member at the Scottish Ambulance Service. The picture was identified as showing the staff member involved, but the complainant (who also works at the Scottish Ambulance Service) had no connection with the incident or the person concerned. | The complaint was resolved privately between the two parties when the newspaper published the following apology on its letters page: Apology A photograph which appeared on January 30, 2010 captioned "Mercy boss Sam Kennedy" was wrong and an image of Andy Chappell appeared instead. We apologise for any distress or embarrassment caused to Mr Chappell by this mistake. | Daily Record |

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| 30/04/2010 | 1 | Peaches and Fifi Geldof | Peaches and Fifi Geldof complained to the Press Complaints Commission through Swan Turton solicitors that an article contained a number of inaccuracies. | The complaint was resolved when the PCC negotiated publication of the following apology under the heading "Peaches Geldof apology": On 27 October we published a photograph with our article about Peaches Geldof and her sisters. The photograph was said to be of Fifi Geldof but was in fact of Fiona Brown, her best friend. The article contained some allegations which we now accept to be incorrect. The Geldof sisters are neither growing apart nor not speaking to each other. Fifi Geldof was only stopped by police not arrested for possession of cannabis. Peaches is not "tired" or "unhappy" and is working consistently, and is not jealous of either Pixie's career or looks. We apologise to the Geldof sisters for these inaccuracies.' | Closer |
| 30/04/2010 | 1 | Jonathan Tseng | Jonathan Tseng complained to the Press Complaints Commission that the headline of an article about the effects of caffeine on the heart had inaccurately suggested that a study had found that caffeine damaged the heart; its findings only concerned reductions in blood flow to the heart. | The complaint was resolved when the newspaper amended the headline of the article online and appended the following note to the bottom of the article stating the reason for the change: The heading to this article originally stated that research suggested a single espresso can damage the heart. This was incorrect and the heading has since been amended. | The Daily Telegraph |

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| 03/05/2010 | 1, 2 | Marcus Czarnecki | <p>Marcus Czarnecki complained to the Press Complaints Commission that the newspaper had published an article about Soka Gakkai Buddhism that incorrectly termed it as "celebrity Buddhism" and falsely stated that Richard Gere practised this form of Buddhism. He was further concerned that the suggestion in the article that celebrities joined the organisation when they suffered "love-life" problems was misleading. He pointed out that, contrary to the implication in the article, the organisation did not accept donations from those outside the movement.</p> | <p>The complaint was resolved when the Press Complaints Commission negotiated the publication of the following letter: In "The trippy new breathing therapy" (Style, February 7) you offered a definition of Soka Gakkai Buddhism that was replete with errors. You describe it as "celebrity Buddhism", which is misleading. There are several famous people in our membership, but your comment that they "tend to join when they have love-life problems" is so arbitrary that it insults me, let alone them. One of the names you mention, Richard Gere, is not a member of the Soka Gakkai International (SGI). In addition, we do not accept donations from the public, which your article indicated we welcome. Marcus Czarnecki A member of SGI UK, Grimsby</p> | The Sunday Times |
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| 03/05/2010 | 1 | Cliff Watt | <p>Cliff Watt complained to the Press Complaints Commission that the newspaper had published an article headlined "Self-harm websites made me do this" which featured images of self-injury and included graphic detail about methods of self-harm. The complainant also said that the piece was inaccurate when it referred to self-harm as a mental illness.</p> | <p>The complaint was resolved when the newspaper explained that it had sought advice from Penumbra, one of Scotland's leading mental health organisations, prior to publication and would be maintaining a working relationship with the group in future. The editor circulated a memo to staff to ensure that "self-harm" is not conflated with "mental illness" in future reporting and remind them of their responsibilities under Clause 5 of the Code of Practice. The complainant was satisfied that his complaint had been dealt with appropriately and was pleased that the newspaper had taken his concerns seriously.'</p> | Scottish Sun |
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| 04/05/2010 | 1, 6 | Ms Tanya Cummins | <p>Ms Tanya Cummins complained to the Press Complaints Commission via Liane Groves of Unite the Union's Communications Office that the newspaper had published a photograph of her young daughter at a picket line of striking British Airways cabin crew which had been taken without her consent, raising a breach of Clause 6 (Children). The complainant was also concerned that the caption to the photograph, "Can we go home now? This youngster looks to have had enough of picketing" had misrepresented her daughter's thoughts.'</p> | <p>The complaint was resolved privately between the two parties following the complaint to the PCC with the removal of the photograph from the newspaper's website.'</p> | Daily Mail |
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| 06/05/2010 | 1 | Dr Christopher Mason | Dr Christopher Mason, on The Clyde Maritime Trust, complained to the Press Complaints Commission that the newspaper had published an article that inaccurately suggested the Tall Ship Museum in Glasgow had encouraged school children to attend an exhibition on gay merchant seamen in order to receive lessons in gay sex. | The complaint was resolved when the newspaper published the following statement: On 28 August 2009 we published an article under the headline, "Hello sailor! Now children get lessons on the history of gays at sea". Our article reported that schools had been invited to send pupils to an exhibition on the history of gay merchant seamen at The Tall Ship maritime museum in Glasgow. We would like to make it clear that, whilst the museum does encourage school visits, it did not specifically invite any school parties to this particular exhibition; nor did any attend during the time it was being shown. | Scottish Daily Mail |
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| 06/05/2010 | 1, 3 | The Rt Hon David Blunkett MP | The Rt Hon David Blunkett MP complained to the Press Complaints Commission that an article in the Guardian, which he said unfairly raised matters about his private life, was inaccurate in suggesting that he had continued to live in a 'grace and favour' home, even though he owned a property in Wandsworth into which he could have moved. He said this would not have been possible because the property was occupied by a tenant at the time.' | The newspaper disputed that it had invaded the complainant's privacy but agreed that the disputed point of fact warranted clarification. As such, the complaint was resolved when the PCC negotiated publication of the following text: In a piece headlined 'Squatters move into Blunkett's former home in Belgravia' (December 4, 2010, page 9) we said the former government minister "remained in the property after his resignation in 2004, even though he had a house across the river in Wandsworth". Mr Blunkett has asked us to point out that the terms of the tenancy under which his Wandsworth property was let meant he would have been unable to return to that property before summer 2005.' | The Guardian |
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| 06/05/2010 | 1 | Jonathan Hoffman | Jonathan Hoffman complained to the Press Complaints Commission that the newspaper had published an article that was inaccurate when it stated that the latest news from the Israel parliament had confirmed that body parts of Palestinian prisoners had been systematically harvested in the past when this was not the case. The complainant was also concerned that the piece was anti-Semitic when it compared Jews to Nazis. | The newspaper stood by its columnist and did not accept that the article was discriminatory. The complaint was resolved when the PCC negotiated an amendment to the online article (which set out that organs were removed from Israeli soldiers as well as Palestinians) and the publication of the following letter from the complainant: George Galloway plumbed new depths with his column on 28 December. Recently Professor Hiss, a forensic scientist in Israel, has said that in 1990 body parts were removed from corpses without the permission of relatives. When precisely similar news emerged about the Alder Hey hospital in Liverpool, balanced newspaper articles were written about how to avoid a recurrence. Galloway by contrast in the case of Israel makes outrageous comparisons with the Holocaust and suggests that the story that appeared in the Swedish newspaper Aftonbladet in the summer was proved by this development. That is complete nonsense. The Aftonbladet article - a blood libel - suggested Israel was systematically murdering Palestinians and removing their body parts, with an innuendo that it was for financial gain. Galloway should be ashamed of himself. If he had any decency he would apologise - now. Sincerely Jonathan Hoffman Finchley, London | Daily Record |
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| 07/05/2010 | 1 | Mr Michael Fawcett | Mr Michael Fawcett complained to the Press Complaints Commission through Kingsley Napley solicitors of London that an article was inaccurate when it stated that he had "resigned from royal service after it had emerged he had taken 20% of the proceeds of unwanted royal gifts". | The complaint was resolved when the PCC negotiated the following clarification, in addition to amending the newspaper's online version of the article: An article (14 November 2009) referred to Michael Fawcett, the former valet of the Prince of Wales, resigning after it emerged he had received 20 per cent of the proceeds of sales of royal gifts. In fact, a report in 2003 found no evidence that Mr Fawcett sold royal gifts without authorisation or took commission on sales. We are happy to make this clear.' | Daily Mail |
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| 07/05/2010 | 1 | Mr Irving Gracie | <p>Mr Irving Gracie complained to the Press Complaints Commission that an article breached Clause 1 (Accuracy) of the Code. The complainant's son was the driver of a car involved in an accident, and had pleaded guilty to causing death by dangerous driving. The complainant was concerned that the article - reporting the grief expressed by the family of a teenager who had been killed as a result of the accident - had used the term "boozed up" to describe his son. Whilst expressing sympathy for the family of the deceased teenager, he said that the description was inaccurate and misleading - as although his son had consumed a small amount of wine that evening - he was found to be under the legal alcohol limit for drink driving. He said that - by including the description "boozed-up" - the article had gratuitously sensationalised a tragic accident.'</p> | <p>The complaint was resolved when the PCC helped to negotiate publication of the following correction: Further to our article on January 23rd, "Dad's agony as car crash killer caged", we would clarify that Irving Gracie, the driver of the car involved in the accident, was not "boozed up" as reported but was in fact under the legal drink-driving limit, a fact that was accepted in court. The newspaper also removed the term "boozed up" form the online version of the article and noted the complainant's concerns for future reference.'</p> | Scottish Sun |
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| 10/05/2010 | 1 | Mrs Joanne Terry | Mrs Joanne Terry, wife of the late PC Ian Terry, complained to the Press Complaints Commission through Greater Manchester Police that an article about a BBC apology for a news report which used his photograph inappropriately had repeated the image. She said that the article had intruded into the family's grief.' | The complaint was resolved when - in addition to the removal of the image from the newspaper's photographic archive - the PCC negotiated the publication of the following apology: PC Ian Terry Our report (19 March), about complaints following a BBC news report that included PC Terry's photograph, was accompanied by an image that caused distress to his family and colleagues and for this we apologise.' | The Daily Telegraph |
| 10/05/2010 | 1 | Lord Ahmed | Lord Ahmed of Rotherham complained to the Press Complaints Commission that the newspaper had published an article which credited him for a quote he had not given. | The newspaper noted that other news sources had reported the quote and attributed it to the complainant. However, the newspaper acknowledged the complainant's position that no such comment had been made and the complaint was resolved when the PCC negotiated the permanent removal of the reference from the online article.' | The Daily Telegraph |
| 11/05/2010 | 1 | A man | A man complained to the Press Complaints Commission that the newspaper had misrepresented a new law relating to brothels. The complainant was concerned that the article falsely implied that it was illegal to visit a brothel, which, he stated, was not the case. | The complaint was resolved when the PCC negotiated the following addition to the online edition of the article: However, some clients are keen to point out that it remains legal to visit a brothel under the new law. Kevin, from Watford, Herts said: It is misleading to suggest that a client can be arrested for merely visiting a brothel. Provided that the prostitute has not been deceived or forced into working, brothels are not illegal for a client.' | The Sun |

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| 11/05/2010 | 5 | Una Bennett | Una Bennett, the mother of a man who had taken his own life, complained to the Press Complaints Commission that the newspaper had published a front page article about her son's death which included a highly insensitive photograph of the location where it had taken place and a headline which, in her view, was inappropriate.' | The newspaper acknowledged the distress the coverage had caused and the complaint was resolved when the PCC negotiated a private letter of apology for the complainant. | Flintshire Evening Leader |
| 11/05/2010 | 1 | Mr Michael Thomas | Mr Michael Thomas complained to the Press Complaints Commission that the photograph used in the article had been distorted in order to imply that the cooling towers emitted gases rather than steam. | The complaint was resolved when the PCC negotiated the removal of the photograph from the online edition of the article. The bank of steam in the photograph appeared darker because of a shadow cast by an object that was not within the frame of the photograph as published. The newspaper agreed to remove the image in order to avoid further confusion. | The Guardian |

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| 11/05/2010 | 1 | Councillor Mary Clark | Councillor Mary Clark complained to the Press Complaints Commission that the newspaper had inaccurately reported details of a court case she had found herself involved in following an allegation of misconduct by a resident of Kingston, Surrey. | The complaint was resolved when the PCC negotiated the publication of the following correction and apology in both the Surrey Comet and the Kingston Guardian: In an article headlined "Councillor told she must face misconduct charges" (26 March 2010) we reported that Suntharalingham Thayaparan has complained about local councillor Mary Clark to Kingston Council's Standards Committee who decided that the case required investigation by the Standards Board for England. We have been asked to make clear that the matter was actually referred to the Monitoring Officer at Kingston Council, not SfE. The article also stated that during a hearing at Kingston County Court the court saw footage of Cllr Clark knocking on Mr Thayaparan's front door. This was incorrect. The CCTV footage showed Cllr Clark in the garden of the property, not at the door. The court heard audio footage containing a recording of banging sounds. We are happy to clarify these points and apologise to Cllr Clark for the error. The original articles appeared on pages 7 and 23 of the two newspapers. The correction appeared on page 7 in line with the terms of Clause 1 (ii) | Surrey Comet |
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| 11/05/2010 | 1 | Councillor Mary Clark | Councillor Mary Clark complained to the Press Complaints Commission that the newspaper had inaccurately reported details of a court case she had found herself involved in following an allegation of misconduct by a resident of Kingston, Surrey. | The complaint was resolved when the PCC negotiated the publication of the following correction and apology in both the Surrey Comet and the Kingston Guardian: In an article headlined "Councillor told she must face misconduct charges" (26 March 2010) we reported that Suntharalingham Thayaparan has complained about local councillor Mary Clark to Kingston Council's Standards Committee who decided that the case required investigation by the Standards Board for England. We have been asked to make clear that the matter was actually referred to the Monitoring Officer at Kingston Council, not SfE. The article also stated that during a hearing at Kingston County Court the court saw footage of Cllr Clark knocking on Mr Thayaparan's front door. This was incorrect. The CCTV footage showed Cllr Clark in the garden of the property, not at the door. The court heard audio footage containing a recording of banging sounds. We are happy to clarify these points and apologise to Cllr Clark for the error. The original articles appeared on pages 7 and 23 of the two newspapers. The correction appeared on page 7 in line with the terms of Clause 1 (ii) | Kingston Guardian |
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| 11/05/2010 | 1 | Mr Denis Delahunt | Mr Denis Delahunt of Bexhill on Sea complained that the newspaper had misattributed a review of the Battle Light Opera Group he had submitted, and had failed to respond to his request for a personal clarification and apology. | The complaint was resolved when the newspaper sent a private letter of apology to the complainant and agreed to make a donation to the Battle Light Opera Group. | Rye & Battle Observer |
| 11/05/2010 | 1 | Mr David Locke | Mr David Locke complained to the Press Complaints Commission that the newspaper had given inaccurate figures for the share price and dividend yield of a recommended stock investment. | The complaint was resolved when the newspaper removed the item from its website and apologised for the error. | Daily Mail |
| 13/05/2010 | 1 | Mr David J Penn | Mr David J Penn, on behalf of the British Shooting Sports Council, complained to the Press Complaints Commission that the newspaper had published an inaccurate article concerning gun crime in Scotland. He was concerned at the impact this might have on the legitimate shooting community. | The complaint was resolved when the newspaper published the following correction: We reported (October 26, 2006) that gun crime in Scotland had hit a ten-year high, with a particular increase in shotgun use. In fact, gun crime overall had fallen and whilst shotgun crime and increased, it was not at a ten-year high. We apologise for the error. | The Times |
| 14/05/2010 | 1 | Mr James Frankcom | Mr James Frankcom complained to the Press Complaints Commission that the newspaper had incorrectly implied that two thirds of Haitians drank goats' blood and danced to drums whilst practising voodoo.' | The complaint was resolved when the PCC negotiated the publication of the following correction in the newspaper: VoodooBloodIn an article on February 3, we implied two thirds of Haitians drank goats' blood while practising voodoo. We are happy to make clear this is not the case.' | The Sun |

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| 14/05/2010 | 3, 5, 12 | Bob Hudson | Bob Hudson complained on behalf of his daughter to the Press Complaints Commission that the newspaper had breached Clauses 3 (Privacy), 5 (Intrusion into grief or shock) and 12 (Discrimination) of the Code when it published a private email of complaint sent to one of the newspaper's journalists which revealed his daughter's private medical details. The email was sent in response to an article that referred to a plot in a television show that used pejorative language that the complainant found unacceptable.' | The complaint was resolved when the PCC negotiated the following remedial action: The circulation of a letter from the complainant to all heads of department within the newspaper setting out his concerns; the publication of an apology in the newspaper; the introduction of a regular statement to appear on the letters page clarifying to readers the procedure of submitting letters to the newspaper; an agreement from the newspaper to report the efforts of the complainant's daughter's fiancé in the Great North Run with the aim of encouraging sponsorship to help raise funds for charity. | Sunday Sun |
| 17/05/2010 | 1 | Mr Stephen Dosman | Mr Stephen Dosman, on behalf of Cambridge Community Samba Band Arco Iris, complained to the Press Complaints Commission that the newspaper had illustrated the headline "'Drugs fair' will go ahead" with a photograph of one of their members performing with the band which included the band logo. The complainant was concerned that readers might have thereby made an association between both band and individual and drug use.' | The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: Dear Sir, Your front page headline of 4 March, "'Drugs fair' will go ahead" was illustrated with a close-up photograph of one of our members performing with the band, and included the Arco Iris band logo. Your article did not identify the photograph or mention the band. We are therefore concerned that some readers may have inferred an association between the band and drugs. We would like to make it very clear that neither the individual pictured nor the band endorses or has any links to drug-taking at Strawberry Fair. Arco Iris is an open membership samba band made up of enthusiastic and committed drummers from across all parts of the Cambridge community. We perform at Strawberry Fair because we strongly support the dedication to music, creativity, community and family which guides the fair organisers. | The Cambridge Student |

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| 17/05/2010 | 1 | Colin Francome | Colin Francome, Emeritus Professor at Middlesex University, complained to the Press Complaints Commission that the newspaper had inaccurately described a poll he had commissioned about public opinion on Afghanistan as "an opinion poll for The Independent" in an article reporting its findings. | The complaint was resolved when the newspaper amended the online version of the article to make clear that the complainant had commissioned the poll. | The Independent |
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| 18/05/2010 | 1 | Mr Graham Barker | <p>Mr Graham Barker complained to the Press Complaints Commission that an article -commenting on suicide rates in the Hebden Bridge area - had posed the question 'So why does picture-postcard Hebden Bridge have one of the highest suicide rates in England?' He said that this was inaccurate, as there was no statistical evidence to support the contention that suicide rates in the area were so high.</p> <p>Although the article had referred to the statistics for Hebden Bridge's local authority, Calderdale, Mr Barker pointed out that the most recent statistics did not show the suicide rate in Calderdale to be significantly higher than the national average, and that in any event, statistics for the wider local authority could not provide an indication of the situation in Hebden Bridge specifically.'</p> | <p>The complaint was resolved when the PCC helped to negotiate the addition of the following correction to the online article: Correction: At the time of writing, the most recent NHS figures on mortality rates from suicide and undetermined injury available to the author of this article supported his statement that Calderdale, Hebden Bridge's local authority, had a rate over 50 percent higher than the national average. However, more recent figures show that Calderdale's rate is now only 11 percent higher. Our headline also referred to Hebden Bridge as having one of the highest suicide rates in England. Hebden Bridge is of course just one part of the Calderdale area, and we have been asked to point out that figures from Calderdale's Director for Public Health indicate that the suicide rate for Hebden Bridge specifically is below the Calderdale average, and that neither now appears to be statistically significantly different from the national average. We are happy to set the record straight.'</p> | The Times |
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| 19/05/2010 | 1 | Miss Jenni Summer | Miss Jenni Summer complained to the Press Complaints Commission that an article which made allegations about asylum seekers killing and eating swans was still available on the newspaper's website, despite earlier complaints about the piece - which had been published originally in 2003 - resulting in a clarification.' | After being contacted by the PCC, the newspaper removed the piece from its website and the complaint was resolved on this basis. | The Sun |
| 19/05/2010 | 1 | Ms Avril Russell on behalf of her husband George Anton | Ms Avril Russell complained to the Press Complaints Commission on behalf of her husband, George Anton, that the newspaper had failed to report the outcome of a court case in which he had been involved. Her husband had subsequently been cleared of all charges. | The complaint was resolved when the PCC negotiated the publication of the following update and apology: On November 29, we reported a court case involving actor George Anton, who was subsequently found not guilty of violent disorder and theft in December. We apologise for the delay in reporting the outcome of this case. | Metro |
| 19/05/2010 | 1 | Ms Jo Margetson | Ms Jo Margetson complained to the Press Complaints Commission that an article, which reported that she had been harassed by a colleague (and which was based on an initial report in the Sun), contained a comment she had not made. | The newspaper, which said it had published the piece in good faith, agreed to remove the article from its website after being contacted by the PCC. The complaint was resolved on this basis. | The Daily Telegraph |

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| 19/05/2010 | 1 | Jill Stewart | <p>Jill Stewart complained to the Press Complaints Commission that the newspaper had misled readers by referring to diabetes in children as an "avoidable condition". She said the great majority of children who have diabetes have Type 1 diabetes, which is neither "avoidable" nor linked to obesity, as the article suggested.</p> | <p>The newspaper said that because Type 2 diabetes is the most common form of diabetes in the population at large, it is common practice among health professionals, including in the NHS, to refer to it simply as "diabetes". Nonetheless, the newspaper acknowledged the complainant's concerns and agreed to contact the complainant directly to discuss its health coverage. It also gave an assurance that it would make every effort to include comments from Diabetes UK in future stories about the condition. Finally, the newspaper published the following letter from the complainant setting out her position: Further to your article about overweight children (April 14) the great majority of children who have diabetes are Type 1 which is certainly not avoidable as you reported. It is not linked to obesity and its cause is unknown. Jill Stewart Dromore, County Down'</p> | The Sun |
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| 19/05/2010 | 1, 9 | Kenneth Crombie | <p>Kenneth Crombie complained to the Press Complaints Commission that two articles - reporting his ex-wife's account following his conviction for grievous bodily harm against her - contained a number of inaccuracies. In particular, he said that the incident was not witnessed by the couple's son or Mrs Crombie's daughter; that there were no love songs playing; and that the incident had not taken place in an outhouse. He was also concerned that the articles would lead to the identification of his son, and said that the newspaper's coverage had jeopardised his safety in prison.'</p> | <p>The newspaper said that it had reported the account given to it by Mrs Crombie, and that it was not possible to identify the couple's son from the articles alone. The complaint was resolved when the newspaper placed a note on its files to reflect the points made in the complaint and amended the online version of the articles accordingly.'</p> | The Sun |
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| 19/05/2010 | 1 | Cranswick Convenience Foods | Cranswick Convenience Foods complained to the Press Complaints Commission, through Gordons solicitors, that an article - reporting that a factory worker was undergoing operations to save his arm after an accident at work - had suggested that the company ignored the worker's family by refusing to speak to his partner. The complainant said that this was inaccurate and misleading, as it had been in regular contact with the father of the injured worker, who was listed in its records as the next of kin. It also raised particular objections to the use of the word " 'snub' " in the headline of the piece.' | The newspaper said that the article was based on the account given by the factory worker's partner, who was initially unhappy with the company's actions. The article had also given considerable weight to the company's version of events. Nevertheless, the newspaper recognised that the factory worker's partner had subsequently been in contact with the company, and was grateful for its support thereafter. The complaint was resolved when the editor offered to publish a follow-up article reporting this, without mentioning the allegations made in the original article.' | South Yorkshire Times |
| 19/05/2010 | 1 | Dr Aaron Sell | Dr Aaron Sell of the University of California complained to the Press Complaints Commission that the newspaper had published an article that inaccurately characterised his research and inaccurately attributed comments to him. | No agreement could be established on the facts of the matter and the likely understanding of the research readers would have taken from the article. However, the complaint was resolved when the PCC negotiated the removal of the online version of the article from the newspaper's website.' | The Sunday Times |

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| 19/05/2010 | 1, 3 | Ms Donna Price | Ms Donna Price complained to the Press Complaints Commission that the magazine had published a private family photograph, without seeking consent, in order to illustrate a story wholly unconnected to her family, but bearing similarities to her family's situation.' | The matter was resolved when the PCC negotiated the publication of the following apology in the magazine: On the 10 November 2009, we published an article relating Christine and Gary Harris's difficulties in seeing their grandson. We would like to clarify that the picture accompanying the article did not depict Christine and Gary with their grandson. We apologise for any upset caused by this confusion.' | Woman's Weekly' |
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| 25/05/2010 | 1, 2 | Mr D Thomas QC and Professor W R Cornish QC | Mr D Thomas QC and Professor W R Cornish QC complained to the Press Complaints Commission that the newspaper had published a letter from a reader that inaccurately recalled details of a research project into the functioning of juries, which took place in the late 1960s. The complainants, who had conducted the research, pointed out that the letter included several inaccuracies as to the budget, the object and the funding of the project. They had sent a letter to the newspaper correcting aspects of the account, but this had not been published. | The complaint was resolved when the PCC negotiated the publication of the following letter in the newspaper: Sir, You published a letter from David McLaren ("Class factors may influence juries' decisions", February 19) recalling his participation as a "sample juror" in research carried out at LSE in the 1960s and what he was told about the research some years later. The research to which he was referring was carried out by ourselves and the late Dr Phil Sealy. Contrary to the recollections of Mr McLaren, the research was not commissioned or funded by the Home Office. It was devised by us, and funded by the Economic and Social Research Council. It was run on a shoestring budget, with expenditure probably reaching no more than £20,000, rather than the very large figure suggested. The object of the project, which was the first attempt in this country at experimental jury research, was to test a number of hypotheses about the functioning of the jury. The participants' discussions, votes and answers to a questionnaire, which was completed at the end of the process and took 20 minutes, were then analysed. The participants were asked several questions about the process; however, the matter of class was not addressed in any way by the research. There were problems in presenting some of the data in a rigorous academic format; but aspects of the findings were published in detail in leading journals, notably the Criminal Law Review. These reports were certainly not suppressed by the Home Office, nor did it interfere in any other way in the work we were doing. Professor W. R. Cornish. QCD. A. | The Times |
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| 25/05/2010 | 12 | A woman | A woman complained to the Press Complaints Commission through Liz Willows of the Camden LGBT Forum that the newspaper had raised a breach of Clause 12 (Discrimination) in referring to her as a "gender bender" in the text and headline of an article originally published in 2008 but still hosted on its website. | The complaint was resolved when the newspaper wrote to the complainant accepting her concern about the language used and removed the article from its website. | The Sun |
| 25/05/2010 | 1 | West London Mental Health Trust | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained to the Press Complaints Commission that an article relating to Broadmoor Hospital inaccurately referred to it as a "jail". | The complaint was resolved when the PCC negotiated the publication of the following correction and apology: In an article published by the Citizen on February 3rd we referred to a patient at Broadmoor Hospital as living in jail. This headline was incorrect and should have used the word hospital. Broadmoor is a high security hospital supporting the recovery of patients with severe mental health problems. We apologise for the error. | The Citizen (Gloucester) |

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| 25/05/2010 | 1 | Angela Browning MP | Angela Browning MP complained to the Press Complaints Commission that the newspaper had not corrected online an article's reference to an expenses claim by her that it had recognised was inaccurate shortly after publication.' | The matter was resolved when the newspaper removed the relevant sentence from the article online and appended the following note: This story has been amended. The original version said Angela Browning MP claimed an average of £42 per day in expenses for food around Christmas 2007-08. This was based on a redacted copy of the expense claim form. The unredacted form shows that the claim was made for payment of rent and a letting fee. | Exeter Express & Echo |
| 26/05/2010 | 1 | Janet Cunliffe | Janet Cunliffe complained to the Press Complaints Commission that the newspaper had published a story which wrongly stated that her son denied taking part in an attack that left a man dead, but "admitted to watching the attack take place". The complainant explained that her son had never admitted to watching the attack - he could not have done so as he was visually impaired - and always maintained in court that he was not aware of what had happened until much later. | The complaint was resolved when the PCC negotiated the publication of the following correction in the newspaper's "For the Record" column: "Our article "My killer son is real victim" (24 March 2010) reported that Jordan Cunliffe, currently serving life for the murder of Garry Newlove through joint enterprise, admitted he saw the attack on Mr Newlove. We have been asked to make clear that Jordan Cunliffe has never said he witnessed the assault."' | Daily Mirror |

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| 26/05/2010 | 1 | A woman | A woman complained to the Press Complaints Commission that the newspaper had inaccurately stated that David Cameron had made reference to a "£2.5 billion" donation to the Liberal Democrats. | The complaint was resolved when the PCC negotiated publication of the following correction: IN our report on the first leadership debate on April 16, we said that David Cameron had referred to millionaire Michael Brown having donated '£2.5 billion' to the Liberal Democrats. The actual figure - as stated by Mr Cameron - was £2.5million. ' | Metro |
| 03/06/2010 | 1 | Lord & Lady Cholmondeley | Lord & Lady Cholmondeley complained to the Press Complaints Commission that a diary item was inaccurate when it stated that - after having twins delivered by Caesarean section - the identity of their heir would be determined by weight. | The complaint was resolved when the PCC negotiated the publication of the following correction: In an article of 8 November it was reported that Lord and Lady Cholmondeley, who recently had twins delivered by Caesarean section, had decided that the identity of their heir would be determined by weight. However, as published on the 13 December, we are happy to reiterate that the heir was identified by the order of birth and the medical records at the hospital. We regret any distress caused to Lord and Lady Cholmondeley. | The Sunday Telegraph |

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| 03/06/2010 | 1 | Mrs Diane Stevenson | <p>Mrs Diane Stevenson complained to the Press Complaints Commission that articles in the three newspapers inaccurately reported that she had worked as a stripper in a night club prior to meeting her husband, Reverend David Stevenson. She said that the claim had arisen from a two-part feature that she had written for her local church magazine, encouraging people to avoid judging others in the absence of knowing the full facts of any given situation. Although she had written that she was a "stripper" in the first part, she had planned to clarify that she actually stripped chicken in a food factory in the second part. However, the first part of the feature was reported by a local newspaper, prior to publication of her second church magazine article.</p> | <p>The newspapers did not accept any breach of the Code, as the story originated from an article that Mrs Stevenson herself had written. Nevertheless, the complaint was resolved when The Sun and the Daily Express removed the online version of their articles and amended their files accordingly. The Sun also published a follow-up article, clarifying the situation. The Daily Telegraph added the following statement from the complainant to the online version of the article: Statement from Mrs Diane Stevenson: Further to the article "Vicar's wife shocks parishioners by revealing her stripper past", of 11 December 2009, I would clarify that I have never worked as a stripper in a night club. I actually worked stripping chicken in a food factory. The story about me stripping in a club for money came about as a result of a two-part feature that I had written for our church magazine. In the first part, I wrote that I had been a "stripper". I intended to clarify this statement in the second part, and hoped to encourage readers not to judge others based on first appearances alone. Unfortunately, prior to the publication of the second part of the feature, our local newspaper published information contained in the first piece. I would now like to make the position clear, and re-iterate my message of the importance of avoiding prejudice.'</p> | The Sun |
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| 03/06/2010 | 1 | Mrs Diane Stevenson | <p>Mrs Diane Stevenson complained to the Press Complaints Commission that articles in the three newspapers inaccurately reported that she had worked as a stripper in a night club prior to meeting her husband, Reverend David Stevenson. She said that the claim had arisen from a two-part feature that she had written for her local church magazine, encouraging people to avoid judging others in the absence of knowing the full facts of any given situation. Although she had written that she was a "stripper" in the first part, she had planned to clarify that she actually stripped chicken in a food factory in the second part. However, the first part of the feature was reported by a local newspaper, prior to publication of her second church magazine article.</p> | <p>The newspapers did not accept any breach of the Code, as the story originated from an article that Mrs Stevenson herself had written. Nevertheless, the complaint was resolved when The Sun and the Daily Express removed the online version of their articles and amended their files accordingly. The Sun also published a follow-up article, clarifying the situation. The Daily Telegraph added the following statement from the complainant to the online version of the article: Statement from Mrs Diane Stevenson: Further to the article "Vicar's wife shocks parishioners by revealing her stripper past", of 11 December 2009, I would clarify that I have never worked as a stripper in a night club. I actually worked stripping chicken in a food factory. The story about me stripping in a club for money came about as a result of a two-part feature that I had written for our church magazine. In the first part, I wrote that I had been a "stripper". I intended to clarify this statement in the second part, and hoped to encourage readers not to judge others based on first appearances alone. Unfortunately, prior to the publication of the second part of the feature, our local newspaper published information contained in the first piece. I would now like to make the position clear, and re-iterate my message of the importance of avoiding prejudice.'</p> | Daily Express |
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| 03/06/2010 | 1 | Mrs Diane Stevenson | <p>Mrs Diane Stevenson complained to the Press Complaints Commission that articles in the three newspapers inaccurately reported that she had worked as a stripper in a night club prior to meeting her husband, Reverend David Stevenson. She said that the claim had arisen from a two-part feature that she had written for her local church magazine, encouraging people to avoid judging others in the absence of knowing the full facts of any given situation. Although she had written that she was a "stripper" in the first part, she had planned to clarify that she actually stripped chicken in a food factory in the second part. However, the first part of the feature was reported by a local newspaper, prior to publication of her second church magazine article.</p> | <p>The newspapers did not accept any breach of the Code, as the story originated from an article that Mrs Stevenson herself had written. Nevertheless, the complaint was resolved when The Sun and the Daily Express removed the online version of their articles and amended their files accordingly. The Sun also published a follow-up article, clarifying the situation. The Daily Telegraph added the following statement from the complainant to the online version of the article: Statement from Mrs Diane Stevenson: Further to the article "Vicar's wife shocks parishioners by revealing her stripper past", of 11 December 2009, I would clarify that I have never worked as a stripper in a night club. I actually worked stripping chicken in a food factory. The story about me stripping in a club for money came about as a result of a two-part feature that I had written for our church magazine. In the first part, I wrote that I had been a "stripper". I intended to clarify this statement in the second part, and hoped to encourage readers not to judge others based on first appearances alone. Unfortunately, prior to the publication of the second part of the feature, our local newspaper published information contained in the first piece. I would now like to make the position clear, and re-iterate my message of the importance of avoiding prejudice.'</p> | The Daily Telegraph |
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| 03/06/2010 | 1 | Mr TR and Mrs FM Roberts | Mr TR and Mrs FM Roberts complained to the Press Complaints Commission that the newspaper had inaccurately suggested that a shower in their home was responsible for a damp problem in a neighbouring house. | The complaint was resolved when the PCC negotiated the following clarification and apology: Damp issues not related to shower. In the October 15, 2009 edition of the Banbury Guardian, we published a story headlined 'Family furious over lost possessions'. The article claimed that a leak from a neighbour's shower had cost a family in School View, Banbury, thousands of pounds in lost possessions due to resulting damp problems. The problem was reported to Charter Community Housing in January 2009, with work not getting under way until July 2009. At the time the article was published, we quoted Charter Community Housing as saying: "Works required to repair the neighbour's shower have been completed and we are satisfied that all parties involved have taken every step necessary to rectify the problem." Furthermore, a statement from Cherwell District Council released to the Banbury Guardian at the time of the article stated: "The council inspected the property in relation to the complaint, as it has a statutory obligation to do. "We didn't fix or change the shower but advised the owner that it needed to be fixed and they have now done this. "We have since been asked by the residents of the neighbouring home - Mr TR and Mrs FM Roberts - to point out that Cherwell District Council has since confirmed that it did not conclude that the shower was the cause of all the dampness affecting the neighbouring property, that any defect with the shower was remedied, and that any further damp problems at the neighbouring property were not associated with the Roberts' shower. At no time did we attempt to | Banbury Guardian |
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| 03/06/2010 | 1 | Rob Bartlett | <p>Rob Bartlett complained to the Press Complaints Commission that the newspaper had inaccurately reported that 50 US children had contracted salmonella from kissing frogs in imitation of a Disney film.</p> | <p>The complaint was resolved when the PCC negotiated removal of the article from the newspaper's website and publication of the following correction in the newspaper's Amplifications & Clarifications column and online: An article of February 1, headed "50 fall ill after kissing a frog", contained several errors. It said doctors blamed 50 salmonella cases in the US on children copying the heroine of the Disney film, The Princess And The Frog, by kissing frogs. In fact, not all the cases were in children and only four occurred after the film's release. Improper handling of frogs was identified as a likely cause of the outbreak, but there was no evidence that anyone had become ill from kissing frogs.'</p> | Daily Express |
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| 03/06/2010 | 1 | Mr Rob Greenwood | <p>Mr Rob Greenwood complained to the Press Complaints Commission that the article incorrectly stated that the 1.4% of the population was disabled, and that there was an over provision of disabled parking bays.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter in the newspaper: The idea that there are scores of underused disabled bays in supermarket car parks (Mail) is a myth. I've lost count of the number of shopping trips I've had to abandon because no disabled parking spaces were free. It's rare indeed to find empty spaces during shopping hours. The problem with the Blue Badge scheme is the level of abuse by non-disabled people using bays without badges, or using badges to which they're not entitled. This abuse is the subject of a massive Bay Watch campaign organised by disabled people to have the scheme properly enforced. The suggestion that there is an over-provision of disabled bays may have a negative impact. It's ludicrous to suggest that the percentage of 'registered disabled' people is as a low 1.4 per cent. The registration system for disabled people ended 15 years ago and related only to employment quotas, set at 3 per cent. Then, as now, it had no bearing on the proportion of disabled people in the population. According to the Disability Rights Commission, there are actually 8.6 million disabled people in the UK - 14 per cent of the population. The provision of 6 per cent of supermarket parking should be seen in this context. I'm concerned that the suggestion that there is an over provision of disabled bays for a small proportion of the nation's population may encourage non-disabled drivers to abuse these parking spaces and prompt businesses to disregard their obligation to provide services to disabled people. ROB GREENWOOD. Huddersfield '</p> | Daily Mail |
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| 03/06/2010 | 1 | Mr Jack Irvine | Mr Jack Irvine, Executive Chairman of Media House International, complained to the Press Complaints Commission that coverage of the circumstances surrounding the resignation of Councillor Steven Purcell was inaccurate and misleading, particularly with regard to his handling of the matter as Mr Purcell's PR advisor.' | The complaint was resolved when the newspaper - which had already published a correction on the matter - published the following letter from the complainant: The circumstances surrounding the resignation of Councillor Steven Purcell were a personal tragedy for the Glasgow City Council leader and I am sure I am not alone wishing him a return to good health. One of the most worrying aspects of the saga to date was the attitude taken in some quarters by people who failed to comprehend the extent of Councillor Purcell's health problems at the time. The Sunday Herald, in particular, was clearly disappointed that Cllr Purcell had not performed a Tiger Woods-style 'mea culpa' as he announced his resignation and took the view that this should have been my recommended strategy as his adviser. In fact, Cllr Purcell was in the care of health professionals at the time and was simply not in any position to make detailed statements to anyone. Instead, the focus swung to the PR 'strategy' of the handling of Councillor Purcell's resignation and this newspaper went off the deep end, seeing conspiracy, intrigue and spin at every turn. Sometimes things are not that complicated. Councillor Purcell simply asked for my help and he got it. I would do the same again. As a former newspaper editor I know what it means to chase a story but just because 'full confessions' are not served up immediately in the breathless world of 24 hour news, it doesn't mean there is some sinister conspiracy in operation. If the Sunday Herald reporters had bothered to ask me, which strangely they didn't, they may have formed a more balanced | Sunday Herald |
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| 03/06/2010 | 1 | Mr Chris Denning | <p>Mr Chris Denning complained to the Press Complaints Commission that the article incorrectly stated that he had complained that his human rights had been violated because he could not have sex with children or take naked photographs of them. The complainant expressed concern that the article included several other inaccuracies, such as that he was currently residing in a prison cell and that he had been jailed in 1974.</p> | <p>The complaint was resolved when the PCC negotiated the removal of the claim that the complainant considered his human rights to have been violated because he could not have sex with children or take naked photos of them. The claim was replaced with the following statement: He said: For the first nearly 60 years of my life my human rights were violated and I was denied the basic freedom to be legally able to have a sexual relationship with a consenting young male adult friend of 19 or 20, or to take intimate photographs of him'. The newspaper also published the following correction and apology at the end of the article on its website: An earlier version of this article suggested that Chris Denning had claimed that his human rights had been violated because he could not have sex with children or take naked photos of them. The Telegraph accepts that Mr Denning did not say this and apologises accordingly. '</p> | The Daily Telegraph |
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| 03/06/2010 | 1 | West London Mental Health Trust | <p>Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained to the Press Complaints Commission that an article about a missing knife on a ward at Broadmoor Hospital contained inaccuracies.</p> | <p>The complaint was resolved when the newspaper published the following letter from the complainant: Further to your article about a knife going missing on a ward at Broadmoor (March 29) we would like to make clear no patients, including Peter Sutcliffe, were confined to their rooms and no extra staff were allocated to the ward as you inaccurately reported. Suggestions that patients were quarantined or kept in their rooms are false. The picture you paint of some kind of "lock down" is misleading and unhelpful. Broadmoor Hospital provides a secure environment for all patients and staff where safety for all is paramount. We go to great lengths to continuously preempt and manage risk within the hospital, and our staff are trained to do this. This means we pay attention to every detail of daily life on wards as well as keeping a calm and orderly environment for patients which provides the right environment for recovery.</p> | The Sun |
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| 03/06/2010 | 1 | Mr Jason Joiner | Mr Jason Joiner complained to the Press Complaints Commission that an article - reporting an autograph convention that he was organising - had inaccurately stated that German Second World War pilots attending the event were to charge £150 for an autograph. He said that, in fact, the charge for the event was £10 for a photograph and autograph. The event organisers charged this amount to cover expenses, and the pilots attending had not sought any costs themselves. | The complaint was resolved when the newspaper published a follow-up article, clarifying the situation and publicising the event. | The Sun |
| 03/06/2010 | 1 | Mr David Jan Niechwiadowicz | Mr David Jan Niechwiadowicz complained to the Press Complaints Commission that the article incorrectly referred to the Treblinka extermination camp as "Poland's Treblinka extermination camp". | The complaint was resolved when the newspaper removed the reference to "Poland's Treblinka extermination camp" and replaced it with the following description: The Treblinka extermination camp, which was built in Poland by the Nazis. The newspaper also published the following correction at the end of the article on its website: This article had been corrected to make it clear the Treblinka extermination camp was built by the Nazis in occupied Poland. ' | Sunday Sun |

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| 04/06/2010 | 1 | The Rt Hon Joyce Quin | The Rt Hon Joyce Quin complained to the Press Complaints Commission that the newspaper had published a misleading account of the contents of a book she had written about the British constitution. She was particularly concerned about the headline, "Privy Counsellor: Meddling Charles is unfit to be King", which she said attributed to her a view she did not hold and that had not been expressed in the book. She had initially raised the complaint with the newspaper directly and it had published a letter from her setting out her views. However, she was concerned that the original article remained on the newspaper's website, accompanied by hostile comments, and that the views suggested by the article had been subsequently attributed to her elsewhere.' | The newspaper did not accept that the original story had been inaccurate. Nonetheless, the complaint was resolved when the newspaper attached to the article online the complainant's letter disputing the accuracy of the article and removed one phrase from the article that the complainant believed was particularly inaccurate. The newspaper also placed a warning note on the article in its internal library database so that anyone referring to it would be aware of her complaint.' | The Mail on Sunday |
| 04/06/2010 | 1 | Mr Gordon Halton | Mr Gordon Halton of Suffolk, an employee of B&Q, complained to the Press Complaints Commission that an article on the newspaper's website had inaccurately stated that all B&Q staff were due to receive a 9% bonus by the end of the month.' | The complaint was resolved when it was established that the article actually dated from 2003 but that the date had been accidentally omitted from the online version. | Daily Mail |

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| 04/06/2010 | 1 | Mr Alistair Ewen | <p>Mr Alistair Ewen, proprietor of the Aberdeen-based salon Tan 2000, complained to the Press Complaints Commission that an article had alleged that the salon allowed a sunbed appointment for a 15-year-old to be made over the telephone. Scottish legislation prohibited the use of sunbeds by under-18s, and the complainant maintained that his salon had always abided by the relevant guidelines. He said that the reporter who called his staff member had not specified the nature of the appointment requested. He added that he was abroad at the time of publication, and had not therefore had the opportunity to respond to the allegations against Tan 2000.</p> | <p>The newspaper provided the reporter's notes to support the claims made in the article. However, the complaint was resolved when the PCC helped to negotiate publication of the following letter from the complainant: Use of sunbeds at Tan 2000 Dear Sir, I write following your article in the Evening Express edition of Wednesday 2 December 2009, stating that 'Salons offer sunbed sessions to under 18s'. This, allegedly, included Tan 2000. The article implied that, according to an Evening Express reporter, she had telephoned the salon, and claimed that Tan 2000 were allegedly willing to accept an appointment over the phone for a person under 18 years of age. This allegation is strongly denied by Tan 2000. As the proprietor of Tan 2000, I would like to make it clear that, during our ten year history, we have always been fully aware of and compliant with the relevant guidelines, and also the recent legislation surrounding the safe use of sunbeds. Following recent legislation, Tan 2000 have not, and will not allow anyone under the age of 18 years to use our sunbeds. Yours faithfully, Alistair Ewen, Proprietor, Tan 2000 30 Market Street, Aberdeen, AB11 5PL The editor also wrote a personal letter to the complainant.'</p> | Evening Express (Aberdeen) |
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| 04/06/2010 | 1 | Mr Bill Holland | <p>Mr Bill Holland of the Warwickshire Police complained to the Press Complaints Commission that the article contained several inaccuracies in relation to the death of a couple following a suspected arson attack. The complainant stated that, contrary to the suggestion in the article, there had not been any reports of anti-social behaviour in the area for at least a year. He did not consider that there was any evidence to support the claim made in the article that the elderly couple had "challenged jobs".</p> | <p>The matter was resolved when the newspaper offered the complainant the opportunity to speak directly to the Assistant Editor of the newspaper about the matter.</p> | Daily Mail |
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| 04/06/2010 | 1, 12 | Mr Tom Evans | <p>Mr Tom Evans complained to the Press Complaints Commission that an article - reporting that a large number of applications for the newly-introduced Employment and Support Allowance had been refused - misled readers by suggesting that claimants were "faking" their illnesses. He said that there was no evidence to support this contention. Rather, the statistics could be explained by the fact that the ESA regime, which replaced the old incapacity benefit, applied far more stringent criteria for eligibility. The complainant also added that the article discriminated against those with disabilities.</p> | <p>The complaint was resolved when the PCC helped to negotiate publication of the following letter from the complainant: I WRITE regarding your front page story ("75% on sick benefit are faking", October 14 2009), which referred to statistics showing that 75 per cent of those who claimed the new Employment and Support Allowance were ineligible for this particular benefit. However, there was no evidence to suggest that anyone had been faking illness. It's recognised that the new criteria for the allowance are more stringent, so much so that some people with serious health conditions have been excluded. For example, a person with a learning disability who 'needs verbal instructions as to how to carry out a simple task' would gain six points, well short of the 15 points needed for eligibility. I'm therefore concerned that the bar has been raised so high that many seriously ill people have been deemed fit for work when in fact they are not. Tom Evans Whippingham, Isle of Wight'</p> | Daily Express |
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| 04/06/2010 | 1 | Ms Heather Mills | <p>Ms Heather Mills complained to the PCC that an article was inaccurate in stating that she had been enraged and humiliated when security staff at Heathrow airport asked to take a swab from her prosthetic leg. In fact, the procedure was an entirely normal one and was something she had grown used to over the years.</p> | <p>The complaint was resolved when the PCC negotiated publication of the following correction under the heading Heather Mills': Following our article of 15 March, Heather Mills has asked us to make clear that she regularly has her prosthetic leg swabbed by security staff at airports and she is very understanding of the need for this procedure. It does not anger her or make her feel humiliated. When her leg was swabbed at Heathrow in March we accept that Heather was not in a rage, furious or disbelieving.'</p> | Daily Mirror |
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| 07/06/2010 | 1 | Huw Roberts | Huw Roberts complained to the Press Complaints Commission that in a caption the newspaper had inaccurately reported that he had "quit" and "walked out" of his job as a project director at East Riding Council, when that was not the case. As the article had reported, he had been allowed to take early retirement in accordance with the council's retirement scheme. The newspaper had published a correction and apology prior to the complaint to the Commission, but the complainant regarded it as insufficiently prominent. He did not accept the apology, which was made for "any confusion" rather than to him personally.' | The complaint was resolved when the PCC negotiated the publication of the following correction and apology: Huw Roberts - an apology E. YORKS: In The Mail on Wednesday, March 19, we stated that Huw Roberts had "quit" his post at East Riding Council and had walked out. In truth, Mr Roberts applied for and was granted early retirement in accordance with the council's retirement scheme, which is available to all council employees. We accept our article was misleading and unreservedly apologise to Mr Roberts.' | Hull Daily Mail |
| 07/06/2010 | 1 | Ms Lianne de Mello | Ms Lianne de Mello complained to the Press Complaints Commission that, in an article featuring a number of young people discussing their political views the newspaper had inaccurately attributed quotations to her that she had not said. | The newspaper acknowledged that quotations from a different individual had been mistakenly attributed to the complainant, and the matter was resolved when the PCC negotiated the removal of the article from the newspaper's website and the provision of a personal letter of apology.' | The Sun |

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| 09/06/2010 | 5 | Mrs H Beatrice Jones | Mrs H Beatrice Jones complained to the Press Complaints Commission that an article about the death of her daughter, Moira Jones, featured letters dictated by her killer confessing to the crime which contained insensitive references. She said that the article was in breach of Clause 5 (Intrusion into grief or shock) of the Editors' Code.' | The complaint was resolved when the PCC negotiated the following settlement with the newspaper, which accepted that its coverage was in breach of the Code: the removal of the article from newspaper's library, files and databases; the publication of a prominent article about the Moira Fund, which was set up in Moira Jones' memory; a substantial donation to the charity; and the publication of an apology. The text of the apology was as follows: On January 3, we published letters dictated by Moira Jones' murderer confessing to his crime. They included upsetting references which we were wrong to publish. Care should be taken to report sympathetically and sensitively and we failed to do so. We would like to apologise to Moira's family and friends for the distress caused by the insensitive publication and regret adding to their grief.' | Sunday Mail |
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| 10/06/2010 | 1, 5 | Carol Hodgson | Carol Hodgson complained to the Press Complaints Commission that the newspaper had published inaccuracies about her late brother, Richard Cartwright. | The complaint was resolved when the newspaper apologised for having caused any upset to the complainant or her family, removed one article from its website, made amendments to another, circulated an internal warning against repeating some of the claims in the article, and appended warnings to the story in its library. | The Mail on Sunday |
| 10/06/2010 | 1, 5 | Carol Hodgson | Carol Hodgson complained to the Press Complaints Commission that the newspaper had published inaccuracies about her late brother, Richard Cartwright. | The complaint was resolved when the newspaper apologised for any unintentional distress caused to the complainant and her family, removed a reference to Mr Cartwright from one story online and amended another, placed a note in its internal files of the family's position, and offered an assurance that it would take every reasonable step not to repeat the disputed claims unless new details came to light.' | The Sun |

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| 10/06/2010 | 1 | Ms Farah Ahmed | <p>Ms Farah Ahmed is a trustee of the Islamic Shakhsiyah Foundation - a charity which runs Muslim faith schools and the head teacher of the organisation's Slough-based school. She complained to the Press Complaints Commission, on behalf of the ISF, that articles in the two newspapers - reporting that "members of Hizb ut-Tahrir", a "militant Islamic group" had received over £100,000 of public money to run schools - contained inaccuracies and misled readers. She said that, in fact, parents of pupils at ISF schools had claimed education grants to which they were entitled, and that the ISF had no links to Hizb ut-Tahrir.'</p> | <p>The newspapers said that the articles were based on a story published by the Sunday Telegraph. The complaint was resolved when the PCC helped to negotiate publication of the following clarification: An article of 26 October 2009 stated that Hizb ut-Tahrir was given £113,000 of public money to run schools. In fact, the money was given in the form of the nursery education grant, to the Islamic Shakhsiyah Foundation; a registered charity which maintains that it is not an extremist group, is independent from any other organisation and has no links with Hizb ut-Tahrir. We are happy to clarify the situation. Both newspapers also removed the online version of the articles from their websites, and noted the complainant's concerns for future reference.'</p> | Daily Mail |
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| 10/06/2010 | 1 | Ms Farah Ahmed | <p>Ms Farah Ahmed is a trustee of the Islamic Shakhshiyah Foundation - a charity which runs Muslim faith schools and the head teacher of the organisation's Slough-based school. She complained to the Press Complaints Commission, on behalf of the ISF, that articles in the two newspapers - reporting that "members of Hizb ut-Tahrir", a "militant Islamic group" had received over £100,000 of public money to run schools - contained inaccuracies and misled readers. She said that, in fact, parents of pupils at ISF schools had claimed education grants to which they were entitled, and that the ISF had no links to Hizb ut-Tahrir.'</p> | <p>The newspapers said that the articles were based on a story published by the Sunday Telegraph. The complaint was resolved when the PCC helped to negotiate publication of the following clarification: An article of 26 October 2009 stated that Hizb ut-Tahrir was given £113,000 of public money to run schools. In fact, the money was given in the form of the nursery education grant, to the Islamic Shakhshiyah Foundation; a registered charity which maintains that it is not an extremist group, is independent from any other organisation and has no links with Hizb ut-Tahrir. We are happy to clarify the situation. Both newspapers also removed the online version of the articles from their websites, and noted the complainant's concerns for future reference.'</p> | Evening Standard |
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| 10/06/2010 | 1 | Marston Group | <p>Mr Gareth Hughes, Deputy Chief Executive of the Marston Group, complained to the Press Complaints Commission that a January 2009 article on the newspaper's website - which suggested that the actions of a bailiff were connected to the death of a pensioner - was inaccurate and misleading. A report commissioned by Jack Straw had subsequently made clear that there was "no connection between the bailiff activities carried out that day" and the death.'</p> | <p>The complaint was resolved when the newspaper removed the article from its website.</p> | The Sun |
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| 11/06/2010 | 1 | Kahlil Burke | <p>Ex-horse trainer Kahlil Burke complained to the Press Complaints Commission that the newspaper had published an article which inaccurately stated that he had forged a veterinary surgeons signature on official records. The complainant was genuinely concerned that the coverage had damaged his reputation and would impact upon his employment prospects.</p> | <p>The newspaper accepted that there had been an error and was willing to publish a brief correction. The complainant argued that any correction should contain criticism of the British Horseracing Association as it had provided the information to the newspaper. The newspaper did not agree that this was appropriate. The complaint was resolved when the PCC negotiated the publication of the following correction: In an article headlined "Burke faces ban after doctoring veterinary records" (10 November 2009) which appeared both in print and online we wrongly reported that former trainer Kahlil Burke falsified horse passports by signing the records in the name of a veterinary surgeon. We have been asked to make clear that Mr Burke did not forge any signature, but signed with his own name. We are happy to correct this point. The correction was published in the newspaper with prominence equal to that of the original piece and appeared on its website for a period of three days. The newspaper also removed two disputed online articles from the internet at the complainant's request.'</p> | <p>Racing Post</p> |
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| 11/06/2010 | 1 | Mr Kevin Yates | Mr Kevin Yates of Leicester complained to the Press Complaints Commission that, in reporting on new research indicating genetic interbreeding between early Eurasian humans and Neanderthals, the newspaper had inaccurately stated there was also evidence of interbreeding between Neanderthals and Africans, when the opposite was actually the case. | The newspaper acknowledged that, at one point in its article, it had inadvertently misstated the fact that there was no evidence for African-Neanderthal interbreeding. The matter was resolved on the basis that the newspaper had amended the online article and published a further article on the matter correctly stating the facts. | Daily Mail |
| 11/06/2010 | 1 | Jack Briggs | Jack Briggs complained to the Press Complaints Commission that the newspaper had published an article which reported his ex-wife's position that he was a violent individual who drank heavily. The complainant said this was wholly inaccurate and the newspaper should have contacted him prior to publishing a claim that was damaging to his reputation.' | While the newspaper pointed out that the complainant was not identified in the article and did not accept that there had been a breach of the Code, the complaint was resolved when the PCC negotiated the removal of the disputed lines from the online article. | The Scotsman |
| 11/06/2010 | 1 | Mr Nicholas Kollerstrom | Mr Nicholas Kollerstrom complained to the Press Complaints Commission that an article first published two years ago and still available on the newspaper's website contained inaccurate statements regarding his professed views on the 7/7 bombings and the holocaust.' | The matter was resolved when - given the length of time that had elapsed and the difficulties inherent in investigating the matter - the newspaper removed the article from its website. | Evening Standard |

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| 11/06/2010 | 1 | A man | <p>A man complained to the Press Complaints Commission that an article had incorrectly claimed that a 20-year-old from the Stonehouse area had become the youngest chartered architect in the United Kingdom.</p> | <p>The complaint was resolved when the PCC helped to negotiate publication of the following correction: IN an article in the Advertiser's December 3 2009 issue, concerning the academic achievements of young Stonehouse man Craig Smith, we said that he had qualified to become the youngest chartered architect in the United Kingdom. This was incorrect. The title "Architect" is legally protected and can only be used by someone who has registered with the Architects Registration Board. 20-year-old Craig is currently a student member of his professional institute, the Chartered Institute of Architectural Technologists (CIAT). As Craig has completed an HND in computer aided architectural design, he now has to upgrade to Associate membership (ACIAT). The next stages are for him to meet the requirements for becoming a professionally qualified Architectural Technician (TCIAT), and then a Chartered Architectural Technologist (MCIAT). '</p> | Hamilton Advertiser |
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| 11/06/2010 | 3, 9 | A woman | <p>A woman complained to the Press Complaints Commission that an article reporting that her former partner had been ordered to take part in a sex offenders' programme after admitting to making and possessing indecent photographs of children - had included her address (despite the fact that her ex-partner had not lived there for some time), and had made reference to her and her son (which she said was not relevant to the offences reported). She said that the article had "labelled" her, her son and other members of her family with her former partner, causing them to experience difficulties in the local community.'</p> | <p>The newspaper said that the complainant's former partner had lived at the address at the time of the offences, and that it was not possible to identify the complainant, her son or any other members of the family from the article alone. However, the complaint was resolved when the newspaper removed the online version of the article from its website.'</p> | Solihull Observer |
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| 11/06/2010 | 1 | Mr Damian Cox | <p>Mr Damian Cox complained to the Press Complaints Commission that the newspaper had not published a comment he had submitted in response to an article about the Hillsborough Disaster. Mr Cox considered that while the article itself was accurate, some comments on the article on the newspaper's website were inaccurate. His comment, which he believed served to correct the inaccuracies, had included a link and was therefore, he understood, automatically sent for pre-moderation by the newspaper's staff. He questioned why it had not been subsequently approved and published, while the comments he believed were inaccurate had remained on the site.'</p> | <p>The complaint was resolved when the newspaper informed the complainant that it had recently changed its policy on web comments and agreed to meet with him to discuss the general issues raised by his complaint. The newspaper also removed the article, including the comments, from its website.</p> | Nottingham Post |
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| 14/06/2010 | 1 | Mr Peter Hogan | <p>Mr Peter Hogan, former Warden of Llandovery College, complained to the Press Complaints Commission that - following the settlement of a dispute being heard at an employment tribunal between the College and Mr Albert Jones - the newspaper had only reported the views of Mr Jones and the current College administration. He considered that the article had been misleading by omission of his position.</p> | <p>The matter was resolved when the PCC negotiated the addition of the following statement to the online version of the article: As Headmaster it was my duty to look into serious matters raised in relation to Mr Jones and to deal with them appropriately. The allegations of bullying later made against me by Mr Jones were investigated by the Board of Governors and overseen throughout by Sir David Mansel Lewis (now deceased) - it came as a great relief when these allegations were not upheld. The events in question were complex and took place over five years ago. I am sorry that Mr Jones has been so upset and that matters could not have been resolved earlier. Then as now I bear him no malice. I hope he can put this difficult time behind him and I wish him every success in his current teaching post. Peter Hogan</p> | WalesOnline.co.uk |
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| 17/06/2010 | 1 | Mary Braniff | <p>Mary Braniff and her family complained to the Press Complaints Commission that the newspaper had published a number of inaccuracies about her late husband, Anthony Braniff.</p> | <p>The complaint was resolved when the PCC negotiated for the publication of the following statement: Clarification On 26 February last, under the heading Echo of a squalid bloody history, we published a report in which the late Anthony Braniff was described as an IRA informer. On 27 September 1981 IRA member Anthony Braniff, 22, was murdered by the IRA, who declared that he had been "executed" because he was a paid informer of the RUC. Twenty-two years later the IRA stated that there was no evidence to support its claim that he was responsible for passing on information about the location of arms dumps or the movement of "Volunteers" and that he met his Special Branch contacts regularly while receiving money. The Braniff family always denied that Anthony was an informer. They also deny any suggestion that Anthony Braniff "fingered" Maurice Gilvarry to be shot in January 1981 or that Gilvarry had been infatuated with Anthony Braniff's wife. We are happy to clarify the position. '</p> | Daily Mirror |
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| 18/06/2010 | 1 | Mr Shaun Sullivan | Mr Shaun Sullivan complained to the Press Complaints Commission that an article had attributed to him a quote which he had not said. | The newspaper accepted that the quote was mistakenly attributed to the complainant. The complaint was resolved when the PCC helped to negotiate publication of the following correction: IN a round-up of public opinion on political parties, published on April 11, we wrongly attributed a Kent taxi driver's comments to a Mr Shaun Sullivan of Green Lane, Eythorne. We are happy to make clear that those views were not Mr Sullivan's, and we regret and apologise for the confusion and concerns caused.' | News of the World |
| 18/06/2010 | 1 | Lee and Ash Baldwin | Lee and Ash Baldwin complained to the Press Complaints Commission that the newspaper had published articles about the relocation of Telford Stage School that contained a number of inaccuracies. | The PCC negotiated a wording for a clarification to address the two substantive points of dispute. The newspaper was willing to publish the piece promptly. However, after due consideration, the complainants decided that they did not require a published item and were happy to accept the newspaper's offer as a resolution to their concerns.' | Telford Journal |

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| 18/06/2010 | 1 | Timothy Cowen | Timothy Cowen complained to the Press Complaints Commission that the newspaper had published an article headlined "City Hall parking crisis deepens - critics fear flaws in re-awarding lucrative contract to NSL Services could cost taxpayers £1m" which wrongly suggested that NSL Services was involved in a fraud probe. | The newspaper accepted that the article should have made clear that the investigation - which subsequently found no case to answer - involved Westminster council's parking department and not the contractor, NSL. The PCC negotiated the amendment of the online article and the complaint was resolved when the newspaper worked directly with the complainant to agree a wording for a published correction.' | West End Extra |
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| 18/06/2010 | 1 | Mr Ben Williams | <p>Mr Ben Williams, brother of the late Mr leuan Williams, complained to the Press Complaints Commission that an article - paying tribute to the late Mr Ivor Walters and his contribution to the company I.G. Engineering - had suggested that Mr Walters had founded the company, when that was not the case. He clarified that Mr leuan Williams was, in fact, one of the original founders of the company, and said that his family were concerned that the article made no mention of Mr Williams' contribution, or the hundreds of jobs that he had created.'</p> | <p>The complaint was resolved when the PCC helped to negotiate publication of the following letter from the complainant: I write further to your article "Tributes to man who gave work to many" of 8 March. The article paid tribute to the late Mr Ivor Walters and his contribution to the company I.G. Engineering. Whilst Mr Walters was one of the early members of the workforce, he was not involved in founding the company, as the article claimed. In fact, I.G. was founded by Mr leuan Williams and Mr Graham Parsons in 1958, and its name bears the initials of the forenames of these two gentlemen. Mr Williams then bought out Mr Parsons, becoming sole owner and managing director. Mr Walters did not become managing director until a much later stage, when I.G. had been sold to another group and Mr Williams had resigned. Mr leuan Williams has recently passed away. Whilst we do not seek to devalue Mr Walters' contribution, we, as Mr Williams' family, feel that the article fails to acknowledge what Mr Williams achieved in his working life, and the jobs that he created for hundreds of people. Mr Williams designed most of I.G.'s products and received the Queens Award for his work. These important achievements should be recognised. Ben Williams (Brother)The newspaper also included a photograph of Mr leuan Williams receiving his award from Prince Charles with the letter, and the Deputy Editor wrote personally to Mr Williams' widow, Mrs Valerie Williams.'</p> | South Wales Argus |
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| 21/06/2010 | 1 | Barry Forde | Barry Forde complained to the Press Complaints Commission that an article based on an interview he had given to the newspaper had contained several inaccuracies. | The complaint was resolved when the newspaper published a follow-up article clarifying one inaccuracy, removed the story from its website, and agreed to make a payment, which it had previously negotiated with the complainant, for the interview. | Scottish Sun |
| 22/06/2010 | 1 | Police officer Tom Dixon | Police officer Tom Dixon complained to the Press Complaints Commission that the newspaper had published an article which reported that he had been accused of attacking his fiancée and a love rival with a baton and CS spray when this was not the case. | The newspaper explained that the information had come from a confidential source but was happy to accept that the complainant had at no point been accused of, or charged with, attacking his fiancée and her acquaintance with a baton and CS spray. The PCC negotiated the prompt removal of the online article and the complainant was satisfied with the outcome. | Daily Mirror |

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| 23/06/2010 | 1 | Baroness Hayman PC | Baroness Hayman PC complained to the Press Complaints Commission through Swan Turton Solicitors of London that an article was inaccurate and misleading when it stated that she - "who was herself under investigation for alleged abuse of the expenses system" - had chaired a House of Lords committee which had made a ruling on the minimum threshold for the designation of a main residence which "led to her being cleared of wrongdoing". | The complaint was resolved when the PCC negotiated the publication of the following correction and apology: In "Peers claim for main home' they spend a night in" (Feb 10), it was stated that a House of Lords committee chaired by Baroness Hayman, "who was herself under investigation for alleged abuse of the expenses system", had made a ruling on the minimum threshold for the designation of a main residence which "led to her being cleared of wrongdoing". We now accept that the Clerk of the Parliaments, Michael Pownall, dismissed a complaint about Baroness Hayman's expense claims on 1 December 2009, more than a month before the committee discussed the matter in January 2010. We apologise for this error.' | The Daily Telegraph |
| 24/06/2010 | 1 | Kamena Dorling | Kamena Dorling of the Migrant Children's Project complained to the Press Complaints Commission that the newspaper had improperly and inaccurately used the word "refugee" to refer to economic migrants.' | The complaint was resolved when the newspaper, which did not accept that the article had raised a breach of the Editors' Code, nonetheless agreed following the complaint to the PCC to change the reference from "refugees" to "asylum seekers" in the online version of the article.' | Daily Mail |

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| 24/06/2010 | 1 | Glyn Cousins | <p>Glyn Cousins complained to the Press Complaints Commission that the newspaper had published misleading information provided by a property development company called Leptos. He pointed out that the resulting article contained inaccurate figures which misrepresented the housing market in Cyprus.</p> | <p>The newspaper explained how the information was obtained in good faith from Leptos but acknowledged that an unintentional slip of a decimal point had led to erroneous figures being published. The complaint was resolved when the newspaper amended its online article and marked its cuttings with the correct figures to ensure the mistake is not repeated. The newspaper also made clear its intentions to publish a follow-up article from an alternative point of view.</p> | Daily Mail |
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| 24/06/2010 | 1, 5 | Mrs Marie Wylie | Mrs Marie Wylie complained to the Press Complaints Commission that the newspapers had published misleading information about the inquest into her son's death and had caused her family stress and grief.' | The Tyrone Courier said it took particular care with obituaries and inquests as it was aware that it was dealing with peoples' emotions. It was willing to speak to the complainant privately about the upset it had caused to her and her family. The Mid-Ulster Mail and Tyrone Times were willing to publish either a follow-up interview with the complainant and her family or, if she preferred, a statement noting that the death was a tragic loss to the community and expressing the newspapers' sympathy. The complainant was unfortunately unable for personal reasons to pursue these offers of remedial action, but the complaint was resolved on the basis that they would remain open to her should she be in a position to pursue them directly with the newspapers in future.' | Mid Ulster Mail |
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| 24/06/2010 | 1, 5 | Mrs Marie Wylie | Mrs Marie Wylie complained to the Press Complaints Commission that the newspapers had published misleading information about the inquest into her son's death and had caused her family stress and grief.' | The Tyrone Courier said it took particular care with obituaries and inquests as it was aware that it was dealing with peoples' emotions. It was willing to speak to the complainant privately about the upset it had caused to her and her family. The Mid-Ulster Mail and Tyrone Times were willing to publish either a follow-up interview with the complainant and her family or, if she preferred, a statement noting that the death was a tragic loss to the community and expressing the newspapers' sympathy. The complainant was unfortunately unable for personal reasons to pursue these offers of remedial action, but the complaint was resolved on the basis that they would remain open to her should she be in a position to pursue them directly with the newspapers in future.' | Tyrone Courier |
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| 24/06/2010 | 1, 5 | Mrs Marie Wylie | Mrs Marie Wylie complained to the Press Complaints Commission that the newspapers had published misleading information about the inquest into her son's death and had caused her family stress and grief.' | The Tyrone Courier said it took particular care with obituaries and inquests as it was aware that it was dealing with peoples' emotions. It was willing to speak to the complainant privately about the upset it had caused to her and her family. The Mid-Ulster Mail and Tyrone Times were willing to publish either a follow-up interview with the complainant and her family or, if she preferred, a statement noting that the death was a tragic loss to the community and expressing the newspapers' sympathy. The complainant was unfortunately unable for personal reasons to pursue these offers of remedial action, but the complaint was resolved on the basis that they would remain open to her should she be in a position to pursue them directly with the newspapers in future.' | Tyrone Times |
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| 24/06/2010 | 1 | Tom Dixon | Tom Dixon complained to the Press Complaints Commission that the newspaper had published an article about his sentencing at court which contained a number of inaccuracies relating to the nature of his crime and the charges he faced. | The complaint was resolved when the PCC negotiated the publication of the following clarification: In our article "PC's attack on his ex's lover" (12 May 2010) we reported that PC Tom Dixon attacked PC Anna Croft and Clint Payne. We have been asked to make clear that Mr Dixon, who was severely depressed at the time of the incident, did not actually cause any physical harm to the pair. Furthermore, charges against Mr Dixon relating to threats allegedly made to Mr Payne were dropped. We are happy to clarify these points and would also like to apologise to Mr Dixon for an earlier report of the trial which - although published in good faith - contained errors relating to the charges he faced. The item appeared in the newspaper with prominence equal to that of the original and was also appended to the online version of the article.' | Reading Post |
| 24/06/2010 | 1 | Ms Veronica Wakineo | Ms Veronica Wakineo complained to the Press Complaints Commission that the articles contained inaccurate quotations falsely attributed to her about her business. | The complaint was resolved when the PCC negotiated the removal of the quotations and references to the complainant from the articles. | Manchester Evening News |

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| 24/06/2010 | 1 | Ms Veronica Wakineo | Ms Veronica Wakineo complained to the Press Complaints Commission that the articles contained inaccurate quotations falsely attributed to her about her business. | The complaint was resolved when the PCC negotiated the removal of the quotations and references to the complainant from the articles. | Daily Mail |
| 24/06/2010 | 1 | Mr Brian Powell | Mr Brian Powell complained to the Press Complaints Commission that the newspaper had misrepresented the Fairfield Park and Willia Road Neighbourhood Action Group's position on the Old School Playing Field and the children's play area on Comb Hill.' | The complaint was resolved when the PCC negotiated the publication of the following clarification: An article published on December 11, 2009, outlined details of an application by the Fairfield and Willia Road Neighbourhood Action Group to grant village green status on the Old School Playing Field, in Haltwhistle. In the article, it was reported the group had lodged an objection to the creation of a children's play area on Comb Hill. We wish to clarify that, although the group was critical that the play area left no open areas for other pastimes, it did not lodge an objection to the creation of the play area with the local authority. We apologise for the error and any embarrassment this may have caused.' | Hexham Courant |

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| 24/06/2010 | 1 | Councillor John Mullen | <p>Councillor John Mullen complained to the Press Complaints Commission that an article stated that the aim of the Transforming a Generation scheme (TAG) was to find employment for "hoodies". The complainant, whose son was a participant in the scheme and had appeared in the photograph accompanying the article, stated that his son was not a "hoody". The newspaper had subsequently written a further detailed article about the scheme, which included the complainant's views on TAG. He complained that this article had incorrectly referred to him as Joe Mullen rather than John.'</p> | <p>The matter was resolved when the PCC negotiated the publication of the following clarification: On 1 April, we published the article 'Transforming a generation' in which we referred to Councillor John Mullen as Joe Mullen. We apologise for any confusion caused.'</p> | Salford Advertiser |
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| 24/06/2010 | 1 | Ms Nicky Holloway | Ms Nicky Holloway of Southampton complained that the newspaper had inaccurately reported that she was intending to sue MacDonalds after finding a cigarette in her son's Happy Meal.' | The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: Your article of 26 April correctly reported that I found a cigarette in my 1-year old son's Happy Meal at MacDonald's. However, the matter has been settled with MacDonald's and I have no intention of suing them. I went public on the issue because I wanted to draw attention to the dangers of tobacco poisoning for young children - kids can try to eat anything near them and even a small amount of tobacco can make a young child very ill.' | Metro |
| 24/06/2010 | 1 | Mr John Hill | Mr John Hill complained to the Press Complaints Commission that the newspaper had inaccurately reported that his son, Jonathan Hill, had been accused of raping seven women throughout Suffolk. In fact, he was accused of seven counts of rape against two women. | The complaint was resolved when the PCC negotiated publication of the following statement: We reported that Jonathan Hill was accused of raping seven women "throughout Suffolk". In fact, the charges relate to seven counts of rape against two women, and were not throughout Suffolk. We apologise for the inaccurate and misleading report, and for any distress caused. | Diss Express |

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| 25/06/2010 | 6 | Mr John Laird | Mr John Laird complained to the Press Complaints Commission on behalf of his son, William Laird, that the newspaper had published photographs of his grandson on a matter that affected his welfare without obtaining the consent of the boy's custodial parent. He was concerned that this raised a breach of Clause 6 (Children) of the Editors' Code of Practice.' | The newspaper understood that the pictures had been released by a family member to the news agency which provided them. It noted that they had subsequently been published in a number of newspapers. Nonetheless, in consideration of the complainant's concerns it agreed to delete the photographs from its library so they would not be re-used. The complaint was resolved on that basis.' | Daily Record |
| 28/06/2010 | 1 | Patricia Bailey | Patricia Bailey complained to the Press Complaints Commission that the newspaper had published an article which reported that she had engaged in "Nazi" behaviour by marching up and down outside her home whilst making a Nazi salute and mock Hitler moustache with her hands. The complainant said that this description of video evidence shown in court was wholly inaccurate: the recording actually showed her gesturing upwards towards a bird hut at the property whilst having a conversation about it with her husband on her mobile telephone. | The newspaper said that the article reported how the footage had been interpreted in court. However, it accepted that other explanations for the behaviour seen on the recording existed and the complaint was resolved when the PCC negotiated the removal of the reference to a Nazi salute and a mock Hitler moustache from the online article. The newspaper also annotated its archive material with the complainant's concerns and her position regarding the innocent nature of what was shown on the video.' | Evening Standard |

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| 28/06/2010 | 1 | Mr James Miller | <p>Mr James Miller complained to the Press Complaints Commission that an article had inaccurately stated that Mr Bill Wiggin, the Member of Parliament for the Leominster constituency, had been "cleared of any wrongdoing" with regard to his expenses claims.</p> | <p>The newspaper explained that it had based its claim on Sir Thomas Legge's report on parliamentary expenses, which stated that Mr Wiggin had "no issues". The complainant pointed out that this did not necessarily mean that Mr Wiggin had been cleared of all wrongdoing, as the term "no issues" was also used when investigations independent of Sir Thomas' inquiry were underway. The complaint was resolved when the PCC helped to negotiate publication of the following letter from the complainant: On April 14th, with a general election under way, the Hereford Journal published an article in which it was stated that our MP, Mr Bill Wiggin, was "cleared of any wrongdoing" over expenses. I am in possession of three documents from the Parliamentary Commissioner for Standards, which confirm that his investigation into Mr Wiggin's claims for council tax, telephone and utilities expenses was still ongoing at the time of your article. The Commissioner is Parliament's most senior watchdog on expenses, and on the ethical behaviour of MPs. He again wrote to me on 9 April to confirm that the investigation into Mr Wiggin's expenses would continue when Parliament reconvenes after the election. I cannot therefore accept that Mr Wiggin had been "cleared of any wrongdoing" when the article was published. This statement was undoubtedly of immense propaganda value to Mr Wiggin during the election campaign, and we will never know how many voters were influenced by your article before casting their votes. From recent memory, I consider the Journal to be a truthful, campaigning newspaper. I hope that this</p> | Hereford Journal |
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| 29/06/2010 | 1 | West London Mental Health Trust | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained that an article about Peter Sutcliffe contained a number of inaccuracies. | The complaint was resolved when the PCC negotiated the publication of the following correction: In an April 18 article, we wrongly reported that Peter Sutcliffe learned at a legal meeting that a bid for parole had been denied after a judge ruled out a report from his Broadmoor psychiatrist. We now accept that our report, published in good faith, was inaccurate. Peter Sutcliffe has not applied for parole, nor did any such meeting or judicial ruling of any sort take place. We are happy to set the record straight and regret the inaccuracies. | News of the World |
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| 29/06/2010 | 1 | Ms Helen Charlesworth | Ms Helen Charlesworth complained to the Press Complaints Commission that the article falsely referred to two individuals as "childminders". The complainant pointed out that they were not Ofsted registered, and, as such, it was incorrect to refer to them as "childminders". | The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant in the newspaper: Your article about the murder of a three-year-old boy (March 27) incorrectly described those responsible as childminders. Ofsted registered childminders like me go through CRB checks and have First Aid certificates, insurance and training. I pay a yearly fee, have to do planning and observations as set out under the EYFS (Early Years Foundation Stage) and risk assess for everything I do with the children. I was shocked and angry these people were described as childminders. They were not. Helen Charlesworth, Ofsted Registered Childminder, Orpington, Kent. | The Sun |
| 29/06/2010 | 1, 5 | Mr Tom Sebastiano | Mr Tom Sebastiano complained to the Press Complaints Commission that the magazine had published a story about his late mother which contained several inaccuracies. The complainant had informed the magazine prior to the publication of the article that he was concerned about the veracity of the source, however, despite this, the magazine had published the story. | The complaint was resolved when the PCC negotiated the removal of the article from the magazine's website.' | Full House |

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| 29/06/2010 | 1, 5 | Mrs Julie Richardson | Mrs Julie Richardson complained to the Press Complaints Commission that an article - reporting the funeral of her late father, Mr Frank Rogers - had inaccurately stated that Mr Matthew Rogers was his "son and only child". | The complaint was resolved when the PCC helped to negotiate publication of the following clarification: Further to our article Farewell to fan of all things 50s of March 3, we have been informed that Mr Matthew Rogers was not the only child of the late Mr Frank Rogers. Mr Frank Rogers was in fact the father of seven children. His funeral was arranged by his eldest daughter and eldest son, Mrs Julie Richardson and Mr Brian Rogers. Two of his other sons (Mr Simon Rogers and Mr Nathan Rogers), two of his grandsons (Mr William Broome and Mr James Broome), and his ex-wife Mrs Rose Davies also attended the funeral. The information contained in the original article was published following an interview with Matthew Rogers, and we are happy to clarify the situation. The newspaper also removed the online version of the article from its website. | Herald Express (Torquay) |
| 29/06/2010 | 1 | Councillor Alan D. Grant | Councillor Alan D. Grant of Perth & Kinross Council complained that the newspaper had published unchallenged the misleading comments of individuals opposed to planned regeneration work in the town of Coupar Angus. | The complaint was resolved when the newspaper gave an undertaking that, in order to provide balanced coverage of the issue, it would publish a further article on the Council's ongoing work in Coupar Angus.' | Perthshire Advertiser |

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| 29/06/2010 | 1 | Mr Terence Davison | Mr Terence Davison complained to the Press Complaints Commission, through Kevin R. Winters & Co. solicitors, that an article had mistakenly included a photograph of him. | The complaint was resolved when the PCC helped to negotiate publication of the following correction and apology, in final settlement of the matter: Our article "Cry for justice getting louder" (6 July 2008), which reported a protest following acts of violence and anti-social behaviour, included a photograph which we incorrectly inserted above the caption "DENIAL: Mr Jock Davison". We would clarify that the photograph published was actually an image of Mr Terence Davison, and we apologise to him for our error. | Sunday World |
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| 29/06/2010 | 1 | Mark MacLachlan | <p>Mark MacLachlan complained that the newspaper had published an article on 19 November which reported that Abdelbaset Ali Mohamed al-Megrahi, the man convicted of the Lockerbie bombing, was "doing fine" in Libya three months after having been released from prison in Scotland on compassionate grounds. The article was illustrated by a photograph of Mr al-Megrahi, apparently in better health, said, in the caption, to have been taken the day before. The complainant argued that the caption was incorrect as the image was, in fact, a cropped version of a photograph that had been taken in August 2009 on the ex-prisoner's return to Tripoli.'</p> | <p>The newspaper accepted from an early stage that the caption was incorrect and, following mediation by the PCC between the complainant and newspaper, an appropriate wording was negotiated and a correction appeared on page two of the publication. The text was as follows: Megrahi Picture On Now 19, 2009, we published a report about the health of the "Lockerbie Bomber" headlined "Megrahi's doing fine". It was accompanied by an image of al-Megrahi that was said to have been taken "yesterday". We would like to make it clear to readers that the photograph was, in fact, taken in August 2009.'</p> | Daily Record |
| 29/06/2010 | 1 | Baroness Hayman PC | <p>Baroness Hayman PC complained to the Press Complaints Commission through Swan Turton Solicitors of London that an article which made reference to her expenses claims inaccurately stated that she had claimed £200,000 "on a house in Norfolk" and implied that she had chaired a committee on allowances for peers while under investigation herself regarding her own claims.</p> | <p>The complaint was resolved when the PCC negotiated the removal of the words relating to the complainant from the online version of the article. The newspaper also gave an assurance that the words/allegations would not be repeated in the future and placed a note of the position on its archive.</p> | The Times |

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| 29/06/2010 | 1 | Scott Clinton | <p>Scott Clinton complained to the PCC that the newspaper had published an article which, in his view, inaccurately stated that members of the Scottish Defence League had taken part in a "neo-Nazi demo" which involved chanting "vile" racist slogans. He said he was present at the event and it was merely a group of people being patriotic and there was no racist or neo-Nazi element to the demonstration.</p> | <p>The newspaper defended its coverage but offered the complainant the opportunity to appear in a follow up article or submit a letter for publication which would allow him to inform readers of his position. The complainant said he would be happy to provide a letter for publication as a resolution to his concerns but none was forthcoming. As such, the complaint was resolved on the basis of the newspaper's offer to publish the complainant's point of view. '</p> | News of the World |
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| 30/06/2010 | 1 | Mr Gareth Hughes | Mr Gareth Hughes, Deputy Chief Executive of the Marston Group, complained to the Press Complaints Commission that an article about the company's involvement in the recovery of a debt contained inaccuracies.' | The complaint was resolved when the newspaper, while it did not consider that the article raised a breach of the Code, agreed to publish the following letter from the complainant setting out the company's position: RE your March 21 article "Arrested, cuffed, shop emptied...for £193 debt". We would like to point out that the full amount due was £1,195, including our fees and costs, not £193. Goods were only removed on the fourth visit, eight months after the first. A payment arrangement was broken on multiple occasions and independent valuers confirm that only sufficient goods were removed to recover the sum due. Our client was a small business to whom cashflow is critical. Far from being the 'ugly side' of the industry, Marston Group has been at the forefront of improving standards, and won the 2009 'Enforcement Team of the Year' award. The following longer version of the letter was appended to the online version of the article: I write with reference to your article "Arrested, cuffed, shop emptied.. for £193 debt", published on 21 March 2010. We would like to point out that the amount due was £1,195, including our fees and costs, rather than £193, and goods were only removed on the fourth visit to the shop over a period of eight months. A payment arrangement of £50 per month had been broken on multiple occasions. Two independent valuers have confirmed that only sufficient goods were removed to recover the sum due. We rarely remove goods in practice. In this case, it was deemed necessary. Our client was a small business. Cashflow is of critical importance to small businesses, and our role as High Court | News of the World |
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| 01/07/2010 | 1 | Mr Michael Pickard | <p>Mr Michael Pickard of T S Chemicals complained to the Press Complaints Commission that three articles - reporting that a former employee of the company had won a court case against a solicitors firm for failing to pursue his compensation claim for work-related health problems - implied that the employee had been unfairly treated by T S Chemicals, when that was not the case. He said that the dates of employment had also been inaccurately reported, and that the company's reputation had been damaged by the articles.'</p> | <p>The newspapers explained that the information reported had been disclosed in open court. The complaint was resolved when the PCC helped to negotiate removal of the article from the Rossendale Free Press website. The Manchester Evening News removed the company's name from its online article. The Lancashire Telegraph amended its online article to reflect the correct dates of employment, and added the following statement: "A spokesman for the company said later: "As a responsible chemical company, TS Chemicals contract an external Occupational Health Service to carry out routine health checks on our employees. Mr Schofield was regularly assessed by this service and there was nothing to suggest that he should cease working at TS Chemicals. Mr Schofield was also supplied with the correct Personal Protective Equipment for his job and he was fully trained to enable him to carry out his job safely. TS Chemicals considers itself to be a reputable company and we endeavour to ensure our workforce is treated fairly and responsibly at all times." ""</p> | Rossendale Free Press |
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| 01/07/2010 | 1 | Mr Michael Pickard | <p>Mr Michael Pickard of T S Chemicals complained to the Press Complaints Commission that three articles - reporting that a former employee of the company had won a court case against a solicitors firm for failing to pursue his compensation claim for work-related health problems - implied that the employee had been unfairly treated by T S Chemicals, when that was not the case. He said that the dates of employment had also been inaccurately reported, and that the company's reputation had been damaged by the articles.'</p> | <p>The newspapers explained that the information reported had been disclosed in open court. The complaint was resolved when the PCC helped to negotiate removal of the article from the Rossendale Free Press website. The Manchester Evening News removed the company's name from its online article. The Lancashire Telegraph amended its online article to reflect the correct dates of employment, and added the following statement: "A spokesman for the company said later: "As a responsible chemical company, TS Chemicals contract an external Occupational Health Service to carry out routine health checks on our employees. Mr Schofield was regularly assessed by this service and there was nothing to suggest that he should cease working at TS Chemicals. Mr Schofield was also supplied with the correct Personal Protective Equipment for his job and he was fully trained to enable him to carry out his job safely. TS Chemicals considers itself to be a reputable company and we endeavour to ensure our workforce is treated fairly and responsibly at all times." "</p> | Lancashire Telegraph |
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| 01/07/2010 | 1 | Mr Michael Pickard | <p>Mr Michael Pickard of T S Chemicals complained to the Press Complaints Commission that three articles - reporting that a former employee of the company had won a court case against a solicitors firm for failing to pursue his compensation claim for work-related health problems - implied that the employee had been unfairly treated by T S Chemicals, when that was not the case. He said that the dates of employment had also been inaccurately reported, and that the company's reputation had been damaged by the articles.'</p> | <p>The newspapers explained that the information reported had been disclosed in open court. The complaint was resolved when the PCC helped to negotiate removal of the article from the Rossendale Free Press website. The Manchester Evening News removed the company's name from its online article. The Lancashire Telegraph amended its online article to reflect the correct dates of employment, and added the following statement: "A spokesman for the company said later: "As a responsible chemical company, TS Chemicals contract an external Occupational Health Service to carry out routine health checks on our employees. Mr Schofield was regularly assessed by this service and there was nothing to suggest that he should cease working at TS Chemicals. Mr Schofield was also supplied with the correct Personal Protective Equipment for his job and he was fully trained to enable him to carry out his job safely. TS Chemicals considers itself to be a reputable company and we endeavour to ensure our workforce is treated fairly and responsibly at all times." "</p> | Manchester Evening News |
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| 02/07/2010 | 1, 12 | Mr Richard Biddlecombe | <p>Mr Richard Biddlecombe, Media Consultant to the Family Federation for World Peace and Unification, complained to the Press Complaints Commission that the magazine's synopsis of a radio programme about the Unification Church had referred to the Church as a "cult". He said that this was inaccurate and misleading, as the Church actually appeared on the Register of Charities as a bone fide religion, charitable in law, and that the radio broadcast summarised was being investigated by the BBC's Editorial Standards Unit. He expressed particular concerns regarding the synopsis' inclusion of claims that the subject of the radio programme - a Unification Church event in 1973 - was organised "in the hope of swelling the Moonies' numbers (and coffers)", and said that the estate on which the event took place was not a 'virtual prison', as the synopsis had suggested. The complainant also said that the use of the term "moonie" was derogatory and discriminated against unificationists.'</p> | <p>The magazine explained that the synopsis was a summary of the content of the radio broadcast in question. The complaint was resolved when the editor wrote personally to the complainant, apologising for upset caused, and noting the points raised in the complaint for future reference.</p> | Radio Times |
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| 08/07/2010 | 1 | Ms Susan Pearman | Ms Susan Pearman of Pocklington complained to the Press Complaints Commission that the newspaper had inaccurately stated that she was due to appear on a specific date at a magistrates' court on charges of driving without due care and attention, when no date had been set and the charges had been dropped.' | The complaint was resolved when the newspaper, which affirmed it had simply reported the information received from the courts, agreed to publish the following statement on the matter: We previously reported that Ms Susan Pearman, 54, of Jenkins Close, Pocklington, was facing charges of driving without due care and attention on Yapham Road at Fangfoss. We understand that all charges against her have now been dropped. | Pocklington Post |
| 09/07/2010 | 1 | Ms Audrey O'€™Byrne | Ms Audrey O'Byrne complained to the Press Complaints Commission that an article about an amateur photographer photographing exotic predators in Montana had misleadingly suggested that he had come across the animals in the wild, when they were actually tamed residents of a game farm.' | The complaint was resolved when the PCC negotiated the alteration of the wording of the article to make it clear that it had not been necessary to track down the animals and that the photographs had been taken in controlled conditions. | Daily Mail |

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| 12/07/2010 | 1 | Reza Esfandiari | <p>Reza Esfandiari complained to the Press Complaints Commission that the newspaper had published an article which contained the inaccurate claim that under Islamic law in Iran "lesbians face 100 lashes and, if caught four times, death. Male homosexuals likewise face execution. Scores have been hanged and hundreds flogged since the Islamic revolution of 1979". The complainant argued that homosexuality is not punishable by death in Iran and made clear that the country is largely tolerant, particularly in regard to transgender issues.</p> | <p>The newspaper questioned the motives of the complainant in contacting the PCC but defended its coverage by referring to a case in 2005 where two teenage boys were hanged. The newspaper said that the boys were originally to be hanged for their homosexuality but, in its view, the Iranian government retrospectively announced that the charge against them was that of child rape. The newspaper provided links to the Islamic Penal Code of Iran which states that the penalty for sodomy is death and highlighted the Wikipedia webpage on capital punishment in the country. The complainant rejected the newspaper's arguments because although sodomy is considered illegal in Iran, a conviction requires the extremely unlikely presentation of testimonies from four independent witnesses to the act before a charge to be brought in court. This was clearly an issue open to debate. The complaint was finally resolved when the PCC negotiated the amendment of the online article to make clear that it is the belief of "many human rights organisations" that "scores of homosexuals may have been hanged and hundreds flogged since the Islamic revolution of 1979", rather than an accepted matter of fact.'</p> | The Times |
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| 15/07/2010 | 3, 6 | Ms Holly Willoughby | Ms Holly Willoughby complained to the Press Complaints Commission through Swan Turton solicitors about photographs showing her and her young son (taken without her knowledge as she and her son walked along a street). She had previously made it clear via the PCC that she did not wish pictures of her child to appear in the media (albeit that her message had not been fully communicated to Best magazine). | The matter was resolved when the PCC negotiated publication in the magazine of the following statement: "Last November, Best Magazine ran pictures of Holly Willoughby and her young son Harry. Holly has informed Best magazine that she has kept her son out of public view and therefore objects to pictures appearing of him in the media. Best magazine has noted her wishes and acknowledges her position". | Best |
| 15/07/2010 | 1 | Mr Reza Pankhurst | Mr Reza Pankhurst, a teacher at the London School of Economics, complained to the Press Complaints Commission that an article was inaccurate and misleading when it stated that he had led "secretive" meetings of the Brothers' Circle for the LSE Islamic Society.' | The complaint was resolved when the PCC negotiated the publication of the following wording, in the newspaper and online, in addition to the removal of the original article from the newspaper's website: In our report, headlined "LSE's Hizb ut-Tahrir teacher and the secretive 'Brothers' Circle'" (January 16), we said that Reza Pankhurst, a member of Hizb ut-Tahrir who teaches at the LSE, had led "secretive" or "private" Brothers' Circle meetings for the LSE Islamic Society. We now understand and are happy to make it clear that the meetings of the "Brothers' Circle" were openly advertised in LSE Islamic Society e-mails and on the Society website and that anyone was able to attend.' | The Times |

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| 15/07/2010 | 1 | Dr Nicola Barclay | Dr Nicola Barclay complained to the Press Complaints Commission that the newspaper had published inaccurate information relating to the recent death of her mother. | Following the complaint the PCC, the matter was resolved when the newspaper published the following statement: Sea clarification The Daily Echo reported online on May 15, and in print on May 17, the search for a missing woman off the coast of Bournemouth and the discovery of her body. It has since emerged that she died of natural causes and that, contrary to our report, no note and clothes were found on the shore. We regret any distress caused by the confusion. | Daily Echo (Bournemouth) |
| 15/07/2010 | 1 | A woman | A woman complained to the Press Complaints Commission that an article about the death of a London teenager had mistakenly used a picture of her son, instead of the dead youth. | The matter was resolved when the newspaper, having been contacted by the PCC, made clear that it had already accepted its serious error and had explained to the complainant how the mistake had come about. The managing editor wrote to the complainant to apologise for the distress that had been caused to her and her son. He made clear that the photograph in question had been removed from the Sun's website and would not be reprinted.' | The Sun |
| 15/07/2010 | 1 | Mr Gordon Holton | Mr Gordon Holton of Suffolk, an employee of B&Q, complained to the Press Complaints Commission that an article on the newspaper's website had inaccurately stated that all B&Q staff were due to receive a 9% bonus by the end of the month.' | The complaint was resolved when it was established that the article actually dated from 2003 but that the date had been accidentally omitted from the online version. | Daily Mail |

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| 16/07/2010 | 1 | Ms Cheryl Cole | Ms Cheryl Cole complained to the Press Complaints Commission through David Price Solicitors and Advocates that an article was inaccurate when it reported that she had said "I won't be a ***** doormat".' | The complaint was resolved when the PCC negotiated the publication of the following wording in the newspaper and online: Our February 24 article about Cheryl Cole's split with Ashley quoted her as saying "I won't be a ***** doormat". Cheryl wishes to make clear that she did not say that and we are happy to accept her denial.' | Daily Star |
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| 16/07/2010 | 1, 3 | Ms Jo Margetson | <p>Ms Jo Margetson complained to the Press Complaints Commission that an article, which reported that she had been the subject of a lewd remark in an incident involving an airport scanner, contained inaccuracies. Ms Margetson said she had originally complained to her employer about the misuse of body scanner equipment (which had been used to image her without her knowledge or consent) not about lewd comments (though she was not allowed to clarify precise details). The incident had taken place when the complainant was, unknowingly, in a position whereby her body was viewable by the scanner. In particular, the article included a quote (originally reported by The Sun) attributed to the complainant. Ms Margetson denied the accuracy of the quote and said it had been falsely attributed to her in circumstances where she refused to comment to The Sun journalist. Indeed, the complainant made clear she had not sought to give her story to the media and had not accepted any payment for information.</p> | <p>After the PCC initiated an investigation, the newspaper, which had followed up the original story in the Sun, agreed to amend the online version of its article to make clear that the incident had not taken place as a result of the complainant mistakenly walking through the scanner. It also agreed to remove a quote that the complainant disputed having said. The complaint was resolved on this basis.</p> | The Guardian |
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| 16/07/2010 | 1, 3 | Ms Jo Margetson | <p>Ms Jo Margetson complained to the Press Complaints Commission that an article, which reported that she had been the subject of a lewd remark in an incident involving an airport scanner, contained inaccuracies. Ms Margetson said she had originally complained to her employer about the misuse of body scanner equipment (which had been used to image her without her knowledge or consent) not about lewd comments (though she was not allowed to clarify precise details). The incident had taken place when the complainant was, unknowingly, in a position whereby her body was viewable by the scanner. The complainant made clear she had not sought to give her story to the media and had not accepted any payment for information.</p> | <p>After the PCC initiated an investigation, the agency, which had followed up the original story in the Sun, apologised to the complainant for any mistakes its copy had contained. It also took note of the complainant's account (above) of what had actually happened during the incident. The complaint was resolved on this basis.'</p> | Press Association |
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| 16/07/2010 | 1, 3 | Ms Jo Margetson | <p>Ms Jo Margetson complained to the Press Complaints Commission that an article, which reported that she had been the subject of a lewd remark in an incident involving an airport scanner, contained inaccuracies. Ms Margetson said she had originally complained to her employer about the misuse of body scanner equipment (which had been used to image her without her knowledge or consent) not about lewd comments (though she was not allowed to clarify precise details). The incident had taken place when the complainant was, unknowingly, in a position whereby her body was viewable by the scanner. In particular, the article included a quote (originally reported by The Sun) attributed to the complainant. Ms Margetson denied the accuracy of the quote and said it had been falsely attributed to her in circumstances where she refused to comment to The Sun journalist. Indeed, the complainant made clear she had not sought to give her story to the media and had not accepted any payment for information.</p> | <p>After the PCC initiated an investigation, the newspaper, which had followed up the original story in the Sun, agreed to remove the article from its website. The complaint was resolved on this basis.</p> | Evening Standard |
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| 16/07/2010 | 1, 3 | Ms Jo Margetson | <p>Ms Jo Margetson complained to the Press Complaints Commission that an article, which reported that she had been the subject of a lewd remark in an incident involving an airport scanner, contained inaccuracies. Ms Margetson said she had originally complained to her employer about the misuse of body scanner equipment (which had been used to image her without her knowledge or consent) not about lewd comments (though she was not allowed to clarify precise details). The incident had taken place when the complainant was, unknowingly, in a position whereby her body was viewable by the scanner. In particular, the article included a quote (originally reported by The Sun) attributed to the complainant. Ms Margetson denied the accuracy of the quote and said it had been falsely attributed to her in circumstances where she refused to comment to The Sun journalist. Indeed, the complainant made clear she had not sought to give her story to the media and had not accepted any payment for information.</p> | <p>After the PCC initiated an investigation, the newspaper, which had followed up the original story in the Sun, agreed to remove the article from its website. The complaint was resolved on this basis.</p> | Daily Star |
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| 16/07/2010 | 1, 3 | Ms Jo Margetson | <p>Ms Jo Margetson complained to the Press Complaints Commission that an article, which reported that she had been the subject of a lewd remark in an incident involving an airport scanner, contained inaccuracies. Ms Margetson said she had originally complained to her employer about the misuse of body scanner equipment (which had been used to image her without her knowledge or consent) not about lewd comments (though she was not allowed to clarify precise details). The incident had taken place when the complainant was, unknowingly, in a position whereby her body was viewable by the scanner. The complainant made clear she had not sought to give her story to the media and had not accepted any payment for information.</p> | <p>After the PCC initiated an investigation, the newspaper, which had followed up the original story in the Sun, agreed to amend the online version of its article to make clear that the incident had not taken place as a result of the complainant mistakenly walking through the scanner. The complaint was resolved on this basis.</p> | Press & Journal |
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| 19/07/2010 | 1 | Ms Barbara George | Ms Barbara George complained to the Press Complaints Commission that the newspaper had inaccurately described a photograph it had published as a recent image of the actress Sandra Bullock "near LA". The complainant said the picture of Ms Bullock had been taken in Boston in 2008. | The complaint was resolved when the PCC negotiated for the publication of the following clarification: Sandra Bullock On March 28, The People published in good faith a picture supplied by an agency who claimed it was of Sandra Bullock in her first public appearance since the publication of claims several months ago that her husband had cheated on her. This was incorrect: The picture was taken in Boston in 2008. | The People |
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| 20/07/2010 | 1 | Mr Andrew Rowell, Dr Peter Moore, and Dr Simon Lewis | Mr Andrew Rowell, Dr Peter Moore, and Dr Simon Lewis each complained to the Press Complaints Commission that the newspaper had inaccurately stated that the 2007 Intergovernmental Panel on Climate Change report had included a "bogus" and "unsubstantiated" claim about the impact of climate change on the Amazon rainforest. Mr Rowell and Dr Moore also complained that the newspaper had inaccurately devalued their suitability as authors of a WWF report used to back the claim. Dr Lewis also complained that the newspaper had inaccurately reported his views on the matter. | The complaints were resolved when the Press Complaints Commission negotiated the removal of the online article and the publication of the following statement: The article "UN climate panel shamed by bogus rainforest claim" (News, Jan 31) stated that the 2007 Intergovernmental Panel on Climate Change (IPCC) report had included an "unsubstantiated claim" that up to 40% of the Amazon rainforest could be sensitive to future changes in rainfall. The IPCC had referenced the claim to a report prepared for WWF by Andrew Rowell and Peter Moore, whom the article described as "green campaigners" with "little scientific expertise." The article also stated that the authors' research had been based on a scientific paper that dealt with the impact of human activity rather than climate change. In fact, the IPCC's Amazon statement is supported by peer-reviewed scientific evidence. In the case of the WWF report, the figure had, in error, not been referenced, but was based on research by the respected Amazon Environmental Research Institute (IPAM) which did relate to the impact of climate change. We also understand and accept that Mr Rowell is an experienced environmental journalist and that Dr Moore is an expert in forest management, and apologise for any suggestion to the contrary. The article also quoted criticism of the IPCC's use of the WWF report by Dr Simon Lewis, a Royal Society research fellow at the University of Leeds and leading specialist in tropical forest ecology. We accept that, in his quoted remarks, Dr Lewis was making the general point that both the IPCC and WWF should have cited the | The Sunday Times |
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| 22/07/2010 | 1 | West London Mental Health Trust | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained to the Press Complaints Commission that an article was inaccurate when it referred to Broadmoor Hospital as a "prison". | The complaint was resolved when the newspaper apologised for the inaccuracy which was immediately corrected online. The complainant was content for the matter to be concluded on this basis. | Daily Mail |
| 22/07/2010 | 1 | West London Mental Health Trust | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained to the Press Complaints Commission that the headline to an article was inaccurate when it referred to Broadmoor Hospital as a "prison". | The complaint was resolved when the online publication amended the headline. | Construction Enquirer |

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| 23/07/2010 | 1 | Richard Aylward | <p>Richard Aylward complained to the Press Complaints Commission on behalf of Thames Water that the newspaper had inaccurately reported that 19% of the company's annual turnover had been paid in dividends to its "owner", the Macquarie Group. This was inaccurate: Thames Water is not owned by Macquarie, it is owned by a group of pension and infrastructure funds from around the world (including Macquarie-managed funds, which have a 46% stake), and the dividends went to the investors in those funds, not to one particular organisation.'</p> | <p>The matter was resolved privately between the parties following the complaint to the PCC with the publication of the following clarification: In response to a news story headlined "One fifth of a Thames Water bill trickles down to Australia" (June 15), Thames Water has pointed out the company is not owned by Macquarie and as such dividend payments made by the company did not go to Macquarie. Thames explains it is owned by a group of pension and infrastructure funds, including Macquarie-managed funds which have a 46 per cent stake. We are happy to clarify this. As the report stated, the investors did not get the full cash benefit of last year's £307 million dividends paid by Thames as £117 million was used to pay off intra-company interest.'</p> | The Times |
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| 23/07/2010 | 1 | Mr Steve Darlington | <p>Mr Steve Darlington of Macclesfield complained to the Press Complaint Commission that the newspapers had published a misleading article on his brother, who had pleaded guilty to false accounting in relation to a shortfall in his sub-post office's computerised accounting system. The complainant said that the article had not sufficiently conveyed the mitigating reasons for his brother's actions, or the extent to which the Judge and other sub-postmasters shared their suspicion that the computer system had been to blame for the shortfall.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of a follow-up article giving the complainant's brother's account of the matter and detailing the fact that he and 60 other sub-postmasters were taking legal action against the Post Office in relation to alleged failures of the computer system.'</p> | Macclesfield Express |
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| 23/07/2010 | 1 | Mr Steve Darlington | Mr Steve Darlington of Macclesfield complained to the Press Complaint Commission that the newspapers had published a misleading article on his brother, who had pleaded guilty to false accounting in relation to a shortfall in his sub-post office's computerised accounting system. The complainant said that the article had not sufficiently conveyed the mitigating reasons for his brother's actions, or the extent to which the Judge and other sub-postmasters shared their suspicion that the computer system had been to blame for the shortfall.' | The complaint was resolved when the PCC negotiated the publication of a follow-up article giving the complainant's brother's account of the matter and detailing the fact that he and 60 other sub-postmasters were taking legal action against the Post Office in relation to alleged failures of the computer system.' | Manchester Evening News |
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| 23/07/2010 | 1 | Richard Graham | <p>Richard Graham complained to the Press Complaints Commission on behalf of Abacus Limited, which provides members of the armed forces with military insurance, that the newspaper had inaccurately claimed that a soldier injured in Afghanistan had had an insurance payout "stopped" by Abacus after he carried the Carling Cup on to the pitch at Wembley. A telephone call reported in the article had been made by AXA Insurance, not Abacus as reported, and it had been a normal request for an update on his progress, not an announcement that his insurance payment would be "axed". The complainant also took the view that it was misleading that the newspaper had not mentioned that the soldier had already received a substantial payment in relation to his injuries.</p> | <p>The newspaper said that it had relied on information from the soldier involved and a source at the medical facility treating him. It said it had also made significant efforts to contact the complainant for comment before publication and had included his remarks in the article. The complaint was resolved when the PCC negotiated for the removal of the article from the newspaper's website and publication of a follow-up story in the newspaper and on the newspaper's website. The article made clear that the soldier had received a further payment and carried the following correction at its foot: In an April 4 article we wrongly stated that Abacus had stopped Dave's payout after his Wembley appearance. We are now advised that his rehabilitation team was contacted by policy underwriters Axa, not Abacus, for a normal progress update. The newspaper also placed a warning note on the article on its library files flagging up the inaccuracies in the original report and cross-referencing it with the follow-up article and correction.'</p> | News of the World |
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| 23/07/2010 | 1 | Mr Simon Albury | Mr Simon Albury complained to the Press Complaints Commission that an article was inaccurate when it stated that the annual cost to the taxpayer of funding public sector pensions would "double in the next five years to £4,000 per household". In fact the figure was around £400. | The complaint was resolved when - after the newspaper had made reference to the correct figure in a follow-up story the day after publication and had modified the online version of the piece - the PCC negotiated the publication of the following correction, in the newspaper and online: Our lead article of June 15 reported that the annual cost to the taxpayer of funding public sector pensions was due to double in five years to "£4,000 per household". In fact, the correct figure is around £400. We are happy to make this clear. | The Daily Telegraph |
| 26/07/2010 | 5 | Mrs Jude Talbot | Mrs Jude Talbot complained to the Press Complaints Commission that CCTV footage of the Cumbria shootings on The Sun's website related specifically to the death of her father, Michael Pike, including audio of the shots that killed him (before subsequently being edited). She said that the newspaper had not handled the publication of the material sensitively and had intruded into her grief.' | The newspaper said that it had made a deliberate editorial decision at the time of publication to exclude the audio of the shots; the CCTV footage had never contained this material, which the complainant accepted. In view of her comments, nonetheless, the newspaper made the decision to remove the CCTV footage from its website as a goodwill gesture. The complaint was resolved on this basis. | The Sun |

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| 27/07/2010 | 1 | Sir Nicholas Winterton | <p>Sir Nicholas Winterton complained to the Press Complaints Commission that a parliamentary sketch about the prorogation of Parliament was incorrect in its statement that he and his wife were seen laughing with the Speaker as they shook hands with him. Sir Nicholas said that, in fact, they had been very moved by the occasion and he was almost in tears (as could be seen from the television footage of the occasion). Neither he nor his wife had been laughing - to suggest they had been doing so, especially when the article made reference to them having made notorious expenses claims', was inaccurate and offensive.'</p> | <p>The newspaper amended the online version of the article to remove the reference to Sir Nicholas and Lady Winterton laughing. It subsequently agreed to publish the following apology, negotiated by the PCC, under the heading 'Sir Nicholas and Lady Winterton': In our April 9 Sketch on the prorogation of Parliament, we described Sir Nicholas and Lady Winterton as laughing with the Speaker as they shook his hand. They have asked us to point out that they were in fact moved by the occasion and almost in tears. We apologise for this and for any embarrassment caused. The complaint was resolved as a result of this remedial action.'</p> | The Daily Telegraph |
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| 29/07/2010 | 1 | Various | <p>A number of individuals complained to the Press Complaints Commission that a front-page article headlined "Terror as plane hits ash cloud", published in the Daily Star on 21 April 2010, was inaccurate and misleading in breach of Clause 1 (Accuracy) of the Editors' Code.'</p> | <p>The PCC negotiated the publication of the following apology on page 2 (and online), accompanied by a photograph of the original article: Our article of April 21 2010 headlined "Terror as plane hits ash cloud" - published on the day all UK airports opened their airspace following the volcanic ash disruption - featured a photograph said to show the "moment a British Airways jumbo jet hit a cloud of volcanic ash at 37,000ft". This may have wrongly suggested to readers that the photograph depicted a recent event. As the story subsequently indicated, the image was part of a reconstruction of a near disaster when BA flight 009 flew into volcanic dust in 1982, due to be shown that night on Five. We apologise to readers for any misunderstanding which may have been caused by the use of the image.</p> | Daily Star |
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| 30/07/2010 | 1 | Mr Mike Ashley and Mr Derek Llambias | Mr Mike Ashley and Mr Derek Llambias complained to the Press Complaints Commission that the newspaper had inaccurately claimed that they both had a close business relationship with property developer Kevin Cash. Whilst the newspaper had removed the online reference and had offered to publish an online correction, it had declined to publish a print correction on the matter. | The complaint was resolved when the PCC negotiated the publication of the following statement: Our article of March 28 stated that Kevin Cash was closely linked in business with the businessmen Mike Ashley and Derek Llambias. In fact, neither Mr Ashley nor Mr Llambias has any business link with Mr Cash and say, to the best of their knowledge, they have never met him. | The Mail on Sunday |
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| 30/07/2010 | 3, 6 | Miss Victoria Pilkington | <p>Miss Victoria Pilkington, and her mother Ms Suzanne Woolven, complained to the Press Complaints Commission that an article - about Miss Pilkington's relationship with her former partner - had included inaccuracies, and a photograph of her one year-old daughter published without her consent. The complainants explained that they had given the story to a freelance agency, but had subsequently withdrawn their agreement. The article then appeared in the magazine, and the complainants were concerned that Miss Pilkington's former partner - against whom there is a non-molestation child protection order - may be able to identify her daughter from the article.'</p> | <p>The magazine said that it was not aware of any issues surrounding consent for the publication of the photograph of Miss Pilkington's daughter, and that the article had been read back to the complainants. Any alleged inaccuracies were not significant in the context of the article as a whole. The complaint was resolved when the PCC helped to negotiate a personal letter from the magazine, acknowledging the complainants' concerns, and expressing regret for any upset or distress that may have been caused. The magazine also arranged for payment for the story to be processed and passed on to the complainants.'</p> | Closer |
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| 30/07/2010 | 1, 2 | Johannah Flaherty | <p>Johannah Flaherty complained to the Press Complaints Commission on behalf of the School of Oriental and African Studies (SOAS) that a comment article which claimed the School had ordered the removal from an exhibition of a photo taken by a Saudi artist lest it insult Muslims had raised a breach of Clause 1 (Accuracy) of the Editors' Code. The complainant said that the exhibition had taken place at a SOAS gallery, but the independent curators of the exhibition (who were not employed by SOAS) had stated that the School had no involvement with the decision to include or exclude any works, including the work in question. The complainant took the view that in publishing this statement without verifying it with either the curators or the School, the newspaper had failed to take care not to publish inaccurate information. The complainant was also concerned that the article had referred to "anti-Western and anti-Israel propaganda emanating from some SOAS academics and students", which she regarded as damaging to the School's reputation.'</p> | <p>The complaint was resolved when the PCC negotiated the removal of the reference to the exhibition from the article on the newspaper's website and all external archives, a note of the complainant's concerns on the newspaper's internal archives, and a meeting between the two parties. The newspaper also stated that it had no present intention of republishing the disputed phrase concerning the removal of the artwork from the exhibition.'</p> | The Daily Telegraph |
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| 30/07/2010 | 1 | Mr Iain McElhone | <p>Mr Iain McElhone of County Durham complained to the Press Complaints Commission that a report of his acquittal on racial harassment charges was inaccurate on a number of points. He said that, during his trial, he had been asked why he might have made a scratching gesture towards the plaintiff. He said that no gesture had been made but said that, hypothetically, he might have scratched himself as the result of suffering from eczema. Subsequently, CCTV footage played to the court showed no scratching gesture had been made. However, he said that the report of the case failed to make this sequence of events clear so that readers would be left with the impression that he had admitted to scratching his armpits. It was also wrong to suggest that the case had heard allegations of monkey noises being made.</p> | <p>The matter was resolved when the PCC negotiated publication of the following statement, under the heading 'Correction. Iain McElhone': We have been asked to point out that in a report from Newcastle Crown Court on October 23, 2009, regarding the trial of former Derwentside District Councillor Iain McElhone, he maintained that he never made a scratching gesture in the direction of Kulwinder Singh Sidhu. When asked in court why he might have scratched his armpits, Mr McElhone said that 'if such a thing had occurred, it might have been because of eczema. CCTV footage seen subsequently by the court showed there was no scratching. A claim that Mr McElhone made monkey noises was not made in court. We are happy to clarify the matter.'</p> | The Journal |
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| 30/07/2010 | 1 | Mr Iain McElhone | <p>Mr Iain McElhone of County Durham complained to the Press Complaints Commission that a report of his acquittal on racial harassment charges was inaccurate on a number of points. He said that, during his trial, he had been asked why he might have made a scratching gesture towards the plaintiff. He said that no gesture had been made but said that, hypothetically, he might have scratched himself as the result of suffering from eczema. Subsequently, CCTV footage played to the court showed no scratching gesture had been made. However, he said that the report of the case failed to make this sequence of events clear so that readers would be left with the impression that he had admitted to scratching his armpits. It was also wrong to suggest that the case had heard allegations of monkey noises being made.</p> | <p>The matter was resolved when the PCC negotiated publication of the following statement, under the heading Correction. Iain McElhone': We have been asked to point out that in a report from Newcastle Crown Court on October 23, 2009, regarding the trial of former Derwentside District Councillor Iain McElhone, he maintained that he never made a scratching gesture in the direction of Kulwinder Singh Sidhu. When asked in court why he might have scratched his armpits, Mr McElhone said that 'if' such a thing had occurred, it might have been because of eczema. CCTV footage seen subsequently by the court showed there was no scratching. A claim that Mr McElhone made monkey noises was not made in court. We are happy to clarify the matter.'</p> | <p>Evening Chronicle (Newcastle upon Tyne)</p> |
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| 30/07/2010 | 1 | Kayleigh Huelin | Kayleigh Huelin complained to the Press Complaints Commission that the newspaper had inaccurately failed to attribute material used in an article to its source, the online encyclopaedia Wikipedia. | The complaint was resolved when the newspaper expressed concern about the form in which the article had been published, removed the article from its website (where it had appeared), and assured the complainant that it had taken internal steps to ensure that the problem would not recur. | Daily Mail |
| 30/07/2010 | 1, 5 | Mr W F Wareham | Mr W F Wareham complained to the Press Complaints Commission that the newspaper incorrectly identified his son as the victim of an attack. | The complaint was resolved when the newspaper privately apologised to the family, removed the article from the website and published the following apology on-line and in the next edition of the newspaper: The Observer would like to apologise for a mistake on page three of last week's paper in which we wrongly named Dean Brayson as the victim of a stabbing in Chelmsley Wood. We would like to apologise to Mr Brayson's family for the upset this mistake has caused.' | Solihull Observer |
| 30/07/2010 | 1 | Mr Tobias Brundin | Mr Tobias Brundin complained to the Press Complaints Commission that an article - reporting that an American porn actor had gone on the run after allegedly killing a co-worker and injuring two others in an attack with a samurai sword - had included a photograph of the actor (taken from a MySpace profile), on to which a an image of a samurai sword had been digitally added. | The complaint was resolved when the newspaper explained that it had obtained the photograph including the sword from an American blog website, and removed the image from its online article. | Daily Mail |

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| 30/07/2010 | 1 | Duncan McGraw | Duncan McGraw complained to the Press Complaints Commission on behalf of FirstGroup PLC that the newspaper had failed to take care not to publish inaccurate information in an article reporting a claim that one of the company's bus drivers had refused entry to a child because he was wearing a replica England football shirt.' | The matter was resolved privately between the two parties following the complaint to the PCC. The newspaper removed the article from its website and circulated a note asking its journalists not to repeat the allegations and to contact the company about any similar stories in future. | Daily Mail |
| 30/07/2010 | 3 | Marc Purdie | Marc Purdie complained to the Press Complaints Commission that the newspaper had published his letter, name and address without his permission. | The complaint was resolved when the newspaper's sister newspaper, the Essex County Standard, in which the letter had also appeared, apologised to the complainant.' | Colchester Gazette |
| 30/07/2010 | 1 | Mr Neville de Sousa | Mr Neville de Sousa complained to the Press Complaints Commission that the newspaper had reprinted an inaccuracy that it knew to be incorrect and for which it had apologised for printing on a previous occasion. | The complaint was resolved when the newspaper published the following further apology: A report in Tuesday's Chronicle & Echo covered the crown court hearing of Steven Jewell, aged 43, who is accused of murdering his girlfriend Nicola de Sousa. It incorrectly stated she was a mother-of-one, which was information told to one of our reporters by an acquaintance at the time of her death in February. We have been asked to clarify by members of her direct family that this is not the case and apologise for any upset this has caused.' | Northampton Chronicle & Echo |

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| 02/08/2010 | 1, 3 | A woman | <p>A woman complained to the Press Complaints Commission that an article - reporting a series of burglaries in the Milton Keynes area - had named her as a witness to one of the incidents, when she had made clear to the newspaper that she did not wish for her name to be included. She also maintained that she had not said a number of the quotes attributed to her.</p> | <p>The newspaper said that it was not aware of the complainant's wish for her name to be omitted from the online article, and that its reporter's notes corroborated the majority of the quotes attributed to her. However, it accepted that the location of the incident discussed by the complainant was inaccurately reported and offered to publish a clarification on this point only. The online version of the article was also removed. The complainant did not wish for anything further on the matter to be published. The complaint was fully resolved when the PCC helped to negotiate an assurance that the complainant's name would not appear again in the newspaper, or on any associated website, in connection with the incidents of burglary reported.'</p> | <p>Milton Keynes Citizen</p> |
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| 04/08/2010 | 1 | Javid Akhtar | <p>Javid Akhtar complained to the Press Complaints Commission that the newspaper had published an inaccurate and intrusive article about his conviction for benefit fraud and the benefits he then went on to claim after being released from prison. The article appeared in the print and online versions of the publication.</p> | <p>The newspaper responded substantively to the complaint and explained its grounds for reporting the story as it had. However, it accepted the complainant's position and the complaint was resolved when the PCC negotiated the publication of the following clarification in the newspaper and its inclusion in the online article: CLARIFICATION An article in the Yorkshire Evening Post of February 11 headlined 'Leeds fraud duo back on benefits' stated that benefit fraudster Javid Akhtar - jailed after pocketing £225,000 in the biggest benefit fraud case of its kind in Leeds - had failed to pay back £265,000 in compensation and court costs. We are happy to clarify that Mr Akhtar had, in fact, repaid the compensation and costs. The outstanding £206,000 owed under the Proceeds of Crime Act is owed by his brother Mr Banaras Ali. The article also referred to the ownership of a house in West Park Avenue. We would like to make clear that Mr Akhtar is the sole owner of the property in question and he says that it is not on the market in order to pay any court fees or compensation order.'</p> | <p>Yorkshire Evening Post</p> |
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| 05/08/2010 | 1 | Cheryl Cole | Ms Cheryl Cole complained to the Press Complaints Commission through David Price Solicitors and Advocates that two March 2010 articles were inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following apology in the newspaper and online: As part of our coverage of the break-up of Cheryl and Ashley Cole's marriage we reported on March 4 the singer would fly to France to meet her estranged husband who was texting her lines from her songs. We accept Cheryl did not fly to France, no such texts were sent and she denies saying she was scared of life as a single girl as we reported on March 1. We are happy to set the record straight and apologise to Cheryl.' | The Sun |
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| 05/08/2010 | 1 | Rethink | <p>The Press Complaints Commission received over 180 complaints about a comment article by Janet Street-Porter about depression. Among the complaints was one from the mental health charity Rethink, which was taken forward as the lead' complaint. The charity said that, while Ms Street-Porter was entitled to her opinion about depression, her piece contained a number of inaccuracies.'</p> | <p>The newspaper said that it regularly carried supportive articles about depression and that Ms Street-Porter, who was clearly not projecting herself as a medical expert, was entitled to her personal views about the subject. It pointed out that it had published a letter in response to the piece a few days after it appeared (which can be seen here.)However, following the initiation of the PCC's investigation, it agreed to run a letter from Rethink's chief executive, Paul Jenkins, and the complaint was resolved on this basis. The text of the published letter was as follows: "In calling depression 'the new trendy illness', Janet Street-Porter makes some misleading claims. Depression isn't rare. One in six people will be diagnosed with depression during their lifetime and millions will experience symptoms but won't seek help. Depression doesn't affect only those who 'have enough money.' It can affect anyone, regardless of background. The World Health Organisation's 2001 report says: 'Mental disorders aren't the exclusive preserve of any special group. The notion that mental disorders are problems of relatively richer parts of the world is wrong. 'Neither is depression a 'new' ailment: its distinct set of symptoms were first categorised in the 1950s. There is no single known cause: current explanations suggest a combination of brain chemistry, genetic and environmental factors. It's highly unlikely that a whole (earlier) generation of people were entirely unaffected by it, as Ms Street-Porter suggests. The insinuation that people affected by mental illness are not stigmatised would be laughable, if the impact of the stigma wasn't so</p> | Daily Mail |
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| 06/08/2010 | 1 | Mr Matthew Lyness | Mr Matthew Lyness of Kirkistown complained to the Press Complaints Commission that the newspaper had failed to make clear that a spanner and a stone had not been found on the race track and that the track had been checked prior to the session. | The complaint was resolved when the PCC negotiated the publication of the following clarification: On 25 March, we published a report of an accident that took place at Kirkistown. In the report, we stated that a spanner and stone lying on the track may have been the cause of the crash. We are happy to make clear the track had been checked prior to the session and that the spanner and stone had not been found on the track, but near the tyre wall on the grass some distance from where the rider fell. | Newtownards Chronicle |
| 10/08/2010 | 1 | Miss Adele Brand | Miss Adele Brand complained to the Press Complaints Commission that an article had inaccurately stated that experts believed urban fox numbers to have quadrupled since 2007. She said that population trends are not a matter of opinion; rather, such information was scientific fact which could only be corroborated by appropriate survey techniques. She added that the leading scientific experts on the matter at the University of Bristol had conducted research indicating that fox numbers have generally remained constant over the last decade. | The complaint was resolved when the PCC helped to negotiate publication of the following clarification: An online article of 11 June stated that experts have warned of a quadrupling of urban fox numbers since 2007. Such a claim was not supported by the text. We would make clear that our story was based on an item from another newspaper, which quoted the chairman of the National Pest Technicians Association reporting a rise in the number of calls regarding urban foxes. We are not aware of the official statistics, but have been asked to point out that there is scientific data showing that fox numbers have remained constant. | Metro |

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| 12/08/2010 | 12 | Rethink, Shift and others | Various individuals and organisations (including Rethink and Shift) complained that the newspaper had used the word 'Schizo' in reference to a patient suffering from paranoid schizophrenia. The complainants said this was a pejorative and discriminatory description of the patient's mental illness.' | The matter was resolved when the newspaper agreed that it would use its best endeavours not to use the term 'schizo' in the future.' | The Sun |
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| 12/08/2010 | 1 | Ms Mary Honeyball MEP | <p>Ms Mary Honeyball MEP complained to the Press Complaints Commission that two articles - reporting on the EU Pregnant Workers' Directive - had inaccurately stated that she had "refused to say which way she voted" on the proposed measures at a European Parliament Women's Rights and Gender Equality Committee meeting. She said that the newspaper had misrepresented her position, and that its reporter could have clarified the situation further prior to publication of the article.'</p> | <p>The newspaper maintained that its reporter had attempted to speak to the complainant about the vote, but that he had not received a response from her. The complaint was resolved when the PCC helped to negotiate the publication of the following clarification: Mary Honeyball MEP Further to our front page article "Firms face £2 billion maternity leave bill" (24 February), and another article on 25 February, we have been asked by Labour MEP Mary Honeyball to clarify that she had not "refused to say which way she voted" on the EU Pregnant Workers Directive. We have subsequently learned that Ms Honeyball did not, in fact, attend the vote in the Women's Committee. We are happy to clarify the situation, and apologise for any confusion caused. The clarification also appeared online, and newspaper removed references to the complainant from the online versions of the articles.'</p> | Daily Mail |
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| 19/08/2010 | 1 | Cheryl Harrison | Cheryl Harrison complained to the Press Complaints Commission that a comment piece criticising her decision to publicise her extremely distressing experiences with the condition hyperemesis gravidarum was misleading, insensitive and unfair. | The complaint was resolved when the PCC helped to negotiate the publication of the following letter from the complainant, which was also appended to the article online: Carole Malone's 27 June article, 'Baby plan was so ill-conceived', which criticised my decision to have another baby after suffering from hyperemesis gravidarum during my first pregnancy, was unfair. I consulted with specialists and was assured that it was unlikely it would happen again. But unfortunately the second time it was much worse, and there were concerns about the baby's development. The decision to terminate the pregnancy was horrendous. I don't blame the NHS for my problems. I told my story so other women in the same position will know that they are not alone.' | News of the World |
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| 20/08/2010 | 1 | David and Mark Lyons | David and Mark Lyons complained to the Press Complaints Commission that the newspaper had published inaccurate allegations that they were "in hiding", had "gone to ground" and had not been seen at their business premises following a notorious murder near Glasgow. | The newspaper attributed the information in the article to an anonymous source. The complaint was resolved when the PCC negotiated the publication of the following statement: Lyons Family In a 20 February article we reported that David and Mark Lyons of Applerow Motors had not been seen at their garage following the murder of Kevin Carroll for fear of reprisals. We have been asked to make clear that this was not the case and that they continued to work as normal after the shooting. | Daily Record |
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| 20/08/2010 | 1 | Ms Cheryl Cole | Ms Cheryl Cole complained to the Press Complaints Commission through David Price Solicitors and Advocates that two March 2010 articles were inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following apology in the newspaper in relation to one of the articles: An article on March 3, 'Is Cheryl about to take Ashley back?', reported that Cheryl Cole had agreed to attend counselling sessions following a series of phone calls and texts from her estranged husband Ashley. We accept that this was inaccurate and that she did not make the statements attributed to her. We apologise to Ms Cole for the misunderstanding and are happy to set the record straight. A further apology appeared online relating to this article and an online-only article. The text of this was as follows: An article on March 5 followed up a Sun report that Cheryl Cole was preparing to fly to France to enter into talks with her estranged husband Ashley following a series of text messages. We would like to make clear that she did not fly to France and that there were no texts. An article on March 3, 'Is Cheryl about to take Ashley back?', reported that Cheryl Cole had agreed to attend counselling sessions following a series of phone calls and texts. We accept that this was inaccurate and that she did not make the statements attributed to her. We apologise to Ms Cole for the misunderstanding and are happy to set the record straight.' | Daily Mail |
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| 20/08/2010 | 1, 3 | Mrs Margaret Dickson | Mrs Margaret Dickson complained to the Press Complaints Commission that the newspaper had published inaccuracies by attributing statements to her husband which he had not made. | The newspaper believed the quotations to be accurate, whilst the complainant disputed them. The matter was resolved when the newspaper agreed to remove the online version of the article and to mark its internal archive to make it clear that the quotations were disputed. | Scottish Daily Mail |
| 20/08/2010 | 1 | West London Mental Health Trust | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained to the Press Complaints Commission that an article was misleading when it referred to a patient at Broadmoor Hospital as an "inmate". | The newspaper did not consider that the use of the term "inmate" was misleading: in its view, it referred to any person who was confined to an institution, such as a hospital. Nonetheless - on a without prejudice basis - the newspaper agreed to alter its online article to replace the word "inmate" with "patient". The complaint was resolved on this basis. | Daily Mirror |
| 20/08/2010 | 1, 3 | Ms Katrina Lee | Ms Katrina Lee complained to the Press Complaints Commission that the articles incorrectly stated that she had had cosmetic surgery, and that the newspapers had obtained photographs of her from social networking websites. | The complaints were resolved when the PCC negotiated the removal of the articles from the newspapers' websites.' | Daily Mail |

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| 20/08/2010 | 1, 3 | Ms Katrina Lee | Ms Katrina Lee complained to the Press Complaints Commission that the articles incorrectly stated that she had had cosmetic surgery, and that the newspapers had obtained photographs of her from social networking websites. | The complaints were resolved when the PCC negotiated the removal of the articles from the newspapers' websites.' | The Sun |
| 20/08/2010 | 1, 2, 3 | Ms Laura Clegg | Ms Laura Clegg complained to the Press Complaints Commission that the article falsely quoted her, and that the newspaper had invaded her privacy by obtaining a photograph of her from her Facebook page. | The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website.' | The Sun |
| 23/08/2010 | 3 | Mr Matt Smith | Mr Matt Smith, the actor, complained to the Press Complaints Commission through Troika that an article about the prospective purchase of a home - including photographs of the inside and outside of the property - intruded into his privacy. | The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website. The newspaper also apologised to the complainant for any offence caused and circulated an internal note on the matter.' | The Mail on Sunday |

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| 24/08/2010 | 1 | Grainger plc | <p>Grainger plc complained to the Press Complaints Commission that the newspapers had published inaccurate information in two articles about a lawsuit by a former employee of the company who alleged that it had discriminated against him on the basis of his belief in climate change. The company said the articles had given a misleading impression of the outcome of the case; it had always denied discriminating against the employee and had settled the case out of court to avoid the costs and time of attending employment tribunal proceedings. Further, the article in The Daily Telegraph had misstated the amount of the settlement.</p> | <p>The matter was resolved when the PCC negotiated for the publication of corrections in both newspapers under the headline "Grainger plc". The Sunday Telegraph published the following correction: In our article "The divisive law of Lord Justice Laws" (May 2), we reported that Tim Nicholson had been wrongfully dismissed by a property firm. In fact, Mr Nicholson's claim was settled out of court without any admission of liability. There was no finding of wrongful dismissal. The Daily Telegraph published the following correction: Our report "Sacked 'green' executive wins £100,000" (21 April) said Tim Nicholson had won £100,000 for his claim for wrongful dismissal against Grainger plc. In fact, he received £42,000 and £12,800 towards his legal costs and the case was settled out of court, without any admission of liability.'</p> | The Daily Telegraph |
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| 24/08/2010 | 1 | Grainger plc | <p>Grainger plc complained to the Press Complaints Commission that the newspapers had published inaccurate information in two articles about a lawsuit by a former employee of the company who alleged that it had discriminated against him on the basis of his belief in climate change. The company said the articles had given a misleading impression of the outcome of the case; it had always denied discriminating against the employee and had settled the case out of court to avoid the costs and time of attending employment tribunal proceedings. Further, the article in The Daily Telegraph had misstated the amount of the settlement.</p> | <p>The matter was resolved when the PCC negotiated for the publication of corrections in both newspapers under the headline "Grainger plc". The Sunday Telegraph published the following correction: In our article "The divisive law of Lord Justice Laws" (May 2), we reported that Tim Nicholson had been wrongfully dismissed by a property firm. In fact, Mr Nicholson's claim was settled out of court without any admission of liability. There was no finding of wrongful dismissal. The Daily Telegraph published the following correction: Our report "Sacked 'green' executive wins £100,000" (21 April) said Tim Nicholson had won £100,000 for his claim for wrongful dismissal against Grainger plc. In fact, he received £42,000 and £12,800 towards his legal costs and the case was settled out of court, without any admission of liability.'</p> | The Sunday Telegraph |
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| 24/08/2010 | 1 | Mr Sacha Gervasi | Mr Sacha Gervasi complained to the Press Complaints Commission through Swan Turton Solicitors of London that an article which made reference to him contained a number of inaccuracies. | The complaint was resolved when the PCC negotiated the publication of the following apology: On March 28 an article headed 'The £450m Rothschild heiress and the ex-crack addict scriptwriter . . .' referred to Sacha Gervasi, the award-winning film director, screenwriter and producer. In fact, Mr Gervasi was never addicted to crack cocaine and never had a £200-a-day drug habit. He met Ms Jessica de Rothschild at a stage premiere and not through pitching a film idea to her production company. Their families are not concerned about the relationship. We apologise for any embarrassment caused.' | The Mail on Sunday |
| 25/08/2010 | 1 | Katrina Lee | Katrina Lee complained to the Press Complaints Commission that the newspaper had published an article which wrongly stated that she had plastic surgery before competing on the X-Factor television show. | The newspaper said that as the article was almost eleven months old the most appropriate action would be to completely remove the online piece from its website. The article was taken down promptly and the complainant agreed that this represented a proportionate response to her concerns and was the outcome she had hoped for. The complaint was resolved on that basis. | The Sun |

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| 26/08/2010 | 1 | Jack Briggs | <p>Jack Briggs complained to the Press Complaints Commission that the newspaper had published an article which reported his ex-wife's description of him as an aggressive alcoholic who she feared. The complainant said that the claims about his behaviour and drinking were completely untrue as he had never had a problem with alcohol and at no point in his marriage did he mentally or physically abuse his wife. The complainant was disappointed that the journalist responsible for the story had failed to contact him before reporting his ex-wife's allegations: he felt this was wholly unprofessional and represented a failure to take care to ensure the accuracy of the article.'</p> | <p>The newspaper stood by its version of events and provided a statement from the complainant's ex-wife in which she defended her portrayal of the marriage. The complainant disputed many of the assertions in the newspaper's response to his complaint. Following further discussion, it was accepted that the complainant should have the opportunity to respond to such serious allegations and the PCC negotiated the publication of the following statement of clarification: Following a complaint to the Press Complaints Commission, we have been asked to make clear that Jack Briggs was not contacted during the reporting of this story. Mr Briggs denies that he was involved in incidents of domestic violence at his shared accommodation with Zena Briggs. The statement was appended to the online article to ensure the complainant's position is clear to readers.'</p> | The Sunday Telegraph |
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| 26/08/2010 | 1 | Mr Iain McElhone | <p>Mr Iain McElhone of County Durham complained to the Press Complaints Commission that a report of his acquittal on racial harassment charges was inaccurate on a number of points. He said that, during his trial, he had been asked why he might have made a scratching gesture towards the plaintiff. He said that no gesture had been made but said that, hypothetically, he might have scratched himself as the result of suffering from eczema. Subsequently, CCTV footage played to the court showed no scratching gesture had been made. However, he said that the report of the case failed to make this sequence of events clear so that readers would be left with the impression that he had admitted to scratching his armpits.</p> | <p>The matter was resolved when the PCC negotiated publication of the following statement, under the heading 'Clarification': Last year we reported that Iain McElhone of near Shotley Bridge, Consett, Co Durham, was found not guilty of making a racist gesture near a shop in Briardale in November 2008 (not December as previously reported). We have been asked to make clear that Mr McElhone denied making any sort of scratching gesture during the incident. When asked in court why he might have scratched his armpits, Mr McElhone said that 'if such a thing had occurred, it might have been because of eczema. CCTV footage seen subsequently by the court did not provide any evidence of a gesture having been made.'</p> | The Northern Echo |
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| 26/08/2010 | 1 | Mr Iain McElhone | Mr Iain McElhone of County Durham complained to the Press Complaints Commission that the newspaper had failed to report his acquittal on racial harassment charges, having previously reported that the charges had been brought against him. He also said that the original article about his being charged was inaccurate on certain points. | The matter was resolved when the PCC negotiated publication of the following statement, under the heading 'Not guilty': The Durham Times omitted to report the outcome of a court case involving Iain McElhone of Ashfield, Shotley Bridge. As reported on June 6, 2009, Mr McElhone, a former Derwentside district Councillor, denied making a racist gesture on November 7, 2008, near a shop in Briardale, Delves Lane, near Consett (not 'in' a shop as previously reported). He was subsequently found not guilty by a jury on October 22, 2009, and said afterwards that the case against him was 'cobblers all the way through'. We apologise to Mr McElhone for not carrying the verdict that cleared him.' | Durham Times |
| 26/08/2010 | 5 | A man | A man from West Sussex complained that an article about the suicide of his son contained excessive detail. He said he was worried about his grandchildren discovering the information on the internet and asked that the newspaper might consider deleting the report from its website. | The newspaper, taking account of all the circumstances, agreed to remove the article from its website. The matter was resolved on that basis. | Evening Standard |

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| 26/08/2010 | 5 | A man | A man from West Sussex complained that an article about the suicide of his son contained excessive detail. He said he was worried about his grandchildren discovering the information on the internet and asked that the newspaper might consider deleting the report from its website. | The newspaper, taking account of all the circumstances, agreed to remove the article from its website. The matter was resolved on that basis. | Daily Mail |
| 26/08/2010 | 1 | Ms Ruth MacLaren and Ms Suzanne Meadowcroft | Ms Ruth MacLaren and Ms Suzanne Meadowcroft complained to the Press Complaints Commission regarding articles published in an opinion column, which criticised their decision and that of their neighbours to erect a gate at the end of an alleyway adjoining their homes. They said that the articles were inaccurate and misled readers by failing to acknowledge the full facts of the situation. | The editor said that its columnist's views were clearly presented as such, and that the newspaper had therefore been entitled to publish them. The complaint was resolved when the PCC helped to negotiate an assurance from the editor that:(i). The newspaper would note the following points raised in the complaint: The complainants and their neighbours did not act unilaterally against the public; They sought advice and co-operated fully with all interested agencies; They had followed lawful process, co-operating with the local council. They did not "force" the Council to spend public money, nor did they "ignore" council recommendations.(ii) The complainants would be contacted prior to the publication of future articles about the gate, with a view to publication of a letter from them, or inclusion of their views in news coverage, at that time.' | North Devon Journal |

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| 27/08/2010 | 1 | Lucy Phillips | <p>Lucy Phillips complained to the Press Complaints Commission that the newspaper had published an article headlined "Ashley & Blonde...in a loo" which contained a number of inaccuracies. The article appeared on pages one, four and five of the newspaper and was based on the claim that the complainant had been chatted up in a toilet by footballer Ashley Cole. The complainant said that the basis for the article was "entirely untrue" and identified the following specific points of inaccuracy in the coverage: it stated she was involved in an encounter in a club toilet - which she viewed as sordid - when she was not; it reported that she had said the footballer "tried it on with [her]" when she had denied this when approached by the reporter; and she felt it implied that she had sold her story as a kiss and tell when this was not the case. The complainant disputed the foundation of the story and said that she was misquoted. She said she simply saw Ashley Cole as she passed the door of the toilets in the club and proceeded to update her Facebook profile with the status "Just seen Ashley Cole in a toilet cubicle, how random, what a midget".</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following correction and apology which appeared in a box on page two of the newspaper with the headline "Lucy Phillips": In our article of May 16 we reported that Ashley Cole "made a play" for Lucy Phillips in the loos of Notting Hill's Supper Club. We would like to apologise to Ms Phillips for misquoting her in our article; she strongly denied the allegations from our source at the time. Ms Phillips would like to make clear that she did not go into the male toilets, Ashley Cole did not "try it on" with her and she did not kiss him. We would also like to clarify that Ms Phillips did not approach us and was not paid for the story in question. We apologise for any upset caused.'</p> | Sunday Mirror |
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| 31/08/2010 | 5 | Mr Sandy Di Furia | Mr Sandy Di Furia complained to the Press Complaints Commission that a report about his father's funeral had been handled insensitively at a time of grief.' | The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website, the provision of a private letter of apology to the family and a donation to charity.' | The Sun |
| 31/08/2010 | 1 | PC Ozer | PC Aksoy Ozer complained that an article about his alleged role in the collapse of a murder case was inaccurate. The piece suggested that translations he had made of taped conversations were faulty and that this was effectively why the Crown Office had decided to drop charges against four men. The complainant said this was categorically not the case. | The newspaper stood by its story but because information had come from anonymous sources and could not be verified on the record, it agreed to remove the article from its website. The complainant did not want further action and accepted that the matter was resolved. | Sunday Mail |
| 03/09/2010 | 3, 5 | Patricia Jaundrell | Patricia Jaundrell complained to the Press Complaints Commission that the newspaper had breached the Code in publishing without consent a photograph of her infant son taken from a Facebook page following an incident in which he had been mauled by the family's dog.' | The newspaper expressed regret that the complainant had been upset by its story and apologised unreservedly for any distress it had caused, although it took the view that the story was of clear public interest and noted that the picture had been in the public domain. The complaint was resolved when the newspaper removed the picture from its article online and made clear that it would not be republished. | Daily Mail |

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| 03/09/2010 | 1 | Ray Merrell | <p>Ray Merrell complained to the Press Complaints Commission that the newspaper had published an article about the European Union's plans to sell all food by weight which was misleadingly headlined "Euro ban on eggs by dozen". The complainant pointed out that it was not the case that British shoppers would no longer be able to buy a box of six eggs or a dozen rolls: merely that the items will be priced by weight. He was concerned that the article - which appeared on page ten of the newspaper and online - represented an attempt to stir up anti-EU feeling among readers.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following article which clarified the situation: Eggs by a dozen are safe Brussels has vowed it has no plans to ban Brits buying eggs by the dozen. Controversy erupted in July following reports that the EU wanted food to be only sold by weight. Environment Secretary Caroline Spelman pledged to fight the plans. And the Food Standards Authority watchdog also voiced concern. But the European Parliament has insisted it never intended to stop people buying eggs or bread rolls by the dozen. A spokesman said: "Selling eggs by the dozen will not be illegal under the terms of the amendments adopted by the European Parliament to EU food labelling proposals. "Labels will still be able to indicate the number of food items in a pack, whether of eggs, bread rolls or fish fingers. "The above appeared on page four of the newspaper.</p> | The Sun |
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| 03/09/2010 | 1 | Pamela Sangster | Pamela Sangster complained to the Press Complaints Commission that the newspaper had published an article reporting her court case (during which she was charged with a breach of the peace) which contained two inaccuracies relating to key dates in her relationship with her alleged victim. | Given the distress that the complainant had been caused, she did not wish to see anything further published in the newspaper and the complaint was resolved when the PCC negotiated the removal of the online article. | Scottish Sun |
| 03/09/2010 | 1, 3 | Julianne Barradale and Liz Church | Julianne Barradale and Liz Church complained to the Press Complaints Commission that an article about a dispute Ms Barradale had had with the owner of a bed & breakfast had contained inaccuracies and invaded her privacy. | The complaint was resolved when the PCC negotiated for the removal of the article from the newspaper's website and the payment of £100 to the lead complainant for the use of a picture of her for which she held the copyright.' | Scottish Sun |

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| 06/09/2010 | 1 | F. Hawramy | F. Hawramy complained to the Press Complaints Commission that the newspapers had published inaccuracies relating to the execution of five prisoners in Iran. | <p>The complaint was resolved when the PCC negotiated for the publication of letters by both newspapers from the complainant setting out his concerns. The Scotsman published the following in its print and online editions: Iran executions There is something profoundly unjust about misrepresenting innocent people who have been hanged by a government (Iran) that practises torture, rape and execution. Reuters News Agency did this by running a report on 9 May about the execution of five Iranian political activists including a young woman and a primary school teacher. The report claimed four of the executed were involved in a bombing in Iran in 2008 that resulted in 14 deaths. However, three of the people executed were in prison by 2006 and remained in prison until their death, according to the Iranian government sources Reuters used for its report. Therefore, they could not have been involved in the 2008 bombing. I am disappointed that on this occasion Reuters fell below its basic principle of accuracy. F. Hawramy London</p> <p>The Scarborough Evening News published the following on its website, where the article appeared: Re: Unjust misrepresentation of innocent people There is something profoundly unjust about misrepresenting innocent people who have been hanged by a government (Iran) that practises torture, rape and execution. In my view, Reuters News Agency did this by running a report on 9th of May about the execution of 5 Iranian political activists including a young woman and a primary school teacher. The report claimed 4 of the executed were involved in a bombing in Iran in 2008</p> | Scarborough Evening News |
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| 06/09/2010 | 1 | F. Hawramy | <p>F. Hawramy complained to the Press Complaints Commission that the newspapers had published inaccuracies relating to the execution of five prisoners in Iran.</p> | <p>The complaint was resolved when the PCC negotiated for the publication of letters by both newspapers from the complainant setting out his concerns. The Scotsman published the following in its print and online editions: Iran executions There is something profoundly unjust about misrepresenting innocent people who have been hanged by a government (Iran) that practises torture, rape and execution. Reuters News Agency did this by running a report on 9 May about the execution of five Iranian political activists including a young woman and a primary school teacher. The report claimed four of the executed were involved in a bombing in Iran in 2008 that resulted in 14 deaths. However, three of the people executed were in prison by 2006 and remained in prison until their death, according to the Iranian government sources Reuters used for its report. Therefore, they could not have been involved in the 2008 bombing. I am disappointed that on this occasion Reuters fell below its basic principle of accuracy. F. Hawramy London. The Scarborough Evening News published the following on its website, where the article appeared: Re: Unjust misrepresentation of innocent people There is something profoundly unjust about misrepresenting innocent people who have been hanged by a government (Iran) that practises torture, rape and execution. In my view, Reuters News Agency did this by running a report on 9th of May about the execution of 5 Iranian political activists including a young woman and a primary school teacher. The report claimed 4 of the executed were involved in a bombing in Iran in 2008</p> | The Scotsman |
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| 06/09/2010 | 1 | Mr Terry Lubbock | Mr Terry Lubbock complained to the Press Complaints Commission through his representative, Harry Cichy, that an article about Michael Barrymore was incorrect when it referred to Mr Lubbock's son, Stuart, as a binman. He said it was also inaccurate in referring to his son as having been 'found dead in the pool' of Mr Barrymore's property in 2001. Mr Lubbock said that the precise whereabouts of his son's death and the discovery of his body remained in dispute.' | The matter was resolved when the PCC negotiated publication of the following correction and apology in the newspaper's 'For the Record' column, under the heading 'Stuart Lubbock': In our article of May 30, "Barrymore Uncut", we incorrectly stated that Stuart Lubbock, who was found dead at Mr Barrymore's house, was a binman. We apologise to Mr Lubbock's family for this error. Further, we have been asked to point out that the claim that Mr Lubbock's body was found in Mr Barrymore's pool is disputed and that other accounts suggest he was, in fact, found at the side of the pool.' | Sunday Mirror |
| 07/09/2010 | 1 | Mr Avraham Dresner | Mr Avraham Dresner complained to the Press Complaints Commission that the newspaper had published a caption beneath a photograph on its website which falsely stated that Israel had cut a tree which grew on the Lebanese side of the border between the countries. | The newspaper considered that the issue regarding the positioning of the border between the countries was a matter of contention on which a range of views were held, and, as such, it did not consider that the newspaper's position was inaccurate. However, the matter was resolved when the newspaper altered the caption to read: "Israeli soldiers use a crane as they cut a tree on the border near the village of Adaisseh" | The Independent |

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| 07/09/2010 | 1 | Robert Bealing | Robert Bealing complained to the Press Complaints Commission that the newspaper had published an article which wrongly stated that, despite the UK-wide smoking ban, people are permitted to smoke shisha pipes in enclosed spaces. | The newspaper explained that the article was referring specifically to an electronic halooka pipe, the by product of which is water vapour (not smoke). The complaint was resolved when the PCC negotiated the amendment of the online article to make clear the precise nature of the pipe to readers. The complainant was satisfied with the outcome and was pleased with how efficient the complaints process was. | The Sun |
| 07/09/2010 | 1, 3 | Ms Victoria Holmstock | Ms Victoria Holmstock complained to the Press Complaints Commission that the newspaper had invaded her privacy and published inaccurate information regarding her residence. | The matter was resolved when the PCC negotiated the removal of the article from the newspaper's website.' | Crosby Herald |

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| 08/09/2010 | 6 | David Stedmans | David Stedmans complained to the Press Complaints Commission that the newspaper had published a photograph of his six year-old daughter without his permission. | The complaint was resolved when the PCC negotiated the following remedial action: the removal of all photographs of the complainant's daughter from the newspaper's website and the websites of its sister publications; an assurance from the newspaper that photographs of the complainant's daughter would not appear in the newspaper or any related titles without his express permission; and a private letter of apology from the editor to the complainant. The complainant was pleased with the newspaper's response to his concerns and thanked the Commission for it's handling of his complaint.' | Worksop Guardian |
| 09/09/2010 | 5 | Sheila Kelly | Sheila Kelly complained to the Press Complaints Commission that the newspaper had published an insensitive article about the suicide of a member of her extended family which was accompanied by a highly inconsiderate photograph showing the scene where his body had been recovered. | The newspaper acknowledged that the complainant and her family had been upset by the coverage but explained its role in reporting deaths in the community. The complaint was resolved when the PCC negotiated the amendment of the article's online headline and the removal of the photograph from all of Trinity Mirror's news websites.' | Liverpool Echo |

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| 09/09/2010 | 1, 6, 9 | Mrs Elizabeth Hill | <p>Mrs Elizabeth Hill complained to the Press Complaints Commission about an article reporting that armed police had been sent to patrol the area surrounding a Kent primary school, on the school's sports day, following threats made against the parent of a pupil. Mrs Hill's son attended the school, and she said that the article was inaccurate, as only a couple of plain-clothed policemen had been sent in order to deal with the incident. She objected particularly to the inclusion of a doctored photograph of an armed policeman on the front page of the newspaper, and said that this had sensationalised the event by exaggerating the extent of police presence, intruding unnecessarily into the children's time at school.'</p> | <p>The newspaper said that its understanding had been that armed policemen were present, and that it had only become aware that this was not the case after publication of the article. A letter from the school governors, and a front page clarification, were subsequently published, and the newspaper said that the school was satisfied with this course of action. Although the complainant considered that an apology for distress caused to parents and pupils was also appropriate, she was content to resolve the complaint on the basis of the newspaper's acknowledgment of the concerns raised.'</p> | Sevenoaks Chronicle |
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| 10/09/2010 | 1 | Mrs Clare Byam-Cook | <p>Mrs Clare Byam-Cook, the author of "What to Expect When You're Breastfeeding - And What if You Can't", complained to the Press Complaints Commission through Lewis Silkin solicitors. She expressed concern that a letter she had submitted for publication had been edited and, most importantly, published under the misleading headline 'When Bottle is Best'. In fact, she said, her letter was intended to promote better support for women who wished to breastfeed - which in the complainant's view was preferable. The fact that readers might have interpreted it as an attempt to promote bottle-feeding was, said the complainant, likely to damage her reputation.'</p> | <p>The matter was resolved when the PCC negotiated publication of a further letter from the complainant in the newspaper. The heading of the letter was 'Breastfeeding babies' and the text is reproduced below: My letter of 25 June was published under the misleading headline "When Bottle is Best'. I would like to make clear that my letter was not in fact promoting bottle feeding for babies over breastfeeding. It was making the point that changing the 'Breast is Best' slogan - as recommended by Breastfeeding network Chairman Lesley Backhouse - is not the solution to improve breastfeeding rates. Most mothers want to breastfeed, they just need more practical help when they are finding it difficult. Clare Byam-Cook, Author of 'What to Expect When You're Breastfeeding - And What if You Can't?'</p> | Daily Mail |
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| 16/09/2010 | 1 | Sir John Houghton | <p>Sir John Houghton, former Chief Executive of the Met Office and former Co-Chair of the Scientific Assessment of the Intergovernmental Panel on Climate Change, complained to the Press Complaints Commission that the newspaper had quoted from comments he had made in a 1995 article in an incomplete and misleading way.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant in the newspaper and on its website: SIR - Over the past few years, my name has mistakenly been associated with the quotation: "Unless we announce disasters, no one will listen." I have never made this statement. Despite my efforts to lay to rest this misquotation, some commentators have continued to use it, among them Christopher Booker. In an article (Comment, February 20) Mr Booker purports to set the record straight, but cannot resist taking a parting shot. He goes on to suggest that 15 years ago I had expressed the same sentiment in different phrasing. This is not so. What I said, in reference to the reactive nature of policymaking, was: "If we want a good environmental policy in the future, we'll have to have a disaster. It's like safety on public transport. The only way humans will act is if there's been an accident." I was not suggesting that it is ethical for the scientific community to misrepresent evidence. My point was that policy reacts to experience: actual adverse events shock people and thereby bring about change. I have categorically never promoted the view that scientists should manipulate data to provoke a policy response. Sir John Houghton FRS Chairman, Scientific Assessment of the Intergovernmental Panel on Climate Change, 1988-2002Aberdyfi, Gwynedd '</p> | The Sunday Telegraph |
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| 16/09/2010 | 3, 5 | Amanda and Stuart Oakes | Amanda and Stuart Oakes complained to the Press Complaints Commission that the newspaper had not sensitively handled the publication of an article about the inquest into the death of their young son. They further considered that the publication of a picture of their back garden had intruded into their privacy. | The complaint was resolved when the newspaper expressed its sincere condolences to the complainants for their loss, removed the photograph of the complainants' garden from the online version of the article, and gave the complainants an assurance that it would never be republished.' | The Sun |
| 16/09/2010 | 3, 5 | Amanda and Stuart Oakes | Amanda and Stuart Oakes complained to the Press Complaints Commission that the newspaper had not sensitively handled the publication of an article about the inquest into the death of their young son. They further considered that the publication of a picture of their back garden had intruded into their privacy. | The complaint was resolved when the newspaper expressed its sincere condolences to the complainants for their loss, arranged for the article's headline to be amended to emphasise that the death had been accidental, and removed the photograph of the complainants' garden from the online version of the article.' | Daily Mail |
| 16/09/2010 | 5 | Amanda and Stuart Oakes | Amanda and Stuart Oakes complained to the Press Complaints Commission that the newspaper had not sensitively handled the publication of an article about the inquest into the death of their young son. | The complaint was resolved when the newspaper expressed its sincere condolences to the complainants for their loss and expressed regret that its report of the inquest had caused them further distress. | Metro |

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| 16/09/2010 | 1 | Ms Ruth MacLaren and Ms Suzanne Meadowcroft | Ms Ruth MacLaren and Ms Suzanne Meadowcroft complained to the Press Complaints Commission regarding articles published in an opinion column, which criticised their decision and that of their neighbours to erect a gate at the end of an alleyway adjoining their homes. They said that the articles were inaccurate and misled readers by failing to acknowledge the full facts of the situation. | The editor said that its columnist's views were clearly presented as such, and that the newspaper had therefore been entitled to publish them. The complaint was resolved when the PCC helped to negotiate an assurance from the editor that:(i). The newspaper would note the following points raised in the complaint:1. The complainants and their neighbours did not act unilaterally against the public;2. They sought advice and co-operated fully with all interested agencies;3. They had followed lawful process, co-operating with the local council. They did not "force" the Council to spend public money, nor did they "ignore" council recommendations.(ii) The complainants would be contacted prior to the publication of future articles about the gate, with a view to publication of a letter from them, or inclusion of their views in news coverage, at that time.' | North Devon Journal |
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| 17/09/2010 | 1 | Sharif Nashashibi | Sharif Nashashibi, Chairman of Arab Media Watch, complained to the Press Complaints Commission that a comment piece had contained inaccuracies about the Israeli blockade of Gaza. | The complaint was resolved when the PCC negotiated for the publication of the following letter from the complainant: Israel bans broad range of goods that pose no threat It is outrageous that Frederick Forsyth can claim that Israel permits only non-aggressive materials' into Gaza, and that 'only weapons, ammunition, explosive and rocket parts are banned' ("Arabs blockade Gaza as well", June 11). It has long been common knowledge, and widely reported, that Israel bans a broad range of goods that pose no threat to its security. Sharif Hikmat Nashashibi Chairman, Arab Media Watch' | Daily Express |
| 20/09/2010 | 1 | Mr Leo Mullane | Mr Leo Mullane complained to the Press Complaints Commission that the article incorrectly stated that a stabbing took place in his pub. | The complaint was resolved when the newspaper clarified the location of the incident in two further articles and reference to the complainant's pub was removed from all reports on the matter. The newspaper apologised to the complainant for its initial error.' | Harrow Times |
| 20/09/2010 | 5 | A man | A man from West Sussex complained that an article about the suicide of his son contained excessive detail. He said he was worried about his grandchildren discovering the information on the internet and asked that the newspaper might consider deleting the report from its website. | The newspaper, taking account of all the circumstances, said it was not willing to delete the article because it was a legitimate record of a tragic death. However, it understood the complainant's concerns and it agreed, therefore, to remove certain details about his son's death from the report. The matter was resolved on that basis.' | The Argus (Brighton) |

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| 20/09/2010 | 1 | Mr Neil Bertram | <p>Mr Neil Bertram complained to the Press Complaints Commission that the article's presentation of the number of motorcycle accidents in the UK was misleading. He said that the newspaper could not justifiably extrapolate from the results of a survey of 1000 motorcyclists to create a national figure for daily accidents.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter, which appeared in the newspaper and as the first comment accompanying the online article for a period of two weeks. At the end of this period, both the article and the comment were removed. Your story "Hell on wheels" (4 July) reported that motorbikes have 6000 accidents a day. You seem to have reached this figure by taking the results of a survey of just 0.07% of UK motorcyclists - 13% of whom said that they were involved in accidents - and applying this percentage to all of the 1.4 million motorcyclists in the country. I do not think that this is a fair reflection of the actual number of motorcycling accidents, particularly as the latest official Department for Transport statistics record 18,881 accidents, which works out as 52 accidents per day. Neil Bertram, Portsmouth</p> | News of the World |
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| 20/09/2010 | 1 | Debra Kent | Debra Kent complained through James Clayton to the Press Complaints Commission that the newspaper had inaccurately attributed to her a series of postings and activities on various websites, which appeared to be from her but which she said had been the work of an impersonator. | The complaint was resolved when the PCC negotiated for the online version of the article to be amended with the addition of the following statement setting out the complainant's view: Debra Kent denies making the comments attributed to her or joining the online groups named. She says she has been impersonated by an anti-BNP propagandist posting in her name.' | The People |
| 20/09/2010 | 5 | Amanda and Stuart Oakes | Amanda and Stuart Oakes complained to the Press Complaints Commission that the newspaper had not sensitively handled the publication of an article about the inquest into the death of their young son. | The newspaper did not accept that its coverage had breached the Code of Practice. Nonetheless, the complaint was resolved when the newspaper expressed its sincere condolences to the complainants for their loss and, as an act of goodwill in light of the sad circumstances, arranged for the article's headline to be amended online to emphasise that the death had been accidental.' | Daily Mirror |
| 20/09/2010 | 5 | Amanda and Stuart Oakes | Amanda and Stuart Oakes complained to the Press Complaints Commission that the newspaper had not sensitively handled the publication of an article about the inquest into the death of their young son. | The complaint was resolved when the newspaper expressed its sincere condolences to the complainants for their loss and explained that it felt it had handled the matter as sensitively as possible under the circumstances. | Birmingham Mail |

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| 20/09/2010 | 1 | Ms Heather Mills | Ms Heather Mills complained to the Press Complaints Commission that an article about an employment tribunal case was inaccurate in claiming that she had paid a former nanny, Sara Trumble, just £6.20 an hour. | When the employment tribunal came to an end the newspaper reported the outcome (that Ms Mills had not discriminated against or unfairly dismissed Ms Trumble) and published an apology for its earlier error. It made clear that Ms Mills had in fact paid Ms Trumble £25,000 per annum. | Daily Star |
| 21/09/2010 | 1 | Philip Hargreaves | Philip Hargreaves, Managing Director of LockRite Locksmiths Ltd, complained to the Press Complaints Commission that a historical article on the newspaper's website was accompanied by a number of readers' comments which, in his view, drew unfounded links between his company and a company called Key Edge Ltd. He said that Key Edge had shut down in 2007 and LockRite was an entirely separate, successful business.' | The complaint was resolved following the newspaper's removal of a selection of the readers' comments that were under dispute.' | Daily Mirror |

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| 22/09/2010 | 1 | Mr Brian Moore | <p>Mr Brian Moore complained to the Press Complaints Commission about an article which reported that - with a view to hosting stag and hen parties - the Mini Monsterz play facility had submitted an application for an alcohol license. The complainant said that the article was inaccurate and misleading.</p> | <p>The complaint was resolved when the newspaper agreed to contact Mr Moore prior to publication of any future articles on either of his businesses. In addition, it offered to publish the following clarification: Further to our article "Stag parties plan for Mini-Monsterz" (11 May), we would clarify that Mini Monsterz children's facility has not applied for an alcohol license to host stag and hen parties. The application was made by Esk Leisure, which operates as a separate business. The Esk Cafe-Bar for which the licence was requested is in the Mini Monsterz building. However, the cafe cannot be accessed through the children's facility, has a separate entrance to the play area, and is located away from it. The details in the original article were based on information obtained from the agenda of a Scarborough Borough Council meeting. We apologise for any confusion caused by our report.'</p> | Whitby Gazette |
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| 24/09/2010 | 1 | Ms Tina Wilson | Ms Tina Wilson complained to the Press Complaints Commission that an article about schools that had allowed children to finish early in order to watch an England World Cup match had inaccurately implied that Cavendish School in Hemel Hempstead had done so at the expense of teaching time. | The complaint was resolved when the PCC negotiated the publication of the following clarification letter: Children at the Cavendish School who were allowed to watch the World Cup on TV (Mail) didn't miss a single minute of teaching time. The slightly earlier finish was taken from break times. This was done after listening to the pupil's preferences, as recommended by Ofsted, with a view to reducing absence by discouraging pupils from staying away from school to watch the match at home. Name and address supplied. ' | Daily Mail |
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| 27/09/2010 | 1 | Anna Brennan | <p>Anna Brennan complained to the Press Complaints Commission that the newspaper had published an article which reported the misleading view of a woman who believed that donating a kidney could affect a woman's ability to have a family. The complaint felt this would put readers off donating kidneys and would cause undue concern for the families of those who had agreed to be donors.'</p> | <p>The newspaper felt it had dealt with the complainant's concerns by publishing a letter on the subject. However, the complainant maintained that further action was required and the complaint was resolved when the PCC negotiated the publication of the following correction: In our article "Alexandra Burke 'offered ill mum her kidney'" (4 August) we quoted Melissa Bell who said that if a woman donates a kidney, she loses her chance to have a family. We have been asked to make clear that current medical evidence does not suggest that kidney donorship affects a woman's ability to have children. For further information about kidney donation and fertility visit www.livingdonorsonline.org.The item was published with due prominence in the newspaper and also appeared in the online e-version of the publication.'</p> | The Metro |
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| 30/09/2010 | 1, 3, 10 | Ms Anna Begum | Ms Anna Begum complained to the Press Complaints Commission through Edwards Duthie Solicitors of London that an article which referred to claims of sexual harassment at the Olympic Delivery Authority (ODA) was inaccurate, misleading and intrusive, particularly in regard to the use of her photograph without consent. In fact, the complainant had never worked at the ODA and was not the woman in question. | The complaint was resolved when the PCC helped to negotiate a direct settlement between the parties, which included the publication of the following apology in the newspaper and online (http://www.dailymail.co.uk/us/home/article-1309558/Anna-Begum.html): A picture accompanying an article concerning the Olympics (7 November 2009) mistakenly showed the wrong woman. We are happy to clarify that the Anna Begum pictured had no connection with this story and we apologise to Ms Begum for the distress and embarrassment caused. | Daily Mail |
| 30/09/2010 | 1 | John Brocklehurst | John Brocklehurst complained to the Press Complaints Commission that the newspaper had published an article reporting the development of the new BBC Media City North site that was accompanied by a misleading photograph. The complainant said the image used was at least nine months out of date and misrepresented the current situation at the site as all building work had, in fact, been completed. | The newspaper admitted that the photograph was published in error and it apologised to the complainant if he had found it misleading. The complaint was resolved when the newspaper explained that prior to receiving a complaint via the PCC it had taken the following remedial action: a reader's letter on the subject had been published; the image was removed from the newspaper's website; and the newspaper's archive was annotated with a warning message to ensure that the error is not repeated in future. The complainant was content with the newspaper's prompt response. | The Mail on Sunday |

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| 01/10/2010 | 1, 3 | Ms Christiane Mouttet | Ms Christiane Mouttet complained to the Press Complaints Commission that an article which formed part of a serialisation of a book about Prince William and Prince Harry contained inaccuracies and included a photograph of her taken at work which had been published without her consent. | The complaint was resolved after the newspaper removed the article from its website. | The Mail on Sunday |
| 01/10/2010 | 1 | Katrina Bell | Katrina Lee complained to the Press Complaints Commission that the newspaper had published an article which wrongly stated that she had plastic surgery before competing on the X-Factor television show. | The complaint was resolved when the PCC negotiated the publication of the following correction and apology in the newspaper: Our article "Katrina breaks from Simon Cowell jibes" (18 July 2010) stated that Belfast singer Katrina Lee had liposuction following comments from the X Factor judge. We would like to make clear that Katrina has never had liposuction and the performer would not recommend going under the knife to anyone. We apologise to Katrina for any upset caused. The item (headlined "Katrina Lee") appeared with due prominence and was accompanied by a photograph of the complainant at her request. | Sunday Life |

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| 04/10/2010 | 1 | Lord Martin of Springburn | Lord Martin of Springburn complained to the Press Complaints Commission that an article was inaccurate and misleading when it claimed that he had "clashed" with the present Speaker, John Bercow, over the dismissal of the Speaker's Secretary Angus Sinclair.' | The complaint was resolved when the PCC negotiated the publication of the following correction, in addition to the removal of the online article: On 4 July we said Lord Martin of Springburn, the former Speaker of the House of Commons, had "clashed" with John Bercow, the present Speaker, over the dismissal of the Speaker's Secretary Angus Sinclair. In fact Lord Martin has not written or spoken to the Speaker on this matter and we have been asked to make clear he has, at no time, clashed with Mr Speaker on this, or any other, issue.' | The Mail on Sunday |
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| 04/10/2010 | 1, 3 | Javid Akhtar | <p>Javid Akhtar complained to the Press Complaints Commission that the newspaper had published an inaccurate and intrusive article about his conviction for benefit fraud and the benefits he then went on to claim after being released from prison. The article appeared in the print and online versions of the publication.</p> | <p>The newspaper promptly removed the article from its website and the complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: An article in the Daily Express on February 12 headed '£225k benefit fraud brothers back on state handouts' stated that I was released from jail and immediately started to claim benefits despite owing £220,000 in compensation and court costs. I had, in fact, repaid close to £224,000 in compensation and £20,000 court costs. The outstanding £206,000 owed under the Proceeds of Crime Act is owed by another person. The article also referred to the ownership of a property on West Park Avenue, Leeds. I would like to make clear that I am the sole owner of the property in question and it is not on the market in order to recoup any court fees, compensation or confiscation orders because these have been paid in full to the Crown Court. The article referred to me claiming Jobseekers' Allowance on my release from prison. I was advised to do this by the Job Centre and claiming such benefit did not mean I was breaking any laws. Javid Akhtar'</p> | Daily Express |
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| 05/10/2010 | 1 | Alan Scott | <p>Alan Scott complained to the Press Complaints Commission that the newspaper had inaccurately named an individual who had admitted charges of fraud, which was likely to mislead readers into believing that he (the complainant) had been the defendant in the case.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following correction and apology in the newspaper and online: Mr Alan Scott On December 27, 2009, we reported that a Mr Alan Scott, an electrical engineer from North Shields and former chief executive of a company called Alternative Diesel Investments, had admitted charges of fraud at Ipswich Crown Court. We have been asked to point out that this person's correct full name is Robert Allan Scott, from Newmarket, Suffolk, and is entirely different and unrelated to Alan Scott, managing director of the Sunderland-based Renewable Fuels and Plastics Ltd. We apologise for any difficulties this may have caused for Mr Alan Scott and his company.'</p> | The Mail on Sunday |
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| 05/10/2010 | 1 | Ms Elizabeth Prudhoe | Ms Elizabeth Prudhoe complained to the Press Complaints Commission that the article had included a quotation attributed to her, although she had never spoken to the reporter responsible for the article. | The complaint was resolved when the PCC negotiated the publication of the following clarification: On August 13, the Courant published an article concerning a day care facility based in Haltwhistle operated by Adapt (North East), which included comments attributed to Liz Prudhoe, general manager of Adapt. The comments by Mrs Prudhoe were obtained from correspondence with the Courant in response to a previous article. We are happy to make the clarification and apologise to Mrs Prudhoe for any confusion, misunderstanding or embarrassment we may have caused. | Hexham Courant |
| 05/10/2010 | 1 | Mr Paul Salmon | Mr Paul Salmon complained to the Press Complaints Commission that the newspaper had incorrectly referred to "East Lancs Dads" owing more than £40 million in child support. He pointed out that it should probably refer to "parents" rather than "dads". | The complaint was resolved when the PCC negotiated the alteration of the online article to refer to "parents" rather than "dads", and the publication of the following correction in the print edition of the newspaper: "A story published on Monday, June 28, referred to East Lancashire 'dads' owing more than £40million in child support payments. Since 5% of the 2,320 people involved were female we would like to make clear that the word 'parents' should have been used." | Lancashire Telegraph |

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| 07/10/2010 | 1 | Mr Lou Al-Chamaa | Mr Lou Al-Chamaa complained to the Press Complaints Commission that an article was inaccurate and misleading when it claimed that he had demanded a seven-figure pay-off from his former girlfriend, Leona Lewis, following their split. | The complaint was resolved when the PCC negotiated the publication of the following text, in addition to the removal of the original article from the newspaper's website: WE have been asked to make clear Lou Al-Chamaa, singer Leona Lewis's ex-boyfriend, did not demand a seven-figure payoff from the singer as we reported on July 9. We are happy to set the record straight.' | The Sun |
| 07/10/2010 | 1 | Mr Paul Hamilton | Mr Paul Hamilton complained to the Press Complaints Commission through Kevin R Winters & Co Solicitors of Belfast that two articles published in January 2010 contained allegations about him which he considered to be inaccurate. In particular, the complainant was concerned that the article alleged that: he was a special branch agent working within a Force Research Unit (FRU) nutting squad'; he had been involved in the kidnapping of Martin McGartland in 1991; and was to face possible criminal proceedings arising out of the McGartland claim. The complainant denied all the allegations.' | The newspaper said that it had relied heavily on Mr McGartland in its story, and made no apology for doing so. The allegations relating to the kidnapping had been made previously, including in Mr McGartland's book. In addition, the Public Prosecution Service (PPS) had confirmed that a decision on whether to prosecute was "still under active consideration". Notwithstanding these points, the newspaper gave an assurance that - if it were to repeat the FRU allegation - it would include the complainant's specific denial of the claim. The complaint was resolved on this basis.' | Sunday World |

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| 07/10/2010 | 1 | Erdman Teoman | Mr Erdman Teoman complained to the Press Complaints Commission that the newspaper had incorrectly referred to Turkey as an "Islamic state". | The complaint was resolved when the PCC negotiated the amendment of the online article to refer to Turkey as a "mainly Islamic country" and the marking of the newspaper's cuttings to reflect the complainant's concerns.' | Daily Mail |
| 07/10/2010 | 1, 2 | Medway Council | Mr John Staples of Medway Council complained to the Press Complaints Commission that the headline of the article "Council spy car breaks law...again" was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction: Medway Council CCTV car - a correction On page 2 of our June 30, 2010, issue this newspaper carried an article and picture of one of Medway Council's CCTV cars parked on double yellow lines on the A2 at Rainham. The headline stated: 'Council spy car breaks the law... again'. We are happy to point out that this headline was totally inaccurate. We accept that Medway Council did not break the law by parking on double yellow lines and that the implication that its drivers had previously done so was inaccurate. Medway Council CCTV car drivers are exempt under an amendment to the Road Traffic Regulation Act 1984. It allows drivers - when there is no alternative - to stop where it is safe to do so on double yellow lines to carry out traffic enforcement duties, like photographing illegally parked vehicles. We are happy to make this correction.' | Your Medway |

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| 07/10/2010 | 1 | Duncan McGraw | Duncan McGraw complained to the Press Complaints Commission on behalf of FirstGroup PLC that the newspaper had failed to take care not to publish inaccurate information in an article reporting a claim that one of the company's bus drivers had refused entry to a child because he was wearing a replica England football shirt. The company's investigations had shown that the incident had not occurred.' | The matter was resolved when the PCC negotiated the removal of the article from the newspaper's website. The newspaper also marked its cuttings to note the company's position and circulated a warning to its journalists regarding the story.' | Daily Star |
| 07/10/2010 | 1 | Duncan McGraw | Duncan McGraw complained to the Press Complaints Commission on behalf of FirstGroup PLC that the newspaper had failed to take care not to publish inaccurate information in an article reporting a claim that one of the company's bus drivers had refused entry to a child because he was wearing a replica England football shirt. The company's investigations had shown that the incident had not occurred.' | The newspaper offered to publish a follow-up article making clear the outcome of the company's investigation, but in the event the matter was resolved with the removal of the original article from the newspaper's website.' | Daily Mirror |

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| 07/10/2010 | 1 | Steve Brookstein | Singer and songwriter Steve Brookstein complained to the Press Complaints Commission that the newspaper had published an article which, in his view, wrongly suggested that he used an auto-tune device to improve his live performances. | The complaint was resolved when the newspaper agreed to work directly with the complainant and publish an article on its showbiz page highlighting his current musical projects and including his position on the use of auto-tune. | Daily Mirror |
| 07/10/2010 | 1 | Mr Mervyn Pilley | Mr Mervyn Pilley, Executive Director of the Enforcement Services Association, complained to the Press Complaints Commission that an article was inaccurate when it claimed that the organisation had said that the 'amount of debt referred for collection by its members this year was ten per cent lower than last year.' | The complaint was resolved when the newspaper amended its online article to remove the reference and appended the following clarification to the piece: An earlier version of this article quoted the Enforcement Services Association saying the amount of debt referred to his members was ten per cent lower than last year. Subsequently, the Association's Executive Director Mervyn Pilley has told us: 'We did not provide the quote and do not recognise that statistic and do not believe anyone would be in a position to know for certain the percentage change in the sector's workload from year to year.' | The Mail on Sunday |

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| 08/10/2010 | 1 | European Commission | Jonathan Scheele, Head of Representation for the European Commission in London, complained to the Press Complaints Commission that the newspaper had published an article which, in his view, misrepresented the circumstances surrounding fines that had been issued to a number of EU funded projects in the UK. | The complaint was resolved when the PCC negotiated the publication of the following letter: The UK has not been fined £150 million for failing to fly the 'EU flag' on projects co-funded by the European Union. The Commission has not requested any repayment from the UK on this basis. In fact, the UK is responsible for managing these funds and has detected these and other irregularities itself. It is able to re-direct all or some of the money to other eligible projects rather than having to reimburse the European Union. Jonathan Scheele, Head of Representation' | Daily Mail |
| 08/10/2010 | 1 | Jessie Wallace | Jessie Wallace, an actress, complained to the Press Complaints Commission that the newspaper had inaccurately claimed that she had required a dedicated voice coach on set for a new role and that her difficulty in mastering the necessary accent had delayed filming and made her wonder why she had taken the role. This was not the case; there was no voice coach for anyone on set, she had not had difficulties with her lines, and she had never had doubts about taking the role, which she had enjoyed. | The newspaper said it had attempted to contact the complainant and her representatives prior to publication but regretted that this had been unsuccessful. The complaint was resolved when the PCC negotiated a private apology to the complainant and the following published apology: Jessie Wallace, Actress Jessie Wallace has asked us to point out that while she used a voice coach preparing to play Coronation Street star Pat Phoenix in a BBC film about the soap, she did not have a voice coach on set, filming was not stopped and producers never considered giving her fewer lines as we reported on July 22. We apologise for any distress caused. | The Sun |

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| 11/10/2010 | 1 | Kym Marsh v Daily Sport | The Coronation Street actress, Kym Marsh, complained that front page pictures of her had been presented and captioned in such a way as to imply she had been sun-bathing topless during her recent holiday. This was not the case. A picture of her inside the paper, which did show her topless, had been taken on an earlier holiday some years ago. | The complaint was resolved when the PCC negotiated publication of the following correction, published with a picture of the complainant under the heading Kym Marsh: An apology': On 29 July we ran photos of Kym Marsh on her recent holiday. Our front cover suggested that she had been sunbathing topless, which was not the case. A topless pic we ran on page 5 was from an earlier holiday in 2003. We're happy to clear up any confusion and regret any distress we caused to Kym. ' | Daily Sport |
| 13/10/2010 | 1 | Mr Angus Moat | Mr Angus Moat complained to the Press Complaints Commission that an article about a second post-mortem into the death of his brother, Raoul Moat, had quoted him inaccurately stating "I'm sure there was a cover-up here". The complainant said that he did not make such a comment.' | The complaint was resolved after the newspaper - which had sought to demonstrate that the quotation had come from an interview with the complainant by its journalist - removed the quotation from its online article and marked its cuttings to prevent republication of it. | Daily Mail |

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| 13/10/2010 | 1 | Cllr Veronyca Bates Hughes | Cllr Veronyca Bates Hughes of Swansea Council complained to the Press Complaints Commission about an article which stated that she was paid £597 to chair a single 5 minute West Area Planning Committee meeting. She said that the article was inaccurate and misleading. | The complaint was resolved when the newspaper agreed to remove the online article and publish the following clarification: Further to our article of 22 June 'Taxpayers hit with bill for five-minute committee meeting', we would like to make clear that it is not the case that Cllr Bates Hughes was paid £597 for chairing a single five minute meeting. The role of Chair of the Local Planning Committee involves a wide range of duties, of which the actual chairing of formal meetings constitutes only a limited part. We are happy to make this clear.' | South Wales Evening Post |
| 13/10/2010 | 1, 3 | Cheryl Harrison | Cheryl Harrison complained to the Press Complaints Commission that an article about her experience with the condition hyperemesis gravidarum was inaccurate and intruded into her privacy. | The complaint was resolved when the newspaper apologised to the complainant for the inaccuracy and the distress it had caused her, removed the article from its website, and published a follow-up article reporting on other women's experiences with the condition and promoting the formation of a support group for those affected by it.' | The Sun |

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| 13/10/2010 | 1, 12 | Charles McCaughey | Charles McCaughey, a member of the Singlive choral group, complained to the Press Complaints Commission that the newspaper had published a television review that featured negative comments about the choir and its members. The group had competed on the television show 'Don't Stop Believing' and the newspaper's review of their appearance was, in the complainant's opinion, both misleading and discriminatory on the grounds of disability.' | The newspaper explained that the article was a comment piece and the columnist was entitled to express his personal reaction to the television show and the acts that appeared on it. However, the newspaper acknowledged that the complainant and his fellow singers had found the article offensive. The complaint was resolved when the newspaper sent a private letter to the member of the choir who had been most affected by the remarks made. | The Sun |
| 19/10/2010 | 1, 5 | Lisa Munton | Lisa Munton complained to the Press Complaints Commission that the newspaper had published an inaccurate and insensitive comment piece about the sudden death of her mother, Primrose Bonner, which had intruded into the family's shock and grief.' | The complaint was resolved when the PCC negotiated the publication of the following apology: Primrose Bonner The family of Primrose Bonner, the 67-year-old grandmother who collapsed and died after witnessing a burglary at her neighbour's home, have written to complain about comments made by Maureen Messent in her weekly column. While Maureen Messent is entitled to air her opinions on the case, we would like to express our sympathy and apologise for the distress caused to the family.' | Birmingham Mail |

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| 19/10/2010 | 1 | A man | A man complained to the Press Complaints Commission that an article reporting that a gay couple had been subjected to homophobic abuse from a hostile neighbour was inaccurate and misleading. | The complaint was resolved when the online article was removed from the newspaper's website and the following clarification published: An article of 27 February reported that a gay couple had been forced out of their home by homophobic abuse from a "neighbour from hell", who had been arrested and charged for a number of hate crimes over the past two years. Following our report, the outstanding charges against the neighbour in question were not pursued by the Prosecution. Furthermore, whilst the information in the article had been verified by police, prosecution and council officials prior to publication, we have subsequently been informed that there is also a non-harassment order against one of the couple, Mr Robert Wicksted, in relation to the events involving the neighbour. We are happy to clarify the situation. ' | Edinburgh Evening News |
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| 21/10/2010 | 3 | A man | <p>A man complained to the Press Complaints Commission that the newspaper had published a photograph which clearly showed him and his family taking part in a traditional welcoming ceremony in Laos. While the complainant's family had given permission for photograph to be taken, they were not made aware that the image was for use in a national newspaper and had been advised that their faces would not be shown. The complainant considered that the publication of the photograph was intrusive.'</p> | <p>The newspaper explained the circumstances of how the photograph was obtained and said it was regrettable if there had been any misunderstanding. The complaint was resolved when the PCC negotiated the removal of the photograph in question from the newspaper's website and the newspaper arranged for the image to be deleted from its archive.'</p> | Daily Mail |
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| 21/10/2010 | 1 | Mr Tony Bennett | Mr Tony Bennett, founder and secretary of the Madeleine Foundation, complained to the Press Complaints Commission that a November 2009 article which reported that he was under police investigation in regard to fraud allegations was inaccurate and misleading. | Following the conclusion of the police investigation (during which time the complaint was temporarily suspended), the PCC negotiated the publication of the following update: We reported in November 2009 that Tony Bennett, founder and secretary of the Madeleine Foundation - a controversial organisation which does not accept that Madeleine McCann was abducted - was under police investigation in respect of allegations that he had pocketed up to £90,000 of donations from people who thought they were helping the official Find Madeleine Fund. The police have now concluded their investigation into the two allegations of fraud and found insufficient evidence of any criminality. | The People |
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| 21/10/2010 | 1 | Mr Tony Bennett | Mr Tony Bennett, founder and secretary of the Madeleine Foundation, complained to the Press Complaints Commission that a November 2009 article which reported that he was under police investigation in regard to fraud allegations was inaccurate and misleading. | Following the conclusion of the police investigation (during which time the complaint was temporarily suspended), the PCC negotiated the publication of the following update: Fraud allegations against a retired lawyer who helped set-up a group questioning Madeleine McCann's abduction have been thrown out by cops. Essex police investigated the bank accounts of the Madeleine Foundation and founder Tony Bennett. Police investigated two Foundation cheques totalling £1,622.50 which, he said, had been paid into his personal account in respect of expenses, but found there was no evidence of criminality. Three-year-old Maddie disappeared from Praia de Luz, Portugal, while on holiday with her doctor parents Kate and Gerry in May 2007. ' | The Sun |
| 21/10/2010 | 1, 3 | Ms Laura Clegg | Ms Laura Clegg complained to the Press Complaints Commission that the newspaper had published an article which included a number of inaccuracies about her. She was further concerned that the article and the photographs which accompanied it intruded into her private life. | The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website.' | The Mail on Sunday |

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| 21/10/2010 | 1, 3 | Miss Melissa Naik | Miss Melissa Naik complained to the Press Complaints Commission that photographs of her published in the newspaper and on the newspaper's website intruded into her private life.' | The complaint was resolved when the PCC negotiated the removal of the images from the newspaper's website.' | The Sun |
| 21/10/2010 | 1, 3, 4 | Miss Melissa Naik | Miss Melissa Naik complained to the Press Complaints Commission that a journalist working for the newspaper had harassed her. | The complaint was resolved when the PCC negotiated the removal of the article referring to the complainant from the newspaper's website. The newspaper also placed a note on its file recording the complainant's concerns. ' | News of the World |

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| 21/10/2010 | 1, 3 | Graham Harper | <p>Graham Harper complained to the Press Complaints Commission about an article regarding an investigation into the actions of councillors during elections for North Tyneside Council. The complainant, one of the public figures mentioned in the coverage, said that there were a number of inaccuracies in the piece relating to his employment with the council. The complainant also considered that the article contained intrusive information about his private life which, he argued, had been gathered by a journalist who had engaged in subterfuge.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following clarification: On July 25 we published the story "Councillors to be investigated over election funding". We would like to clarify that Graham Harper, North Tyneside Council's former policy and programmes coordinator, has not worked for the council for the last two years and that his salary was not "around £40,000" as we stated. We would also like to make clear that the issue under investigation by Standards for England is not one of election funding, and that Mr Harper himself is not under investigation. He wishes to make it clear that no official comment was issued by North Tyneside Council on the story and Mr Harper wishes to assert that he worked within his agreed job description with the support of managers and does not accept the basis of our story.'</p> | The Sunday Post |
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| 28/10/2010 | 1 | Michael Lees | <p>Michael Lees complained that the newspaper had published a number of inaccuracies in an article which claimed that the dangers posed by asbestos in schools have been "grossly exaggerated". The complainant considered that the article had misrepresented the risks of white asbestos products, the substance of an Advertising Standards Authority ruling against the Health and Safety Executive (HSE), the findings of an HSE report on the risks to health from asbestos exposure, and the particular risks posed by the presence of the more harmful types of asbestos materials in many schools. In general, the complainant considered that the article had been dangerously misleading. The complainant also strongly objected to a reference to the death of his late wife.</p> | <p>The complaint was resolved when the newspaper wrote a private apology to the complainant acknowledging their error and insensitivity in the reference to his wife's death. They also published the following correction, in the newspaper and in its online edition: In a controversial article, The Great Asbestos Hysteria (Mail, February 23), we said that according to the Health and Safety Executive, the risks from white asbestos products are 'insignificant', and 'arguably zero' in the case of lung cancer. The HSE assessments related to specific levels of exposure to white asbestos fibres, not white asbestos products, and found a risk from higher levels. The article said that asbestos in UK schools is almost all white. According to the HSE, the more harmful brown asbestos was also frequently used in schools. The writer was in error in saying that the HSE had been forced to withdraw a series of commercials claiming that mesothelioma kills 4,500 a year. In fact, the advertisements were based on an estimate of 4,000 deaths from all asbestos-related disease.'</p> | Daily Mail |
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| 28/10/2010 | 1 | Duncan McGraw | Duncan McGraw complained to the Press Complaints Commission on behalf of FirstGroup PLC that the newspaper had failed to take care not to publish inaccurate information in an article reporting a claim that one of the company's bus drivers had refused entry to a child because he was wearing a replica England football shirt. The company's investigations had shown that the incident had not occurred.' | The matter was resolved when the PCC negotiated the removal of the article from the newspaper's website.' | Metro |
| 28/10/2010 | 1 | Mr Philip Bale | Mr Philip Bale complained to the Press Complaints Commission that the newspaper published an article about the Peckham area which he alleged contained a number of inaccuracies. | While the newspaper did not accept that its article was in breach of the Code, the complaint was resolved when the PCC arranged for Mr David Reid of the Peckham Voluntary Sector Forum to meet with the Managing Editor of the newspaper to discuss the numerous examples of voluntary work which have had a positive effect on the area. | Evening Standard |
| 28/10/2010 | 1 | Mrs Pauline Brierley | Mrs Pauline Brierley complained to the Press Complaints Commission that an online article reporting on a visit by Katie Price to her sunbed salon contained a number of inaccuracies, particularly with respect to quotes attributed to her. | The complaint was resolved when the newspaper - which provided the reporter's notes - amended the online article to remove all reference to Mrs Brierley and the quotes attributed to her.' | Daily Mail |

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| 28/10/2010 | 1 | Mr Jonathan Goldring | Mr Jonathan Goldring of Bottoms Up Blinds complained to the Press Complaints Commission that the newspaper published a response to a reader's letter which was inaccurate.' | The complaint was resolved when the PCC negotiated publication of the following correction: On 22 August in response to a reader's letter about blinds, we stated that a quote from www.bottomupblinds.co.uk was more expensive than that of www.eclectics.co.uk. In fact, www.bottomupblinds.co.uk was the cheaper of the quotes. We apologise for any confusion.' | Sunday Mirror |
| 29/10/2010 | 1 | Mr Andrew Cocking | Mr Andrew Cocking complained to the Press Complaints Commission that the newspaper had published an article about a cricket ball dispute which, in his view, contained inaccuracies and misrepresented the behaviour of his children. | The complaint was resolved when the PCC negotiated the publication of the following clarification: Andrew Cocking: A clarification Two articles of July 9 and July 21 in the Southern Daily Echo reported that Mrs Loretta Cole had been arrested for refusing to give back a cricket ball belonging to a neighbour's children. Mrs Cole had claimed that children regularly came into her front garden and that her car had on one occasion been damaged. We have been asked by neighbour Mr Andrew Cocking to make clear that his children never caused any damage to Mrs Cole's property. He has also said that the area in question is not an enclosed garden, but rather open land in front of Mrs Cole's home. ' | Southern Daily Echo |

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| 02/11/2010 | 1, 2, 3 | Mr Roger Mitchinson | <p>Mr Roger Mitchinson complained to the Press Complaints Commission that an article which referred to a planning consultation event he attended as an employee of the local council was inaccurate and misleading in addition to intruding into his privacy.</p> | <p>While the magazine did not accept any breach of the Code, the complaint was resolved when PCC negotiated the publication of the following letter, in the magazine and online (appended to the original article): Sir: I would like to clarify several aspects of the consultation and planning processes referred to in Alexander Waugh's piece ('Housing Estates Are Killing Our Countryside', 20th March). The article referred to a planning application for new housing in Milverton, Somerset, where I work as a Council Officer. Mr Waugh criticised the plans as well as a local consultation event about the development and the Equalities Monitoring Form distributed at that event. I would like to make clear that I was not responsible for the drawing up of proposals for either the housing development or the Equalities Form issued by the Taunton Deane Council. I strongly objected to being identified in the article which, I felt, was offensive at times and seemed to single me out. Members of my local community criticised me following its publication. The event was also attended by the Council's Press Officer who is permitted to deal with the press and the Manager responsible for delivering the plan.'</p> | The Spectator |
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| 03/11/2010 | 1 | Steven Mole | Steven Mole complained to the Press Complaints Commission that an article about the 2018 World Cup bid misleadingly suggested that Russia's sports minister, Vitaly Mutko, had claimed that he had "come across unpleasant sentiments when he attended a Newcastle United match three years ago" and that a racist banner at a Lokomotiv Moscow match was "no worse" than what he witnessed at the game. The complainant had pointed to the precise words that Mr Mutko had said, which did not specify the nature of the unpleasantness he had encountered.' | The complaint was resolved when the PCC negotiated the amendment of the online article to make clear that Mutko had not specified the nature of the unpleasantness he had come across at the match and the removal of subheading on the article. The following footnote was placed at the end of the article making clear the revisions: The sixth paragraph of this article was amended on 8 October 2010 to clarify that Vitaly Mutko did not specify the nature of the unpleasantness he encountered while attending the match at Newcastle United. A line of standfirst (subheading) that compared the Lokomotiv Moscow banner with behaviour at Newcastle was also removed. | The Guardian |
| 05/11/2010 | 3 | A woman | A woman complained to the Press Complaints Commission that a newspaper had intruded into her private life by publishing a photograph of her without first obtaining her consent. | While the newspaper did not accept that there had been any breach of the Code, the complaint was resolved when the PCC negotiated the removal of the photograph from the online article. | Daily Mail |

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| 05/11/2010 | 1 | Tom Dixon | <p>Tom Dixon complained to the Press Complaints Commission that the newspaper had published an article about an investigation into the behaviour of a police officer which was linked, incorrectly, to his own criminal conviction.</p> | <p>The newspaper explained that the article was based on information received from the police but, after further checks were made by the newspaper following the complaint to the PCC, it transpired that the police statement was erroneous. The complaint was resolved through the publication of the following correction and apology: An item in the Reading Post on September 22 reported that no further action would be taken in respect of an investigation into the behaviour of PC Anna Croft while on duty for Thames Valley Police. We would like to make it clear that contrary to information and a statement given to us by Thames Valley Police, the investigation into PC Croft was not connected to Tom Dixon's criminal trial. We would like to apologise to Mr Dixon and are happy to clarify this matter.'</p> | Reading Post |
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| 08/11/2010 | 1 | Mr Paul Charman | Mr Paul Charman complained to the Press Complaints Commission that an article about the Olympic stadium site contained inaccuracies. | The complaint was resolved when the PCC negotiated the publication of the following correction: An item in this column (22 June, page 32) referred to a Guardian report that said waste containing radioactive elements unearthed at east London's Olympic Games site had - with the Environment Agency's agreement, and after being mixed with lower-level waste - been re-buried "under, or close to" the main stadium. The correction went on to say that disposal was actually about 500m north of the stadium. This was the estimated distance provided by the Olympic Delivery Authority. The ODA now confirms that the disposal site is less than 250m from the stadium (After the medals... a poisoned chalice, 21 June, page 25). This action was taken in addition to amending the text of the online article.' | The Guardian |
| 09/11/2010 | 1 | Mr Steven Buxton | Mr Steven Buxton complained to the Press Complaints Commission that an article was inaccurate and misleading when it stated that Arctic sea ice levels were "already less than the lowest on record in 2007". | The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: An article on July 21 stated that Arctic sea ice levels were already less than the lowest on record in 2007.' In fact, ice levels had not reached the record low of September 2007 and 2010 was the third lowest ice cover according to satellite records.' | The Sun |

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| 09/11/2010 | 1 | Orhan Bicer | Orhan Bicer complained to the Press Complaints Commission that the newspaper had published inaccurate and misleading information in two articles about a dispute over public access to a local lane that is on private property. | The complaint was resolved when the PCC negotiated the publication of the following clarification setting out the complainant's position: Alkrington Hall Road gate: a clarification A front-page article on 2 September ('Lock Out') said that residents have been unable to access their homes on Alkrington Hall Road North after Orhan Bicer erected and padlocked an access gate to the lane. Mr Bicer advises that the decision to install the gates was made by the Alkrington Hall Residents' Association; he has never locked the gate pictured with the article; there are alternative routes to the homes on the lane; and the gates were installed to prevent anti-social behaviour, not to stop public use of the lane. He notes that no public right of way exists over the land, which is in private ownership. We are happy to make his position clear.' | Middleton Guardian |
| 11/11/2010 | 3 | A woman | A woman complained to the Press Complaints Commission that the newspapers had intruded into her privacy in breach of Clause 3 (Privacy) by revealing personal details about her in the course of reporting on a court case in which she was found to be the victim of stalking. | The complaint was resolved when the newspapers - recognising the need for sensitivity in such cases - removed the articles from their websites and offered assurances that they would make every effort to contact the complainant through her representative in advance of any future coverage of the case. | Evening Standard |

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| 11/11/2010 | 3 | A woman | A woman complained to the Press Complaints Commission that the newspapers had intruded into her privacy in breach of Clause 3 (Privacy) by revealing personal details about her in the course of reporting on a court case in which she was found to be the victim of stalking. | The complaint was resolved when the newspapers - recognising the need for sensitivity in such cases - removed the articles from their websites and offered assurances that they would make every effort to contact the complainant through her representative in advance of any future coverage of the case. | Metro |
| 12/11/2010 | 1 | Madeleine Morgan | Madeleine Morgan complained to the Press Complaints Commission that the newspaper had published an inaccurate and misleading statistic in an opinion article. | The complaint was resolved when the PCC negotiated the publication of the following clarification: Clarification An Opinion article ("Are you a winner or loser in the immigration battle?", June 8) said that more than 95 per cent of new jobs created under Labour went to immigrants. To clarify, this percentage related to working-age individuals in employment in the private sector, and excluded UK nationals born outside the UK. | The Times |
| 12/11/2010 | 1 | Jenifer Stirton, Director of Communications at NHS Lothian | Jenifer Stirton, Director of Communications at NHS Lothian, complained to the Press Complaints Commission that the newspaper had published several inaccurate and misleading claims about the organisation over a period of several months. Although the newspaper had taken remedial action in response, the complainant was concerned that the problems would continue. | The complaint was resolved when the newspaper offered assurances to the complainant with regard to its future reporting on one contentious area, executive compensation. | Edinburgh Evening News |

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| 12/11/2010 | 1 | Mrs L Chapplow | Mrs L Chapplow complained to the Press Complaints Commission that the newspaper had published an incorrect racecard. | The complaint was resolved when the PCC negotiated the publication of the following apology in the newspaper: On Tuesday, July 20, we published an incorrect Catterick racecard. We would like to apologise for any confusion caused by this error. | Sunderland Echo |
| 12/11/2010 | 1 | Dr Sara Dorman | Dr Sara Dorman complained to the Press Complaints Commission that an article about a couple who allowed their children to cycle to school along the pavements had misled readers by including a photograph of two children cycling on a road. | The complaint was resolved when the PCC negotiated the removal of the photograph from the online article. | Daily Mail |
| 12/11/2010 | 1 | A woman | A woman complained to the Press Complaints Commission through Swan Turton Solicitors of London that a diary item relating to her and Rachel Johnson was inaccurate and misleading. | The complaint was resolved when the newspaper removed the article from its website, and marked its cuttings accordingly. | Daily Mail |
| 15/11/2010 | 1 | Mr Heston Blumenthal | Mr Heston Blumenthal complained to the Press Complaints Commission through Swan Turton Solicitors of London that an article which reported an ongoing court case involving the chef and television presenter Jim Rosenthal contained inaccuracies. | The complaint was resolved when the newspaper published a further article on the outcome to the court case, which included comment from the complainant's spokesman.' | The Mail on Sunday |

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| 18/11/2010 | 1 | Dr Albert Jacob | Dr Albert Jacob, of Beer Sheva, Israel, complained to the Press Complaints Commission that a comment piece in the newspaper was inaccurate in stating that he lived in the Golan Heights. He also said the columnist was wrong to refer to him as the 'amanuensis' of Sir Malcolm Rifkind in connection to their opposition to the proposed twinning of Nablus and Dundee in the 1980s.' | The complaint was resolved when the PCC negotiated publication of the following letter from the complainant in the newspaper: Last year George Galloway recalled the controversial twinning of Dundee and Nablus (which I opposed) and in his column, The Road to Damascus on October 12, 2009, stated wrongly that I live in the Golan Heights. In fact, I live in Beer Sheva and have only visited the Golan Heights on one occasion. I would also question Mr Galloway's powers of recall. My recollection is that Sir Malcolm Rifkind only became involved in the twinning debate after me. Therefore, it is equally wrong to describe me as his 'amanuensis'. Dr Albert Jacob, Beer Sheva, Israel ' | Daily Record |
| 18/11/2010 | 1 | A man | Mr B.E of Coventry complained to the Press Complaints Commission that a newspaper's report of his wife's court case was inaccurate and misleading.' | While the newspaper did not accept that its article was in breach of the Clause 1, the matter was resolved when the PCC negotiated the removal of the online article. | Coventry Telegraph |
| 18/11/2010 | 1 | Mr Paul Every | Mr Paul Every complained to the Press Complaints Commission that a March 2009 article about Jersey children's home Haut de la Garenne contained inaccuracies relating to him.' | The complaint was resolved when the PCC negotiated the amendment of the newspaper's online article, and the placement of a footnote at the end of the article making clear the revisions.' | The Guardian |

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| 19/11/2010 | 6, 9 | A woman | A woman complained to the Press Complaints Commission that a court report detailing evidence that her 14-year-old son had given in a murder trial had named him and included information that intruded into his time at school in breach of Clause 6 (i) and Clause 9 (ii) of the Editors' Code.' | While the newspaper made clear that it was entitled to publish information taken from the court case (in which there had been no reporting restrictions), the complaint was resolved when - following negotiation with the PCC - the newspaper decided to remove the online article in question and only to make a brief, anonymous reference to the child's testimony in the paper edition.' | Sutton Guardian |
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| 19/11/2010 | 1 | Ms P Clarkson | <p>Articles in the Hull Daily Mail and The Sun reported that a jury had acquitted Mr David Fullard, a local man from Brough, East Yorkshire, of unlawfully wounding a young man at his family home with a samurai sword. Mr Fullard alleged that the young man attacked, Mr Michael Severs, and his friend, Mr Michael Smith, had threatened his family. The jury found that - in slicing off Mr Severs' ear with a samurai sword - Mr Fullard had used reasonable force in self-defence. Mr Severs and Mr Smith both subsequently pleaded guilty to charges of affray. The complainant, Ms P Lynn Clarkson, was the aunt of Mr Michael Smith, and pursued the complaint on his behalf. She complained to the Press Complaints Commission that - whilst Mr Smith and Mr Severs had pleaded guilty to affray - the newspapers had presented the facts giving rise to this charge in an inaccurate and misleading manner. Her main concerns were that the articles had failed to recognise the contents of Mr Smith's basis of plea to the charge, which was accepted by the Prosecution. He had denied making threats against Mr Fullard's partner, and said that he was not drunk and did not possess any illegal drugs. His basis of plea also denied having possession of</p> | <p>Contrary to the complainant's view, the newspapers maintained that their coverage had accurately reflected court proceedings. Nevertheless, both newspapers noted the complainant's points for future reference. The complaint against the Hull Daily Mail was resolved when the PCC helped to negotiate removal of online articles reporting the incident. The Sun amended its online article to reflect the points raised in the complaint.'</p> | Hull Daily Mail |
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| 19/11/2010 | 1 | Ms P Clarkson | <p>Articles in the Hull Daily Mail and The Sun reported that a jury had acquitted Mr David Fullard, a local man from Brough, East Yorkshire, of unlawfully wounding a young man at his family home with a samurai sword. Mr Fullard alleged that the young man attacked, Mr Michael Severs, and his friend, Mr Michael Smith, had threatened his family. The jury found that - in slicing off Mr Severs' ear with a samurai sword - Mr Fullard had used reasonable force in self-defence. Mr Severs and Mr Smith both subsequently pleaded guilty to charges of affray. The complainant, Ms P Lynn Clarkson, was the aunt of Mr Michael Smith, and pursued the complaint on his behalf. She complained to the Press Complaints Commission that - whilst Mr Smith and Mr Severs had pleaded guilty to affray - the newspapers had presented the facts giving rise to this charge in an inaccurate and misleading manner. Her main concerns were that the articles had failed to recognise the contents of Mr Smith's basis of plea to the charge, which was accepted by the Prosecution. He had denied making threats against Mr Fullard's partner, and said that he was not drunk and did not possess any illegal drugs. His basis of plea also denied having possession of</p> | <p>Contrary to the complainant's view, the newspapers maintained that their coverage had accurately reflected court proceedings. Nevertheless, both newspapers noted the complainant's points for future reference. The complaint against the Hull Daily Mail was resolved when the PCC helped to negotiate removal of online articles reporting the incident. The Sun amended its online article to reflect the points raised in the complaint.'</p> | The Sun |
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| 22/11/2010 | 1 | Gringo Ben | <p>Camp for Climate Action activist Gringo Ben complained to the Press Complaints Commission that the newspaper had published an inaccurate article relating to the group's decision to send representatives to a climate change conference in Bolivia. The complainant argued that the article: referred to an unrelated internal email; wrongly identified one of the delegates; and misattributed comments obtained from Facebook.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following correction and apology: On May 16 an article "Mutiny in the Climate Camp" reported accusations of hypocrisy over a decision to fly delegates to a conference in Bolivia. We cited critical quotes from an internal email but, in fact, these did not relate to the conference decision. Additionally we misattributed Facebook comments to campaigner Ben Hart and incorrectly said he had attended the conference. We apologise for these mistakes. The correction was also appended to the online version of the article.</p> | The Mail on Sunday |
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| 23/11/2010 | 1 | Mr Ray Austin | <p>Mr Ray Austin complained to the Press Complaints Commission that an article had misrepresented a report carried out by Her Majesty's Inspectorate of Constabulary. He was particularly concerned by the incorrect statement that PCSOs do not work past 8pm, and the implication that police officers worked shorter hours than "ordinary" workers.'</p> | <p>The complaint was resolved when the PCC negotiated the amendment of the online article to read that PCSOs "do not typically work past 8pm" and the publication of the following letter in the newspaper: Metro quoted from a report by Her Majesty's Inspectorate of Constabulary on July 20 and said 'some police off work for 17 weeks per year' as if this were the full picture. However the HMIC report included the words 'most forces surveyed used 8-10 hour variable shift patterns - one used 12 hours widely'. It did not compare 'ordinary' workers, who work eight-hour shifts, to police, many of whom have shift rosters with much longer hours, because that would be like comparing chalk and cheese. Your article also said 'PCSOs do not work past 8pm'. However, many do work late and some do night duty. The Metro should apologise for twisting a factual objective report into a headline grabbing swipe at hard working officers and PCSOs.'</p> | Metro |
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| 23/11/2010 | 1 | Tony Catney | Tony Catney complained to the Press Complaints Commission via Kevin R. Winters & Co. solicitors that the newspaper had published an article containing quotes that were falsely attributed to him. | The complaint was resolved when the PCC negotiated the publication of the following clarification in the newspaper: We published an article in our 18 July 2010 edition that reported comments allegedly made by Tony Catney on behalf of the Republican network for Unity. Mr Catney has asked us to make clear that he did not authorise the comments attributed to him in the article and nor did he speak to a journalist on this occasion. The comments were provided by a RNU spokesperson but, at the time of publication, Mr Catney had departed the RNU. | Sunday Life |
| 23/11/2010 | 1 | Mr Russell Bolton | Mr Russell Bolton of Clacton-on-Sea complained that the newspapers had published inaccurate reports of a court case. | The matter was resolved when the PCC negotiated the publication of the following correction: Further to a number of erroneous court reports (30 August, 2 September and 15 September), we would like to make clear that Russell Bolton, of Penfold Road, Clacton, did not admit a charge of battery. Mr Bolton pleaded not guilty to the charge, although he was subsequently convicted following a trial. The woman in question was his ex-wife. We apologise for these errors and any embarrassment this may have caused. | The Gazette |

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| 23/11/2010 | 1 | Mr Russell Bolton | Mr Russell Bolton of Clacton-on-Sea complained that the newspapers had published inaccurate reports of a court case. | The matter was resolved when the PCC negotiated the publication of the following correction: Further to a number of erroneous court reports (30 August, 2 September and 15 September), we would like to make clear that Russell Bolton, of Penfold Road, Clacton, did not admit a charge of battery. Mr Bolton pleaded not guilty to the charge, although he was subsequently convicted following a trial. The woman in question was his ex-wife. We apologise for these errors and any embarrassment this may have caused. | Frinton & Walton Gazette |
| 23/11/2010 | 1 | Mr Russell Bolton | Mr Russell Bolton of Clacton-on-Sea complained that the newspapers had published inaccurate reports of a court case. | The matter was resolved when the PCC negotiated the publication of the following correction: Further to a number of erroneous court reports (30 August, 2 September and 15 September), we would like to make clear that Russell Bolton, of Penfold Road, Clacton, did not admit a charge of battery. Mr Bolton pleaded not guilty to the charge, although he was subsequently convicted following a trial. The woman in question was his ex-wife. We apologise for these errors and any embarrassment this may have caused. | Clacton & Frinton Gazette |

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| 23/11/2010 | 1 | West London Mental Health Trust | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained to the Press Complaints Commission that an article about Peter Sutcliffe was inaccurate when it referred to Broadmoor Hospital as a "jail". | The complaint was resolved when the newspaper removed the reference from the online version of the article, and apologised for the error. | News of the World |
| 23/11/2010 | 1 | Jack Briggs | Jack Briggs complained to the Press Complaints Commission that the newspaper had published an article which reported his ex-wife's description of him as an aggressive alcoholic who she feared. The complainant said that the claims about his behaviour and drinking were completely untrue as he had never had a problem with alcohol and at no point in his marriage did he mentally or physically abuse his wife. The complainant was disappointed that the journalist responsible for the story had failed to contact him before reporting his ex-wife's allegations: he felt this was wholly unprofessional and represented a failure to take care to ensure the accuracy of the article.' | The newspaper stood by its version of events and provided a statement from the complainant's ex-wife in which she defended her portrayal of the marriage. The complainant disputed many of the assertions in the newspaper's response to his complaint. Following further discussion, it was accepted that the complainant should have the opportunity to respond to such serious allegations and the PCC negotiated the publication of the following statement of clarification: Following a complaint to the Press Complaints Commission, we have been asked to make clear that Jack Briggs was not contacted during the reporting of this story. Mr Briggs denies that he was involved in incidents of domestic violence at his shared accommodation with Zena Briggs. The statement was appended to the online article to ensure the complainant's position is clear to readers.' | The Sunday Times |

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| 24/11/2010 | 1 | Dr Josephine Klein | <p>Dr Josephine Klein from London complained to the Press Complaints Commission that an article contained an inaccurate account of an interview she had given to an author who was conducting research for a book. As a retired psychotherapist, she was particularly concerned at the suggestion that she had been the subject of regression therapy.'</p> | <p>While the newspaper did not accept that its article was in breach of Clause 1, the complaint was resolved when the PCC negotiated publication of the following clarification: In an article in Books ("Some Guides have all the pluck", Saturday Review, August 7) Janie Hampton, the author of How the Girl Guides Won the War, used the expression "regression therapy" to describe how she encouraged the retired psychotherapist Dr Josephine Klein to recall her wartime experiences. Dr Klein believes that former patients and students might consider this role reversal bizarre. Her own recollection of her conversation with Ms Hampton, which took place in her kitchen/living room, not in her consulting room, does not include engaging in any form of psychotherapy.</p> | The Times |
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| 26/11/2010 | 1 | Ian Strachan | <p>Ian Strachan of London complained to the Press Complaints Commission that an article about his recent release from prison contained a number of inaccuracies: he was not bisexual; he had not had an affair with a Royal aide; he served 30 months in jail, not 22, for his role in a blackmail plot; he had not threatened inmates while at an open prison. When he complained directly to the newspaper, it agreed to publish a clarification but did so in terms that were, said the complainant, also inaccurate.</p> | <p>The matter was resolved when the PCC negotiated publication of the following, further correction under the Ian Strachan, For the Record': We recently reported on the release from prison of Ian Strachan, who served 30 months in jail for trying to blackmail a member of the Royal Family. He wishes to make clear that he is not bisexual and that this was not claimed during his trial. He also disputes claims that he had an affair with a male royal aide. Strachan also wishes to clarify that he was sent to Wormwood Scrubs from an open jail because of an interview he had given to a magazine and not because he had threatened other inmates.'</p> | Sunday Mail |
| 29/11/2010 | 1 | Mahendra Dhoju | <p>Mahendra Dhoju complained to the Press Complaints Commission that the newspaper had inaccurately reported that he had won a £17,000 payout following a breach of health and safety regulations by his employer.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following correction: Mahendra Dhoju Our report on 20 September reported that Mahendra Dhoju won a settlement of £17,000 from his employer who was found to have breached health and safety laws. In fact, the £17,000 figure was a fine paid following proceedings brought by Richmond County Council and Mr Dhoju's compensation claim is ongoing. We are happy to correct this.'</p> | Evening Standard |

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| 30/11/2010 | 1, 2 | Mr Paul Scott | Mr Paul Scott complained to the Press Complaints Commission that a journalist from the newspaper had engaged in misrepresentation and that the comments attributed to him in the article were taken out of context. The newspaper denied that it had engaged in any manner of misrepresentation and provided a transcript of the reporter's shorthand notes.' | The complaint was resolved when the PCC negotiated the removal of the reference to the complainant and his family and a photograph depicting him from the online article. | The Sun |
| 30/11/2010 | 1 | A woman | A woman complained to the Press Complaints Commission that the newspaper had published an article that she considered had made the inaccurate suggestion that a public figure had behaved inappropriately toward her or that the two had had a relationship. The article had also contained inaccuracies about her family background. | The complaint was resolved when the newspaper removed the article and an earlier article on the same subject from its website, marked its cuttings with her concerns, and circulated an internal note on the matter. | Daily Mail |
| 30/11/2010 | 1 | Ian Strachan | Ian Strachan of London complained to the Press Complaints Commission that two articles about his arrest and conviction for blackmail contained inaccuracies. The articles were originally published in October 2007 and May 2008 but remained available on the newspaper's website.' | The matter was resolved when the PCC negotiated with the newspaper to agree a number of amendments to deal with the disputed points. The amended articles remained online. | The Daily Telegraph |

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| 01/12/2010 | 1 | A member of the Solway Aqua Club | A member of the Solway Sub Aqua Club in Whitehaven, Cumbria complained to the Press Complaints Commission that the newspaper had inaccurately claimed that the Solway Sub Aqua Club had secretly placed the urn of Derrick Bird in a local shipwreck; the complainant said no such trip had been sanctioned by the club. It did not believe that it had occurred at all, but if it had, it had not been done using the club's equipment.' | The complaint was resolved when the PCC negotiated the publication of the following letter, in the newspaper and online: Further to your article reporting that members of the Solway Sub Aqua Club have secretly placed the urn of Derrick Bird in the shipwreck of the Fire King, the club would like to make clear it did not sanction any trip of this kind, and in fact it does not accept that the trip took place. If it did, it was done by people operating outside of the club. We have no sympathy with Derrick Bird. Solway Sub Aqua Club Whitehaven, Cumbria | The People |
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| 02/12/2010 | 1, 12 | Dr Aidan Byrne | <p>Dr Aidan Byrne from the University of Wolverhampton complained to the Press Complaints Commission about an article which reported that security concerns had been raised after a group of Travellers had established a camp in Wolverhampton city centre. The piece reported that the group had plagued Wolverhampton for six months'. The complainant said this expression was inappropriate in a news report and demonstrated a failure by the newspaper to distinguish between comment, conjecture and fact as required by Clause 1 (Accuracy) of the Code. He was also concerned that article failed to give a balanced view of the situation and was discriminatory. The PCC also received a complaint on similar lines from Matthew Brindley of the Irish Travellers Movement in Britain.'</p> | <p>The matter was resolved when the PCC negotiated publication of a letter from the complainant, in which he took issue with the newspaper's reporting. The letter read as follows: Sir, Your recent front page article, 'Security stepped up as travellers move in' (18 Sept) incorporated the following sentence: "Security has been stepped up after travellers who have plagued Wolverhampton for six months set up camp alongside three city centre car showrooms. "I strongly object to the use of the word 'plagued' as inappropriate in a factual story for its negative and medicalised connotations: plagues are diseases to be eradicated rather than people with rights and responsibilities. Furthermore, your undifferentiated reference to this 'plague' of Travellers implies that all Travellers are responsible for the behaviour of some individuals: I feel that this indiscriminate approach encourages your readers to view Travellers as uniformly criminal and unwelcome. Tensions between mobile and static communities are by no means novel, but your reportage fails, in my view to reproduce the complexity of relations between these communities. Some acknowledgement of our social failure to accommodate or respect Travellers (and most local authorities' failure to fulfil their legal requirement to provide legal stopping sites) would do much to defuse the bitterness felt by both sides. Doubtless some Travellers, like some settled people, break the law for frivolous reasons or because they feel they have no other option. Ascribing criminality or antisocial tendencies to people simply because they are Travellers is inflammatory and unacceptable and would not be</p> | Express & Star (Wolverhampton) |
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| 03/12/2010 | 1, 2 | Dr Eric Tonge | Dr Eric Tonge complained to the Press Complaints Commission through Morgan Cole Solicitors LLP that an article had incorrectly referred to the Metamorphosis Centre in London as "Britain's first 'thumb sucking clinic'". In fact, Dr Tonge's own clinic for children who suck their thumbs had already opened in Bath.' | The complaint was resolved when the PCC negotiated the publication of the following correction in the newspaper, in addition to the amendment of the online text of the article: Metamorphosis Centre We have been asked to make clear that the Metamorphosis Centre in west London (report, June 13) is not Britain's first to treat thumb sucking.' | The Sunday Telegraph |
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| 09/12/2010 | 1, 3, 4 | Ms Jo Margetson | <p>Ms Jo Margetson complained to the Press Complaints Commission that an article, which reported that she had been the subject of a lewd remark in an incident involving an airport scanner, contained inaccuracies. Ms Margetson said she had originally complained to her employer about the misuse of body scanner equipment (which had been used to image her without her knowledge or consent) not about lewd comments (though she was not allowed to clarify precise details). The incident had taken place when the complainant was, unknowingly, in a position whereby her body was viewable by the scanner. The complainant made clear she had not sought to give her story to the media and had not accepted any payment for information. The complainant said that the article also constituted an invasion of her private life because of the level of detail it contained (although she acknowledged that the story had originally appeared in another newspaper, against which she had also take action). In addition, she complained that a reporter from the newspaper had harassed her by persisting in his attempts to contact her after she had asked him to desist in his attentions.</p> | <p>After the PCC initiated an investigation, the newspaper, which had followed up the original story in another newspaper, agreed to remove the article from its online archive. It also removed a subsequent article, which was only published online, when the complainant drew the PCC's attention to it. One of the newspaper's editorial executives wrote personally to the complainant to apologise for the distress that had been caused by the approach of the reporter, who he agreed had been over-zealous. The newspaper also made an ex-gratia payment to the complainant.'</p> | Daily Mail |
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| 09/12/2010 | 1 | David Colborn | David Colborn complained to the Press Complaints Commission that the newspaper had published an article which suggested that, in the first half of 2010, occupation figures were up in all sectors of self-catering tourism in Cumbria. In fact, the increase could only be seen with the camping and caravanning sector and the figures for self-catering accommodation, hotels and B&Bs were significantly lower than usual. | The newspaper offered to carry a follow-up article or letter from the complainant. The offer was appreciated but not accepted. The matter was resolved to the complainant's satisfaction when the newspaper agreed to pass on his contact details to the reporter concerned so that they might have a discussion about issues relevant to future coverage of Cumbria's tourism industry.' | The Cumberland News |
| 10/12/2010 | 1 | Mr Paul Thorp | Mr Paul Thorp of Wigan complained to the Press Complaints Commission about a photograph depicting an empty section of seats at a Wigan FC home game, together with a caption stating that the match was played in front of a relatively sparse crowd'. He said that the photograph showed a stand which was closed to fans, and therefore the article misled readers as to crowd attendance at the game.' | While the newspaper did not accept that it had acted in breach of the Editors' Code, the complaint was resolved when the PCC negotiated the removal of the image and caption from the online article.' | Daily Mail |

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| 14/12/2010 | 1 | Tim Cowan of NSL Limited | Tim Cowen of NSL Limited parking enforcement services complained to the Press Complaints Commission that the newspaper had published an inaccurate article which wrongly suggested that traffic wardens in Edinburgh were being provided with new technology with the aim of issuing more parking tickets. The complainant also argued that the newspaper had asked NSL for its comment on the story but failed to publish the company's full position.' | The complaint was resolved when the PCC negotiated the removal of the online article and the publication of the following correction in the newspaper: Parking Wardens Following publication of an article 'Done in 20 Seconds', published on October 13, 2010, we have been asked to clarify that new equipment provided to Edinburgh City Council's traffic wardens will not enable them to issue more penalties for drivers and will have no influence on the way they go about their normal day-to-day duties. ' | Daily Record |
| 14/12/2010 | 5 | Dawn Harron | Dawn Harron complained to the Press Complaints Commission that the newspaper had intruded into her grief and shock. Her fiancé© had tragically died in a motorcycle accident and the newspaper's website carried the story of the incident accompanied by what she found to be a highly insensitive image of the crash site. Given that both the complainant and her fiancé©'s family considered the continuing online presence of the image extremely upsetting, she requested its removal.' | The complainant was resolved promptly when the newspaper immediately removed the online article - including the photograph - on receipt of the complaint from the PCC. | Press & Journal |

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| 14/12/2010 | 1 | Mr Nigel Middlewick | Mr Nigel Middlewick complained to the Press Complaints Commission that an article was inaccurate when it stated that "most" public sector employees enjoyed a guaranteed pension based on two-thirds of the salary they earned on the day they retired. | The complaint was resolved when the PCC negotiated the amendment of the online article to read that "many" public sector employees were entitled to this benefit, and the newspaper marked its cuttings accordingly. | Daily Mail |
| 14/12/2010 | 1 | Keith Sinclair | Keith Sinclair complained to the Press Complaints Commission that the newspaper had published inaccurate claims about the findings of a report on police pay. | The complaint was resolved when the PCC negotiated the publication of the following clarification and apology, and amendment of the article online: Police pay An article on May 14 said that a report by the Centre for Crime and Justice Studies had revealed that police are using dishonest methods to boost their pay. While the report found that police overtime spending has risen - and said the matter was ripe for review' - the suggestion that this was caused by dishonesty or 'tricks' came from the Mail, not the report. Officers can begin claiming overtime 30 minutes after the end of a shift. The claim that officers make arrests outside normal working hours to increase their payments has been aired previously, but we should have made clear that it is conjecture. We apologise for any confusion.' | Daily Mail |

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| 15/12/2010 | 1, 2 | Asia Pulp & Paper | <p>Asia Pulp & Paper (APP) complained to the Press Complaints Commission that an article about the company - and in particular its environmental record - contained a number of inaccuracies and that it had not been given a suitable opportunity to reply.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter from the company: In his article "The rainforest paper trail that leads to Tesco" (July 5) Ben Webster made a number of claims about Asia Pulp & Paper (APP) which we entirely reject. The article stated that APP is "destroying thousands of hectares of Indonesian rainforest". This accusation is without foundation. APP's suppliers operate pulpwood plantations on concessions granted by the government of Indonesia. Only 3% of Indonesia's total landmass is set aside for pulpwood plantation development, consisting of land that is defined as wasteland and low value or 'degraded' forest. The article suggests that 'degraded forest' has no meaning and is open to interpretation; however, this is a term understood in Indonesian law and is clearly defined. Further, APP has a strict no illegal wood policy, which it imposes on its pulpwood suppliers. We are continuously audited by independent third parties with respect to all national and international environmental standards. The article claimed APP was "threatening the habitat of the critically endangered Sumatran tiger". The opposite is true. In 2006, APP was one of the prime movers behind the establishment of the vast Senepis Sumatran Tiger Sanctuary in Northern Riau province. By setting aside 106,000 hectares of production forest as the core area of the tiger sanctuary, APP's pulpwood suppliers are making a vital contribution to the survival of this endangered species.'</p> | The Times |
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| 16/12/2010 | 1 | Mr Gary Cressman | <p>Mr Gary Cressman complained to the Press Complaints Commission that a comment article on the newspaper's website was inaccurate. It had stated as fact that the complainant's cousin, Tom Cressman, had abused his girlfriend, Jane Andrews, before being murdered by her in 2000. The complainant said this was purely conjecture and that the claim had been rejected by the court during Ms Andrews' trial. He had contacted the author of the article and one of the online editorial team to request that the article be amended but his request was turned down.'</p> | <p>The matter was resolved when the PCC negotiated an amendment to the article so that it no longer gave the impression that the claims of abuse had been established as true. A footnote was added to the article to make clear that the change had been made and to ensure that readers were aware that the family of Tom Cressman had asked the newspaper to point that Ms Andrews' allegation of abuse had been discounted by the jury at her trial.'</p> | The Guardian |
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| 16/12/2010 | 1, 3, 4 | Mr Egon Von Bulow | <p>Mr Egon Von Bulow complained to the Press Complaints Commission through Lewis Silken solicitors that two articles about his release from prison (and his subsequent activities) contained a number of inaccuracies. He said that many of the inaccuracies had first appeared in a Sun article of 2006, which had also been the subject of a PCC complaint. On that earlier occasion, The Sun had agreed to mark its archive files to ensure that the mistakes would not reappear. Indeed, after the recent articles were published, the complainant discovered that the previously complained of piece from 2006 was still available on the newspaper's website. As a result, he lodged a further complaint about the inaccuracies in that report and The Sun's failure to remove the piece from the internet. In addition to the complaints of inaccuracy under Clause 1 (Accuracy), the complainant said he had suffered an invasion of privacy (especially in relation to a photograph showing him going about his daily life) and had been subject to harassment because a Sun journalist had followed him across town.'</p> | <p>The newspaper acknowledged that it had failed to follow-up the complaint about the 2006 piece properly; it also acknowledged a number of inaccuracies. It contested the complaints about invasion of privacy and harassment. The complaints were resolved when the PCC negotiated publication of the following apology in the newspaper: On 6 & 19 March 2010 we published articles on the release of Egon Von Bulow, 63, after serving 36 years for the murder of a policeman. They contained allegations we previously accepted were wrong when first published in 2006. We would like to make clear Mr Von Bulow was never held in a psychiatric unit and never met or tried to kill Moors Murderer Ian Brady. We should also have made clear he denies an obsession with Nazis and there is no evidence on the 1974 court file to this effect. We also accept he was never called the 'Jackboot Killer' and his Parole Board assessment prior to release specifically found no evidence of a severe personality disorder as we alleged. We apologise for these errors and their further publication. A similar apology, in the following terms, was published on the newspaper's website (on the news index for 24 hours then remaining searchable via web browsers):On 6 & 19 March 2010 we published articles on the release of Egon Von Bulow, 63, after serving 36 years for the murder of a policeman. They contained allegations we previously accepted were wrong when first published in 2006. We would like to make clear Mr Von Bulow was never held in a psychiatric unit and never met or tried to kill Moors Murderer Ian Brady. We should also have made clear he denies an obsession with</p> | The Sun |
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| 17/12/2010 | 1, 2, 5 | Mr Simon North | Mr Simon North complained to the Press Complaints Commission that the newspaper's account of his mother's inquest was distorted as a result of the omission of certain information.' | The complaint was resolved when the PCC negotiated the publication of the following letter in the newspaper: Family responds to Guardian inquest report Following the publication of a report into the inquest of my mother, Mrs Kathleen North ("Pensioner died from bed sores", November 14, 2010), the family would like to make the following points. With my mother's long-term illness of Muscular Dystrophy, she had lived in pain for over 30 years. Nearly 15 years ago, my father - Mr Malcolm North - gave up work to become her full-time carer, a job he carried out lovingly and diligently. At this point, Social Services visited regularly. At the inquest, Social Services admitted that my mother was "lost off the database" in 2005. From this point, no further assistance was offered until the Occupational Therapist became involved 5 days prior to her hospitalisation. My mother was a proud lady who didn't like asking for help, but welcomed it when offered. Her decline in health was rapid towards the end. From three weeks before admission, up to only a few days beforehand, she had been visited by local District Nurses who had only one concern regarding the discomfort caused by the mobility sling. We will always remember my mother's strength and humility whilst dealing with her illness, and her unwavering love and generosity. Simon North, Woolram Wygate, Spalding ' | Spalding Guardian |
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| 17/12/2010 | 3 | Mr Neil Pizey | Mr Neil Pizey complained to the Press Complaints Commission on behalf of his wife, Laila ElBaradei, that an article about her father, Mohamed ElBaradei, had been illustrated using private photographs of her, which had been taken by a third party from her secure private Facebook account without consent and made publicly available. | The complaint was resolved when the PCC negotiated a private letter of apology and a donation to charity. | The Daily Telegraph |
| 20/12/2010 | 1, 5 | Mrs Jacqueline Bond | Mrs Jacqueline Bond complained to the Press Complaints Commission that the newspaper had published an article regarding the death of Mr Kevin Bond which had inaccurately stated that he was the brother of Stephen and Michael Bond, and that this relationship formed a police line of inquiry. | The complaint was resolved when the PCC negotiated the publication of the following correction and apology, both in print and online, and the amendment of the text of the online article: Kevin Bond - a correction In an article published in the Manchester Evening News on September 20 regarding the fatal shooting of Kevin Bond, we stated he was the brother of Stephen and Michael Bond and that their relationship formed one of the police's lines of inquiry. We would like to make it clear that although Stephen and Michael Bond were related, they were not Kevin Bond's brothers and the relationship was not a police line of inquiry. This information came from a trusted and credible source but subsequently proved to be wrong. We apologise for the error and the upset it has caused Mr Bond's family.' | Manchester Evening News |

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| 14/01/2011 | 3 | Miss Lynne Beckham | Miss Lynne Beckham complained to the Press Complaints Commission that a number of articles contained information which intruded into her private life. | The News of the World complaint was resolved privately between the parties. The remaining complaints were resolved when the newspapers - which had based their coverage on the original News of the World article - removed the articles from their websites and marked their internal records to ensure that the information was not repeated. | News of the World |
| 14/01/2011 | 3 | Miss Lynne Beckham | Miss Lynne Beckham complained to the Press Complaints Commission that a number of articles contained information which intruded into her private life. | The News of the World complaint was resolved privately between the parties. The remaining complaints were resolved when the newspapers - which had based their coverage on the original News of the World article - removed the articles from their websites and marked their internal records to ensure that the information was not repeated. | The Mail on Sunday |
| 14/01/2011 | 3 | Miss Lynne Beckham | Miss Lynne Beckham complained to the Press Complaints Commission that a number of articles contained information which intruded into her private life. | The News of the World complaint was resolved privately between the parties. The remaining complaints were resolved when the newspapers - which had based their coverage on the original News of the World article - removed the articles from their websites and marked their internal records to ensure that the information was not repeated. | Sunday Mirror |

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| 14/01/2011 | 3 | Miss Lynne Beckham | Miss Lynne Beckham complained to the Press Complaints Commission that a number of articles contained information which intruded into her private life. | The News of the World complaint was resolved privately between the parties. The remaining complaints were resolved when the newspapers - which had based their coverage on the original News of the World article - removed the articles from their websites and marked their internal records to ensure that the information was not repeated. | Daily Mirror |
| 14/01/2011 | 3 | Miss Lynne Beckham | Miss Lynne Beckham complained to the Press Complaints Commission that a number of articles contained information which intruded into her private life. | The News of the World complaint was resolved privately between the parties. The remaining complaints were resolved when the newspapers - which had based their coverage on the original News of the World article - removed the articles from their websites and marked their internal records to ensure that the information was not repeated. | Daily Mail |

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| 14/01/2011 | 1 | Ms Jenny Watson | <p>Ms Jenny Watson complained to the Press Complaints Commission that an article about the manner in which she left the Audit Commission was inaccurate and misleading.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: Your article "Quango queen' sacked from the Audit Commission" (September 8), based on quotes from an anonymous source, made two serious allegations that I reject. I was not "sacked" either for incompetence or for any other reason. My term of office expired and I was not invited to undertake a second term at the Audit Commission. The allegation that I "begged" the Secretary of State for Communities and Local Government to be reappointed to the Commission is totally untrue. I responded positively to a preliminary enquiry from the Audit Commission as to whether I would accept a further term should it be offered. But I had no contact with the Secretary of State, with Ministers, with special advisers or with civil servants within the Department for Communities and Local Government. It was solely for the Audit Commission itself, which had no complaints whatsoever about my performance, to deal directly with the DCLG on this matter, which it did by recommending my reappointment. '</p> | The Times |
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| 14/01/2011 | 1 | Mrs Karyn Killiner | Mrs Karyn Killiner complained to the Press Complaints Commission that an article about the friendship between her daughter, Amy Leigh Barnes, and Jennifer Thompson was inaccurate and misleading. | The complaint was resolved when the newspaper marked its internal records with the points raised by the complainant, for the future reference of its journalists. | Daily Express |
| 14/01/2011 | 1 | Ms Jenny Watson | Ms Jenny Watson complained to the Press Complaints Commission that two articles about the manner in which she left the Audit Commission were inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: I was not sacked' from the Audit Commission (Mail) for incompetence or for any other reason. My term of office merely expired and I was not invited to undertake a second term. The allegation that I 'begged' the Communities and Local Government Secretary to be re-appointed to the Commission is totally untrue. I responded positively to a preliminary enquiry from the Audit Commission as to whether I would accept a further term should it be offered but I had no contact with the Secretary of State, with Ministers, special advisers or civil servants in the Department for Communities and Local Government in relation to my role there. It was solely for the Audit Commission itself, which had no complaints about my performance, to deal directly with the Department, which it did by recommending my re-appointment.' | Daily Mail |

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| 14/01/2011 | 1, 3 | Mr Ross Kemp | Mr Ross Kemp complained to the Press Complaints Commission that an article which related to his private life contained inaccuracies. | The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website, the placement of a warning note on the newspaper's internal records and the provision of a private letter of apology to the complainant (noting his privacy concerns).' | The Mail on Sunday |
| 18/01/2011 | 1 | Anthony Whitston, Chair of the Asbestos Victims Support Groups'€™ Forum UK | Anthony Whitston, Chair of the Asbestos Victims Support Groups' Forum UK, complained to the Press Complaints Commission that the newspaper had published inaccurate, misleading and distorted information about the dangers posed by chrysotile (white asbestos). The complainant was concerned that the article made no reference to the view of the international scientific community that white asbestos is a carcinogen and that it can cause asbestos-related diseases, including mesothelioma.' | The complaint was resolved when the PCC helped the parties negotiate the publication of a follow-up article, headlined "Experts warn of fatal exposure", which was accompanied by the following apology: In our article of November 5 we stated: "Mesothelioma, a cancer of the lining around the lungs and stomach, is not associated with white asbestos products". It is our understanding that the British Lung Foundation states that "all types of asbestos can cause mesothelioma if you breathe in or swallow the fibres", while the Health and Safety Executive states that "white asbestos is implicated as a cause of both lung cancer and mesothelioma." We apologise for any confusion our original statement caused. The newspaper also subsequently published a letter from the complainant correcting the title of his organisation and directing readers to more information about the issue on the website of the Health and Safety Executive. | Telegraph & Argus |

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| 18/01/2011 | 1, 3 | Marisa Blaney and Lorraine Nicholas | <p>Marisa Blaney and Lorraine Nicholas of Whitehaven, Cumbria, complained to the Press Complaints Commission that the newspaper had published an inaccurate account of interviews they had each given to the newspaper's reporters, causing them distress and embarrassment and intruding into their privacy in breach of Clauses 1 (Accuracy) and 3 (Privacy) of the Editors' Code. The complainants said that the newspaper's account contained a number of inaccuracies. Most significantly, Ms Nicholas denied that she had suggested any particular motive for the shooting by Derrick Bird of her brother-in-law, Don Reid. Further, Ms Nicholas said she had not consented to the publication of a picture of her taken in her home.'</p> | <p>The complaint was resolved when the newspaper, which had provided contemporaneous shorthand notes to corroborate the information, agreed - in light of the complainants' strong claims of inaccuracy - to remove the article from its website and to give an assurance that the quotes would not be republished in future.'</p> | Daily Star |
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| 18/01/2011 | 1 | Clifford Luton | Clifford Luton complained to the Press Complaints Commission about an inaccuracy in an obituary of Murray Sayle. | The complaint was resolved when the Commission negotiated the publication of the following correction: The obituary of Murray Sayle (News Review, September 26), which was reprinted from The Daily Telegraph, stated erroneously that he had chartered a plane to find Francis Chichester, the round-the-world yachtsman, off Cape Horn. In fact, Mr Sayle was a passenger on an aircraft chartered for the BBC by Clifford Luton, one of its correspondents, who had correctly estimated Chichester's position. We apologise for this error.' | The Sunday Times |
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| 18/01/2011 | 1 | Clifford Luton | Clifford Luton complained to the Press Complaints Commission about an inaccuracy in an obituary of Murray Sayle. | The complaint was resolved when the Commission negotiated the publication of the following letter from the complainant: Round the Horn. Murray Sayle (Obituaries, September 22) did not charter a plane to fly over Francis Chichester as Gipsy Moth IV sailed round Cape Horn. That was done by me, using BBC money and a small sum for Sayle from the Times. Sayle's contribution was to open his camera without winding back the film and break into hysterics when an engine failed as we approached the 12,000ft mountains that stood between us and Punta Arenas Clifford Luton Poole, Dorset The newspaper also amended its internal archives and the online version of the article.' | The Daily Telegraph |
| 18/01/2011 | 1 | Gerard Hancock | Gerard Hancock complained to the Press Complaints Commission that the newspaper had published inaccurate claims about police overtime pay regulations. | The complaint was resolved when the newspaper, which accepted that the article had been confusing on one point, amended the online version of the article to take account of the complainant's concerns.' | Daily Mail |

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| 18/01/2011 | 5 | Bill and Julia Hawker | Bill and Julia Hawker, through their representative Amanda Stocks, complained to the Press Complaints Commission that the newspaper had intruded into their grief and caused them distress in the course of reporting about developments in the trial of the man accused of murdering their daughter, Lindsay. | The complaint was resolved on the basis of an assurance by the newspaper that it would in future contact the complainants only through their media representative. | The Times |
| 19/01/2011 | 1 | Kerry Katona | Kerry Katona complained to the Press Complaints Commission through her representatives Can Associates that the newspaper had published the inaccurate claim that she was "secretly dating" a friend and former business associate of hers. | The complaint was resolved when the Commission negotiated the publication of the following correction: Kerry Katona Further to our article (October 10) claiming that Kerry Katona has been "secretly dating" Carl Machin, Kerry Katona's representative advises that this is untrue and that the two are just friends. We are happy to set the record straight. ' | The People |
| 20/01/2011 | 1, 5 | Mrs Kelly Liddiatt | Mrs Kelly Liddiatt complained to the Press Complaints Commission that an article reporting on her father's death was inaccurate and misleading and intruded into the family's grief. She was also concerned that the article had been illustrated by a photograph of her father which she had previously provided to the newspaper for a different reason.' | The complaint was resolved when the newspaper published a correction and apology and a follow-up article, in addition to removing the photograph from the online version of the article and from its archives. The newspaper also held a private meeting with the complainant. | Bristol Evening Post |

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| 21/01/2011 | 1, 2 | Lord Nazir Ahmed | Lord Nazir Ahmed complained to the Press Complaints Commission that an online blogpost, which reported that he was due to appear at a United Kingdom Islamic Mission (UKIM) event, was inaccurate and misleading. | While the newspaper provided evidence to show that Lord Ahmed had been listed to appear at the event, the complaint was resolved when the PCC negotiated the publication of the following statement on the online blogpost: Lord Ahmed's legal representative has also advised that Lord Ahmed did not attend the event he was billed by UKIM to speak at. ' | The Daily Telegraph |
| 21/01/2011 | 1, 12 | Mrs Ruksana Shain | Mrs Ruksana Shain complained to the Press Complaints Commission that an article about Halal meat was inaccurate and misleading. | The complaint was resolved when the newspaper sent a private letter to the complainant acknowledging her concerns, and published the following letter: The label may indicate halal but the slaughter is no different to mainstream slaughter where pre-stunning is used. Where chicken is concerned, it is pre-stunned and machine-slaughtered - and the only difference is a prayer may be said over it. This is pretty much the same as non-halal meat. Some 90 per cent of halal meat in this country is produced in this way. How do I know this? I am an environmental health officer. I have seen it for myself. I represent Muslim organisations at the Food Standards Agency. Ruksana Shain, Founder of behalal.org (Email) | The Mail on Sunday |

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| 21/01/2011 | 1 | Ms Carol McGiffin | Ms Carol McGiffin, a presenter of the TV show Loose Women, complained to the Press Complaints Commission that an article - and headlines that appeared on the front page of the magazine - were misleading in giving an impression that she had upset her co-presenters (and reduced one of them to tears) during their feisty exchanges on the programme. | The matter was resolved when the PCC negotiated publication of the following correction in the magazine, under the heading "Loose Women": Back in July we published a feature about heated debates on the show Loose Women, which had appeared to leave some of the presenters upset. The Loose Women have been in touch and would like to make it clear that, however feisty their discussions get, none of them have actually been upset by remarks made by others and in particular by Carol McGiffin. Specifically, Kate Thornton tells us Carol's never left her in tears. We're more than happy to clear this up. | Bella |
| 21/01/2011 | 1, 5 | Mrs Annabel Didymus | Mrs Annabel Didymus complained to the Press Complaints Commission that an article reporting on her father's death was inaccurate and misleading and had intruded into the family's grief.' | The complaint was resolved when the newspaper offered to publish a letter from the complainant setting out her concerns. | The Herald (Plymouth) |
| 21/01/2011 | 1, 2, 3, 5 | Miss Pauline Robertson | Miss Pauline Robertson complained to the Press Complaints Commission that an article reporting on her son's death contained inaccuracies and intruded into her family's grief.' | The complaint was resolved when the newspaper sent a private letter to the complainant which apologised for any distress caused by its coverage. | MK News |

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| 21/01/2011 | 1, 12 | Jennie Kermode | Jennie Kermode complained to the Press Complaints Commission that the newspaper had implied that the case of Patricia Dye, a woman who admitted dressing as a man for purposes of deception and sexual access, was equivalent to that of Brandon Teena, a transgender man who was a victim of crime. As a result, the complainant said the coverage was inaccurate and misleading. | While the newspaper did not accept that it had breached the Editors' Code, the complaint was resolved when the PCC negotiated an appropriate amendment to the online article. ' | Daily Mail |
| 21/01/2011 | 1, 3, 4, 5 | Mrs Julie Kelly | Mrs Julie Kelly complained that an article had inaccurately reported medical information in relation to the death of her father. | The complaint was resolved by means of a private discussion between the parties. | Express & Star (Wolverhampton) |
| 21/01/2011 | 1 | Mr Jason Sinclair | Mr Jason Sinclair complained to the Press Complaints Commission that an article reporting on a study into the relative merits of buying as opposed to renting a home was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following clarification: We have been asked to make clear that the comparisons in the research were between renting and an interest-only mortgage at 5 per cent, which would require the repayment of capital at the end of the term. | The Daily Telegraph |

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| 21/01/2011 | 1 | Mr Joseph Reeve | Mr Joseph Reeve of Hampshire complained to the Press Complaints Commission that a report of court proceedings was misleading in breach of the Editors' Code.' | The complaint was resolved when the PCC negotiated the publication of the following clarification: In an article of 7 October, we stated that Public order charges against a Pompey fan who threw a plastic bag into Saints spectator area have been dropped'. We would like to make clear that Mr Reeve was only ever alleged to have thrown the bag, and that he always denied the charge.' | Southern Daily Echo |
| 21/01/2011 | 1 | Mr Lyndon Fuller | Mr Lyndon Fuller complained to the Press Complaints Commission that the newspaper's report of his court proceedings contained a number of inaccuracies. In particular, he said that the headline 'Ex-cop escapes second jail term for fraud' was misleading as he had faced charges for minor copyright infringement, which were unlikely to result in a custodial sentence.' | The complaint was resolved when the PCC negotiated a private letter of apology for the complainant. | Beverley Guardian |

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| 21/01/2011 | 1 | Mrs Jessica Booth | Mrs Jessica Booth complained to the Press Complaints Commission that an article concerning the popularity of 'labour coaches', also known as doulas, was inaccurate and misleading.' | While the newspaper did not accept that it had breached the terms of the Editors' Code, the complaint was resolved when the PCC negotiated the publication of the following readers' letter: It's claimed that the NCT, formerly the National Childbirth Trust, is running courses as part of plans to set up Britain's first national network of 'labour coaches', known as doulas (Mail). In fact, the first national Doula network, Doula UK, was established in 2001. It's true some doulas charge up to £1,000 but in my experience, the vast majority cost considerably less. JESSICA BOOTH, Llanbedrog, Gwynedd ' | Daily Mail |
| 21/01/2011 | 1, 5 | Mrs Julie Whalley | Mrs Julie Whalley of Wigan complained to the Press Complaints Commission that two entries in a weekly local history column had made insensitive reference to a loss in her family. She was also concerned that the first article was inaccurate. | The complaint was resolved when the PCC negotiated a private letter of apology for the complainant, including an undertaking to report more sensitively on the matter in the future. | Wigan Observer |

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| 21/01/2011 | 1 | Mr Euan Elliot | Mr Euan Elliot of London complained to the Press Complaints Commission that a report of a meeting between a group of young students and Business Secretary Vince Cable was inaccurate and misleading. The complainant, who was one of the students present at the meeting, denied that he or indeed any others had said they were pleased by Mr Cable's proposed changes to help poorer students.' | Although the newspaper maintained that some students had expressed this view, it accepted that this was not necessarily representative of all those in attendance. The matter was resolved when the PCC negotiated the publication of the following clarification in both the published and online edition of the newspaper: Our report on tuition fees last week suggested that a group of students who interviewed Business Secretary Vince Cable were pleased at proposals to help poorer students. We now accept that this was not the view of all students present and are happy to set the record straight. | News of the World |
| 21/01/2011 | 1 | Actress Michelle Collins | Actress Michelle Collins complained through her representatives, AOB PR, that an article was inaccurate and misleading. | The complaint was resolved privately between the parties. | News of the World |
| 21/01/2011 | 1, 12 | Senga Townsley | Senga Townsley complained to the Press Complaints Commission that the newspaper had published an opinion piece which contained comments which, in her view, misrepresented members of the Travelling community and used offensive, derogatory language to describe Travellers who had settled near Solihull. | The newspaper did not accept that there had been a breach of the Code as no individuals had been discriminated against. However, the complaint was resolved amicably when the newspaper offered to publish a follow-up article based on interviews with two prominent members of the Meriden community with the aim of setting out the residents' side of the story.' | Sunday Mercury |

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| 21/01/2011 | 1 | Jazz singer Stacey Kent | Jazz singer Stacey Kent complained to the Press Complaints Commission that the newspaper had published a review of her latest album which inaccurately stated that she had learned French with the sole aim of selling more records in France. Ms Kent explained that her relationship with the French language is longstanding: she learned French from her grandfather as a child and lived in France while studying for her Master's degree.' | Prior to the Commission's involvement the newspaper had amended the online article. Following the complaint to the PCC, the newspaper agreed to annotate its archive for future reference and alter the syndicated text of the article. The complaint was resolved on this basis.' | Evening Standard |
| 21/01/2011 | 1 | Rizwan Ahmed Kiyani | Rizwan Ahmed Kiyani complained, via Latitude Law, to the Press Complaints Commission that the newspaper had published an article which, in his view, contained a number of inaccuracies relating to his business and academic life and details of his UK citizenship. | The newspaper was able to provide a number of documents in support of its coverage and did not accept that the terms of the Editors' Code had been engaged. However, it acknowledged that the article wrongly stated that the complainant had faced "deportation since May 2008" when, in reality, he was being considered for removal from the UK (which involved a slightly different legal process). The complaint was resolved when the newspaper amended the terminology of the online article and placed a note on its database.' | The Times |

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| 21/01/2011 | 1 | Robert Fletcher, Managing Director of Strategic Book Publishing | Robert Fletcher, Managing Director of Strategic Book Publishing, complained to the Press Complaints Commission that the newspaper had published an article which inaccurately stated that the company had signed a six year-old schoolboy as a new author and commissioned him to write twenty-four books. | The complaint was resolved when the PCC negotiated the removal on the online article and the publication of the following correction both online and in print: Book Deal Our article about a publishing deal signed by Leo Hunter, six, from Derby, Author Leo wins book deal aged 6' (August 27) incorrectly stated he signed a 23-book contract with Strategic Book Publishing. The US-based firm has asked us to make clear a contract was signed with Leo's mother for one title 'Me and My Best Friend'. We are happy to set the record straight. ' | The Sun |
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| 21/01/2011 | 1 | Keith Sheldon | Keith Sheldon complained to the Press Complaints Commission that the newspaper had published a report of his son's court hearing that contained errors relating to the charges faced.' | The complaint was resolved when the newspaper acknowledged that it had not published the outcome of the trial and the PCC subsequently negotiated the publication of a follow-up piece - with clarification - in the terms below: A SELBY man who attacked his wife after she accused him of seeing another woman has received a two-year community supervision order. Town magistrates also ordered Craig Sheldon complete an integrated domestic abuse programme and pay £85 costs. The 40-year-old from Gowthorpe previously admitted assaulting Yvonne Marie Sheldon when she confronted him over social networking claims he had been unfaithful. He slammed the lap-top shut on her hands, breaking the computer screen. He then punched her twice to the arm and once on the leg but not, as previously reported, to the face. Nor was their son sobbing in the garden. We are happy to set the record straight. | Selby Times |
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| 21/01/2011 | 1 | Hanif Raja | Hanif Raja complained to the Press Complaints Commission that the newspaper had inaccurately reported that a suspicious package found at Glasgow Airport was reported also to be destined for Lahore, in Pakistan. The complainant said the passenger in question was an Indian national but was actually travelling on a domestic flight to Birmingham. | The complaint was resolved when the newspaper explained that it had already published a prompt correction explaining that the flight was not destined for Lahore. | The Scotsman |
| 21/01/2011 | 1 | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained to the Press Complaints Commission that two articles - one from 2008 and another on the same subject in 2010 - were inaccurate when they claimed that an individual had twice undergone gender reassignment surgery at the NHS gender clinic at Charing Cross Hospital. | The complaint was resolved when the newspaper - which made clear that the clinic at Charing Cross had been heavily involved in the case - arranged for the online versions of the articles to be amended to explain that the surgery did not take place there on either occasion. | Daily Mail |
| 21/01/2011 | 1 | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust | Ms Lucy McGee, Director of Communications for the West London Mental Health Trust, complained to the Press Complaints Commission that the headline to an online article was inaccurate when it referred to "Broadmoor prisoners". | The complaint was resolved when the newspaper - which accepted the regrettable error, which had not appeared in the paper edition - amended its online headline, and circulated an internal warning on the matter. | Sunday Express |

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| 21/01/2011 | 1 | Mr Norman Parkes | Mr Norman Parkes complained to the Press Complaints Commission that the newspaper implied that a "mohel" was a medical expert. He considered that a third party such as the "mohel", whose references had not been clearly stated, should not offer advice in regard to circumcision. | The complainant was satisfied that the newspaper's response, which said that the article made clear that the "mohel" was a religious official and not a medical professional, resolved the matter.' | The Guardian |
| 21/01/2011 | 3 | Mr Struan McRae Spencer | Mr Struan McRae Spencer complained to the Press Complaints Commission that the newspaper had included private details about him in an article without his permission. | The complaint was resolved when the newspaper removed the article from its website and put a note on its files to contact the complainant prior to the publication of any article concerning him in the future. | Exeter Express & Echo |
| 21/01/2011 | 1 | A woman | A woman complained to the Press Complaints Commission that she had been misquoted in an article about the seasonal closure of Heather Mills' V-Bites restaurant. She said she had not been aware of the closure until informed by a journalist who approached her for comment - yet her reported remarks included a reference to how a third party felt about the situation.' | The matter was resolved when the PCC negotiated the removal of the relevant quote from the online version of the article. The newspaper said the material had come from an agency reporter who no longer worked for the agency in question. | Daily Mail |
| 25/01/2011 | 3 | A woman | A woman complained to the Press Complaints Commission that, without obtaining her direct consent, the newspaper had published details of her medical condition. | The complaint was resolved when the PCC negotiated a private letter of apology to the complainant. | Gravesend Reporter |

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| 25/01/2011 | 1 | Mr Peter Neilson | Mr Peter Neilson of Bournemouth complained to the Press Complaints Commission that an article about firefighters who receive the London weighting allowance, but live outside of the capital, was inaccurate and misleading. | The complaint was resolved when the newspaper published a follow up article in which a firefighter from Dorset responded to the negative publicity' the fire service had received in the run up to the planned Bonfire Night strike.' | Daily Echo (Bournemouth) |
| 27/01/2011 | 1 | Simon Cowell | Simon Cowell complained to the Press Complaints Commission through Carter-Ruck solicitors that an article in the magazine was inaccurate. He said it was not the case - as claimed by the magazine - that he knew, after each X Factor show, how many votes had been cast for each contestant. In fact, he did not know how many votes had been won by the contestants until after the final. | The complaint was resolved when the PCC negotiated publication of the following apology, printed alongside a photograph of the complainant: On 16 November 2010, we suggested that Simon Cowell knows after each show which X Factor contestants get the most votes each week. We now accept that this statement was untrue and apologise to Mr Cowell and Syco Entertainment, the company responsible for the show, for any offence that may have been caused by any suggestion that the competition may be unfair. We accept Mr Cowell's assurance that he did not know the number of votes cast for each act until after the Final. ' | Heat |

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| 27/01/2011 | 1 | Ms Dorothy Dorrington | Ms Dorothy Dorrington of London complained to the Press Complaints Commission that a newspaper's report of her son's court case contained a number of inaccuracies.' | The matter was resolved when the PCC negotiated the publication of the following correction: Further to a report on a court case in our October 6 edition, we would like to make it clear that although Marc Dorrington was convicted of grievous bodily harm with intent, he entered a plea of not guilty. Additionally, while he did receive a community order for a previous conviction, the trial took place in his absence as he was working abroad at the time. We are sorry for any distress caused by any omissions in our article. | Newham Recorder |
| 27/01/2011 | 1 | Ms Godwin-Seidl | Ms Godwin-Seidl complained to the Press Complaints Commission that a column piece had inaccurately suggested that the Second World War was not taught in Austrian schools, and that Austrians regarded The Sound of Music as a Jewish conspiracy. | The matter was resolved when the PCC negotiated the publication of the following letter: Petronella Wyatt was wrong to suggest (October 24) that World War II is not taught in Austrian schools. As a British resident here I can say it is taught, as is the holocaust. Schools visit the concentration camp Mauthausen. Nor do Austrians think The Sound of Music was a Jewish conspiracy. Those who know the film are grateful for the tourist trade. | The Mail on Sunday |

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| 27/01/2011 | 1 | Mr Dougal Allan | Mr Dougal Allan, co-organiser of the Rage Against the Machine for Xmas Number 1 Campaign, complained to the Press Complaints Commission that the newspaper had inaccurately suggested that he and his colleagues were behind a campaign seeking to help Wagner Carrilho to win the X-Factor. | The matter was resolved when the PCC negotiated the removal of the article from the newspaper's website.' | Daily Express |
| 27/01/2011 | 1 | Mr Peter Johnson | Mr Peter Johnson of Hitchin complained to the Press Complaints Commission that an article which claimed that firefighters earned more than nurses, police constables, Army lieutenants and RAF Pilots was misleading. | The complaint was resolved when the PCC negotiated the publication of the following letter: Further to your article about the difference between pay for fire-fighters and police constables (October 27) while the starting salary of a PC is less, after the training and probation period, it rises to be significantly greater than a fire-fighter. The incremental increases for PCs is greater than for fire-fighters. A few years ago the fire-fighters' long service payment was stopped and replaced by another kind of payment supposed to be fair for all. But this was put on hold in June last year leaving many fire-fighters out of pocket by over £1,500. ' | The Sun |

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| 02/02/2011 | 1 | Ms Janice Troup | Ms Janice Troup, Head of ITV Press, Drama and Soaps, complained to the Press Complaints Commission that an article which claimed that the 50th anniversary broadcast of Coronation Street had been targeted by Al-Qaeda was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following apology: Further to our article about increased security at Coronation Street's studios for their live 50th anniversary episode (December 9), we would like to make clear that, while cast and crew were subject to full body searches, there was no specific threat from Al-Qaeda as we reported. We apologise for the misunderstanding and are happy to set the record straight.' | The Sun |
| 02/02/2011 | 1 | Diocesan Director of Communications, Gavin Drake | Diocesan Director of Communications, Gavin Drake, complained to the Press Complaints Commission that the newspaper had published an online article about a vicar's prosecution for downloading child pornography which was accompanied by an inaccurate comment from a reader. The reader had asserted that the Church had been aware of the vicar's crimes for years when this was not the case. The complainant contacted the website moderator with his concerns but was aggrieved that no action was taken.' | The newspaper explained that the comment had been post-moderated and the moderator was aware of the abuse report logged by the complainant. It acknowledged that there had been a lapse in moderation on this occasion. While the complainant remained disappointed that the newspaper had not responded when he first reported the problem, the complaint was resolved when the newspaper permanently removed the comment in question. | Daily Mail |

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| 02/02/2011 | 1 | Mr Chris Lynch | Mr Chris Lynch complained to the Press Complaints Commission that an article reporting on the discovery of a lost film was misleading when it failed to mention that he originally discovered that a copy of the film existed and put that information on to the internet. | While the newspaper did not accept that the article required amendment, the complaint was resolved when the PCC negotiated the publication of the following footnote to the online article: Footnote added on 12 January 2011: We have been asked to point out that efforts to revive the "lost" film Helen of Four Gates were expedited by the work of Chris Lynch, who - following his own research in 2007 - had provided information online that located an original surviving print of the movie to the Cinémathèque Québécoise in Montreal, and another 16mm version to the George Eastman House museum in New York. | The Guardian |
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| 03/02/2011 | 1 | Simon Allso | Simon Allso complained to the Press Complaints Commission that an article was inaccurate in claims it made about his business activities. | The matter was resolved when the PCC negotiated the publication of the following corrections in the newspaper and on its website (the latter of which included a statement of regret over an inaccurate photo caption). The newspaper also agreed to remove the online version of the article under complaint from its web archive. Print correction, published under the heading Simon Allso' -We would like to make clear that an article headlined 'A disturbing lapse by the professionals' carried on July 25, 2010 was not seeking to suggest that Simon Allso's business activities caused previously healthy companies to go into liquidation. Mr Allso's work has been to advise companies that are already facing financial difficulties. Mr Allso has also asked us to make clear that he has never had direct access to the bank accounts of companies he advises, and the fees he charges are not 'management fees'. We are happy to set the record straight. Online correction, published under the heading 'Simon Allso' -An article on July 25, 2010 was not seeking to suggest that Simon Allso's business activities caused previously healthy companies to go into liquidation. Mr Allso's work has been to advise companies that are already facing financial problems - some do not recover from their difficulties, others do. We regret in particular that a caption to a photograph accompanying the online version of the article may have given a misleading impression. Mr Allso has also asked us to make clear that he has never had direct access to the bank accounts of companies he advises, and the fees he charges are not 'management fees'. We are happy to set the record straight.' | The Mail on Sunday |
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| 10/02/2011 | 1, 3, 4 | Mr Alex Wood | <p>Mr Alex Wood of Northampton complained to the Press Complaints Commission that he had been harassed by a freelance photographer acting on behalf of the newspaper at Northampton Crown Court. He was particularly concerned that, despite clearly intimating that he did not wish to be photographed, he and his wife had been pursued into the court building. The complainant also said that the newspaper had inaccurately reported the number and nature of abusive images held on his hard drive.</p> | <p>Although the newspaper did not accept that either the photographer's actions or the article itself were in breach of the Editors' Code, the complaint was resolved when the PCC negotiated a private letter of apology regarding the couple being followed into the court building, as well an amendment to the online article.'</p> | Northampton Chronicle & Echo |
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| 17/02/2011 | 1 | Family and Parenting Institute | <p>Karen Brewer complained on behalf of the Family and Parenting Institute to the Press Complaints Commission that the newspaper had published inaccuracies in relation to the Institute's position on the role and value of marriage.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter in the newspaper and with the original article online: The Family and Parenting Institute's mission is to promote a family-friendly society and all charitable activity is aimed at achieving our purpose. The organisation believes in the importance of stable, committed adult couple relationships and that marriage, which remains the most common form of partnership for both men and women, is an enormously important institution. The FPI has never described marriage as unnecessary nor denied that marriage is important. Whether married or not, we believe UK couples need more help to stay together as this has a positive effect on the couple, their children and society at large. Dr Katherine Rake, OBE, Chief Executive, Family and Parenting Institute. The newspaper also marked its cuttings with the complainant's concerns for future reference.'</p> | Daily Mail |
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| 17/02/2011 | 1 | Will Moy | Will Moy of Full Fact complained to the Press Complaints Commission that the newspaper had published an inaccuracy in relation to the findings of a review of the legislative framework and arrangements for children with special education needs and disabilities. | The complaint was resolved when the PCC negotiated the publication of the following clarification: Our report "Schools use special needs 'to cover bad teaching'" (Sept 14), which was based partly on information at a press briefing, stated that Ofsted found that up to 750,000 children had been wrongly labelled as having special educational needs. Ofsted later clarified its findings and we are advised that the true figure was up to about 450,000.' | The Daily Telegraph |
| 17/02/2011 | 1 | Will Moy | Will Moy of Full Fact complained to the Press Complaints Commission that the newspaper had published an inaccuracy in relation to the findings of a review of the legislative framework and arrangements for children with special education needs and disabilities. | The complaint was resolved when the PCC negotiated the publication of the following correction: On 14 September we reported, based on an Ofsted report and on a subsequent press briefing, that Ofsted had found that up to 750,000 children have been wrongly labelled as having special educational needs. Ofsted has since clarified its findings. We are advised that the true figure was up to around 450,000. | The Independent |
| 17/02/2011 | 3, 11 | A woman | A woman complained to the Press Complaints Commission that - by revealing the address of a man who had been convicted of child abuse - the newspaper had identified the child victims of a sexual assault, as well as intruded into their private lives. She said this had caused them great distress and fear. | While the newspaper did not accept that the article was in breach of the Editors' Code, the matter was resolved when the PCC negotiated a private letter of apology to the complainant.' | Daily Echo (Bournemouth) |

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| 17/02/2011 | 1 | Ms Suzanne Shaw | Ms Suzanne Shaw, the actress, complained to the Press Complaints Commission through ITV Yorkshire that an article was inaccurate when it claimed that - in a revealing photograph of her on a night out - she was not wearing any underwear. | The complaint was resolved when the newspaper - which apologised if the publication of the article had caused any upset - deleted the photograph from its archive and gave an assurance that it would not be republished. | Daily Sport |
| 17/02/2011 | 1 | Dawn Snowball | Dawn Snowball complained to the Press Complaints Commission that the newspaper had published an incorrect partial address for a criminal defendant. | The newspaper noted that the address had been supplied by the police and confirmed with the Crown Court. Nonetheless, the matter was resolved when it agreed to remove any reference to it from the article online and made a note on its file regarding the complainant's concern.' | Hexham Courant |
| 17/02/2011 | 1 | Mr Tony Nyland | Mr Tony Nyland of Nyland Management complained to the Press Complaints Commission that an article about his client, former Coronation Street actor Bruce Jones, was inaccurate and misleading. | The matter was resolved when the PCC negotiated the removal of the online article and the publication of the following clarification: Tony Nyland. Further to our report about former Coronation Street star, Bruce Jones leaving the panto Cinderella in Hyde, Cheshire, (December 20), his agent, Tony Nyland has asked us to make clear that he never claimed his client had given up alcohol as we reported. We are happy to make this clear. | The Sun |
| 17/02/2011 | 1 | Ms Jennie Kermode | Ms Jennie Kermode complained to the Press Complaints Commission that an article had inaccurately referred to Brandon Teena, a transsexual man, as a girl who pretended to be a man. | The complaint was resolved when the PCC negotiated the removal of the online article. | The Sun |

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| 18/02/2011 | 1 | Mark Pritchard MP | Mr Mark Pritchard, Member of Parliament for The Wrekin, complained to the Press Complaints Commission that a comment item was inaccurate and misleading when it suggested that he had visited certain countries at the taxpayer's expense.' | The complaint was resolved when the PCC negotiated the publication of the following wording in the same column: I may have given the impression, in a previous item, that Mark Pritchard MP had visited Belize, Gibraltar and Turks and Caicos islands at the taxpayer's expense. I am happy to clarify that he has never visited these countries. ' | Evening Standard |
| 21/02/2011 | 1, 12 | Stephen Glenn | Stephen Glenn, co-ordinator of Delga Northern Ireland, complained to the Press Complaints Commission that the newspaper had published an inaccurate reference to an individual refusing an "AIDS test". The complainant noted that use of the term "AIDS test" for an HIV test contravened the Guidelines for Reporting HIV produced by the National AIDS Trust. | The complaint was resolved when the PCC negotiated the amendment of the article online to correct the inaccuracy. The newspaper also agreed to circulate a reminder to relevant staff on this point. | The Mail on Sunday |

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| 24/02/2011 | 1 | Hazel Ashley | Hazel Ashley complained that the newspaper had published an article which remained available online following its initial publication in early 2010 and wrongly reported that her son, Neil, was found dead outside a house in Mancot, Flintshire. In actuality, the tragic circumstances of her son's death were such that he was found in a garden and rushed to hospital by ambulance where he died later that same day.' | The newspaper explained that a correction and apology was published just four days after the original article appeared and website version of the article was also changed. However, it accepted that a quote from a local resident which incorrectly described the scene in Mancot remained online. The complaint was resolved when the PCC negotiated the following remedial action: the wholesale removal of the online article; the provision of a private letter from the editor to the complainant; and a donation, made as a gesture of goodwill, to the charitable fund of the Countess of Chester Hospital. | Flintshire Evening Leader |
| 24/02/2011 | 1 | Miss Louise Pyne | Miss Louise Pyne complained to the Press Complaints Commission that an article was inaccurate when it suggested that she had said to the television presenter Miriam O'Reilly "Is it time for botox".' | The newspaper made clear that the information had been taken from a witness statement. Nonetheless, the complaint was resolved when the PCC negotiated the addition of the following statement to the online article: Louise Pyne told the Telegraph on 5 November 2010 that the discussion with Ms O'Reilly about whether it was time for Botox arose as part of a conversation between friends about BBC attitudes towards ageing. Ms Pyne wishes to emphasise that she did not tell Ms O'Reilly to consider using the treatment.' | The Daily Telegraph |

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| 24/02/2011 | 1 | Miss Louise Pyne | Miss Louise Pyne complained to the Press Complaints Commission that an article was inaccurate when it suggested that she had told the television presenter Miriam O'Reilly "It's time for botox".' | The newspaper made clear that the information had been taken from a witness statement. Nonetheless, the complaint was resolved when the PCC negotiated the addition of the following statement to the online article: Louise Pyne told the Evening Standard on 5 November 2010 that the discussion she had with Ms O'Reilly was a conversation between friends, and she did not tell Ms O'Reilly that she should have Botox. ' | Evening Standard |
| 24/02/2011 | 1 | Mrs Ruksana Shain | Mrs Ruksana Shain complained to the Press Complaints Commission that an article was misleading when it stated that animals slaughtered using halal methods "often die slowly and painfully". | The complaint was resolved when the PCC negotiated the amendment of the online article to read: "Some research suggests that animals can die a slow and painful death..." | Daily Mail |

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| 24/02/2011 | 1 | Ms Jane Fae | <p>Ms Jane Fae complained to the Press Complaints Commission that the article included a number of inaccuracies in regard to proposed guidelines for searches of transgender prisoners. She was concerned that the article incorrectly stated that prisoners were required to undergo strip searches and intimate searches; that it inaccurately referred to the guidelines as "new" and implied that they were official rules rather than proposals; that it falsely implied that squat searches had recently been banned for female prisoners; and that it incorrectly stated that any male to female transgender individual could request to be searched by a female - this only applied to those at a fairly advanced stage of the process.</p> | <p>Although the complainant maintained that aspects of the article were misleading, the complaint was resolved when the newspaper published the following statement in the online article: "Jane Fae, a writer on political and gender issues, said: At present no prisoner, of either gender, is asked to undergo intimate searches and it is wrong to conclude that just anyone who identifies as transsexual may automatically opt out of various degrees of search. "It also published the following letter in the newspaper: Further to your article about new guidelines for transsexuals in relation to individual searches in prison (Dec 13), at present no prisoners, of either gender, are asked to undergo intimate searches and it is wrong to conclude that anyone who identifies as transsexual may automatically opt out of various degrees of search. Jane Fae, Deeping St James, Cambs.'</p> | The Sun |
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| 25/02/2011 | 1 | Catherine Rogerson | Catherine Rogerson complained to the Press Complaints Commission that the newspaper's coverage of the student tuition fee protests contained a quote in defence of the levels of violence used that was wrongly attributed to her.' | The complaint was resolved when the newspaper arranged for the following remedial action: the removal of the reference to the complainant from the online article and the deletion of the cached version from Google; the submission of informal requests for removal on behalf of the complainant to other news sources that had re-published the original piece; and the annotation of its archive with the complainant's concerns for future reference.' | Daily Mail |
| 28/02/2011 | 1 | University of Bedfordshire | Catherine Wall complained to the Press Complaints Commission on behalf of the University of Bedfordshire that the newspaper had published inaccuracies about the University. | The newspaper had previously removed the article from its online archive. The complaint was resolved when the PCC negotiated the publication of the following letter: Further to your article about the University of Bedfordshire in the wake of the suicide bombing in Sweden (December 14) I would like to make clear Taimour al-Abdaly never delivered a sermon to our Islamic Society as you incorrectly reported and there is no evidence whatsoever that extremism is, or ever has been, a problem at the University. Taimour al-Abdaly attended the University of Luton but did not study at the University of Bedfordshire. Thank you for allowing us to set the record straight. Professor Les Ebdon, Vice Chancellor, University of Bedfordshire | The Sun |

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| 02/03/2011 | 1 | Ms Judith Goeden | Ms Judith Goeden of Caterham complained to the Press Complaints Commission that an article which reported on her son's court case contained a number of inaccuracies. She was particularly concerned that the article described her son, who was epileptic, as 'mentally ill.' | The matter was resolved when the PCC negotiated a personal letter of apology to the complainant's son, a follow up article raising awareness about epilepsy, and the following correction: We would like to point out that epilepsy is a neurological disorder, not a mental illness as stated in the article in the Surrey Mirror dated September 2 covering Ashley Goeden, the subject of a court case. We apologise for any distress caused. ' | Surrey Mirror |
| 03/03/2011 | 1 | Miss Louise Pyne | Miss Louise Pyne complained to the Press Complaints Commission that an article was misleading when it suggested that she had asked the television presenter Miriam O'Reilly "Is it time for botox?".' | The newspaper made clear that the information had been taken from a witness statement. Nonetheless, the complaint was resolved when the PCC negotiated the addition of the following statement to the online article: Louise Pyne has asked us to clarify that the reported conversation with Miriam O'Reilly was one between friends; she did not say the presenter should have Botox. ' | The Guardian |

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| 03/03/2011 | 1, 3 | A woman | A woman complained to the Press Complaints Commission that an article reporting on a man being taken to hospital was inaccurate and misleading. | While the newspaper did not accept that its article was in breach of the Code, the complaint was resolved when the PCC negotiated the publication of the following clarification: An article in The Press on October 5, 2010, reported on a police alert in Montague Walk, Poppleton, in which a man was taken to hospital. We have been informed by the family involved that certain details provided to us were incorrect. They would like to make it clear that the man's injuries were sustained while he was carrying out property alterations whereupon an ambulance was called. We apologise to the family for any distress caused. ' | The Press (York) |
| 03/03/2011 | 1, 11 | A woman | A woman complained that she had been identified as an alleged rape victim in an article that contained inaccuracies. | The newspaper said the claims made by the woman had never been tested in court and were strongly disputed by the alleged perpetrator. It argued that the report was accurate. However, following mediation by the PCC, it agreed to remove the article from its website and the complaint was resolved on this basis. | Daily Star |
| 03/03/2011 | 1 | Mr Steve Merritt | Mr Steve Merritt complained to the Press Complaints Commission that an article was inaccurate when it described a Glock 17 9 x 19 as a pellet gun in a caption to a photograph of the gun. | The complaint was resolved when the PCC negotiated the removal of the picture of the gun from the online article. | The Sun |

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| 03/03/2011 | 1 | Mr Dean Harris | Mr Dean Harris of Swansea complained to the Press Complaints Commission that an article reporting on plans to move emergency surgery from Singleton to Morriston Hospital was inaccurate. He was particularly concerned about a claim that consultants at Singleton hospital had lodged a grievance claim against Karen Pearman, surgical manager of the directorate. | Although the newspaper explained that it had since published a letter from surgeons at Singleton hospital in which they refuted the claim, the matter was resolved when the PCC negotiated publication of the following apology: On December 15, the Evening Post published an article headlined "Doctors attack plans to move emergency surgery site." While the article made it clear that the alleged complaint by surgeons at Morriston Hospital was a claim made by two workers at the hospital, the headline and the opening paragraphs of the article went further and presented these claims as a statement of fact. We regret any confusion, and any distress to any individuals named in the article, caused by this, and are pleased to clarify the situation. | South Wales Evening Post |
| 03/03/2011 | 3 | Ms Judith Crisp | Ms Judith Crisp of Ipswich complained to the Press Complaints Commission that an article about Paul Mason, a former world's fattest man', had intruded into her private life. She was concerned that, without her consent, the newspaper had published a childhood photograph of her with Mr Mason, as well as included reference to her in the text of the article.' | The newspaper explained that the photographs included in the article had been provided by another member of the complainant's family, with no restriction on their use. While it did not accept any breach of Clause 3 of the Code, the matter was resolved when the photograph and references to the complainant were removed from the online article.' | News of the World |

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| 03/03/2011 | 3 | Mr Geoffrey Castle | Mr Geoffrey Castle complained to the Press Complaints Commission that an article had published his daughter's holiday photo and named her without her consent, which he considered to be an invasion of her privacy.' | While the newspaper did not accept that the article was in breach of Clause 3, the complaint was resolved when the PCC negotiated the removal of the name and photograph of the complainant's daughter from the online version of the article. ' | Daily Mail |
| 03/03/2011 | 1 | Mr Keith House | Mr Keith House complained to the Press Complaints Commission that the newspaper had incorrectly stated that support for the Liberal Democrats had hit an all-time low. | The complaint was resolved when the PCC negotiated the amendment of the online article to reflect that support for the party was approaching an all-time low, and to state that average polling figures showed that support for the Liberal Democrats had been at its lowest in 1990. | The Independent |
| 03/03/2011 | 1 | West London Mental Health Trust | Ms Megan Singleton, Communications Manager for the West London Mental Health NHS trust, complained to the Press Complaints Commission that an online article reporting Peter Sutcliffe's obsession with Cheryl Cole had referred inaccurately to Broadmoor Hospital as a "prison".' | The magazine amended its article to refer to Broadmoor Hospital and annotated its records for future reference. The complaint was resolved on this basis. | Now |

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| 03/03/2011 | 1 | West London Mental Health Trust | <p>Mr Matt Barnfield, Communications Manager for the West London Mental Health NHS Trust, complained to the Press Complaints Commission that the headline to an article reporting Peter Sutcliffe's appeal against a "whole life minimum term" had set out that he "must die in prison", while the opening paragraph stated that he would spend the rest of his life "behind bars". The complainant was concerned that these references could mislead readers into the false impression that Broadmoor Hospital was a prison.'</p> | <p>The newspaper removed the reference to the prison in the headline, making clear instead that the appeal court had ruled that Peter Sutcliffe "must never be freed". It also added to the text of the article - which had referred to Broadmoor Hospital - to make clear that this was where he was being held. A footnote was added to the article to make clear that changes had been made.</p> | The Guardian |
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| 03/03/2011 | 1 | Councillor Alibor Choudhury | Councillor Alibor Choudhury of Tower Hamlets Council complained to the Press Complaints Commission that a blog post about him was inaccurate and misleading when it stated that "in 2006, he stood trial in connection with a gang attack". In fact, the complainant had appeared at a committal hearing in 2005 which did not proceed to trial after he argued that he had been subjected to an "abuse of process". In addition, the complainant said that he was not a "manager" at the Nafas Drugs Project; rather, he was its Development and Communications Officer. | The complaint was resolved when the PCC negotiated the amendment of the online article to make the position on these points clear. | The Daily Telegraph |
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| 03/03/2011 | 1 | Angelika Voss | <p>Angelika Voss complained to the Press Complaints Commission that the newspaper had published print and online articles which misrepresented the results of a reader poll. The newspaper had asked readers whether or not Tesco should open a new store in Lawford, Essex but wrongly reported that that the outcome showed a pro-supermarket attitude. In fact, the overall result showed a majority against the plan. The complainant acknowledged that the newspaper had published a correction in the newspaper but argued that its position on the letters page alongside readers' correspondence on the issue was not sufficiently prominent and further clarification was required.'</p> | <p>The newspaper explained that the telephone poll showed a reply in favour of the supermarket from the majority of respondents but it accepted that the complainant was correct in saying that the overall result had been reported incorrectly. The complaint was resolved when, in addition to publishing the print correction, the newspaper replaced the erroneous online article with an amended version and appended the following statement of clarification: PLEASE NOTE This article originally stated Manningtree residents had voted in favour of Tesco opening a new store in the area. However, the overall results of the poll conducted by telephone, text and online showed voters were against the plan and the article has been amended accordingly.</p> | Harwich & Manningtree Standard |
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| 04/03/2011 | 1 | A woman | <p>A headteacher complained that the newspaper had published an article in May 2010 about the death of one of the school's teachers which inaccurately stated that he had died of a heart attack while playing squash. The complainant represented the concerns of the wife of the deceased who also worked at the school. She explained that the teacher concerned was, in fact, taken ill at home, suffered a heart attack in hospital and sadly died as a result. The distress caused by the error was compounded when the mistake was repeated in a tribute piece published in November 2010.'</p> | <p>The newspaper accepted that the original article contained an error. This was pointed out to the newspaper following publication and the electronic archive should have been amended accordingly at that time. It was not and, as such, the mistake was repeated. The newspaper said there was no excuse for this lapse and apologised to the complainant. The complaint was resolved when, following the complainant's specific request, the PCC arranged for the editor to provide a private letter for the benefit of the school and the family of the deceased. The letter contained an apology and detailed how practices at the newspaper would improve following the complaint. As a further precaution, the newspaper permanently removed both articles from its electronic archive.'</p> | Shropshire Star |
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| 04/03/2011 | 1 | Elizabeth Nonweiler | Elizabeth Nonweiler complained that an article reporting on an Ofsted report on reading was inaccurate and misleading when it suggested that the report was broadly critical of the teaching of synthetic phonics. | The complaint was resolved when the PCC negotiated the publication of the following clarification: The juxtaposition of the headline "Read our lips, says Ofsted: phonics is not a panacea" to the subheading "'Pick-and-mix' approach praised in report" (November 19) may have given the impression that Ofsted's "Reading by Six" report praised schools for mixing phonics with other approaches. As the article stated, Ofsted actually praised five schools for mixing schemes which all involved phonics. The article also noted that Ofsted felt phonics was key to teaching reading. We have been asked to add that the criticisms of phonics referred to in the headline only amounted to a single sentence in the 45 page report, and we are happy to note this. The newspaper also published the following letter from the complainant: Ofsted Report Praises Schools that Use Synthetic Phonics. An article reporting on the Ofsted report, "Reading by six: how the best schools do it", ("Read our lips, says Ofsted: phonics is not a panacea," 19/11/2010) gave the impression that the report was critical of the teaching of synthetic phonics, in which children are taught how sounds are represented by letters and how to blend sounds to read words. In fact, the report strongly promotes adherence to synthetic phonics in primary schools, finding that "the diligent, concentrated and systematic teaching of phonics is central to the success of all the schools that achieve high reading standards in Key Stage 1".It draws from the practice of twelve outstanding schools in different parts of England to illuminate what works in teaching children to read. The schools represent a | Times Educational Supplement |
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| 07/03/2011 | 1, 3 | Mr George Hogan | <p>Mr George Hogan complained to the Press Complaints Commission that an article reporting on his fitness to practice as a psychiatric nurse raised a breach of the Editors' Code. His primary concern was with regard to inaccuracies in the piece, and he had raised additional points in regard to privacy.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following clarification: On November 26 in the article 'Nurse's Fitness To Practice Impaired', we ran a photograph of psychiatric nurse George Hogan, above a caption which suggested Mr Hogan was found to be "unfit to practice" at a Nursing and Midwifery Council hearing. The Advertiser would like to point out that the NMC ruled Mr Hogan's fitness to practice was impaired, but at no stage was he ruled to be unfit to practice. We are happy to clarify this point and apologise to Mr Hogan for any inconvenience or upset this has caused. '</p> | Croydon Advertiser |
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| 08/03/2011 | 1 | West London Mental Health Trust | <p>Lucy McGee, Director of Communications at the West London Mental Health Trust complained to the Press Complaints Commission that an article about the health and treatment of Peter Sutcliffe at Broadmoor Hospital was inaccurate and misleading. She was particularly concerned about claims that Mr Sutcliffe had been allowed to gorge himself, and that he had subsequently been provided with a personal trainer and dietician in order to address his weight gain.</p> | <p>The matter was resolved when the PCC negotiated the removal of the online article, as well as publication of the following letter: Further to your 12 December article regarding Peter Sutcliffe, I would like to point out that no patient under the care of the West London Mental Health NHS Trust and Broadmoor Hospital has been provided with a personal trainer or special dietician. As an NHS hospital, we do not allow patients to gorge themselves, as claimed, and weight gain problems are greatly exacerbated by the patients' medication. Improved physical well-being is an important aspect of recovery from mental health problems, so all of our patients are encouraged to maintain a healthy lifestyle with advice from staff dieticians where appropriate, and to take physical exercise. Lucy McGee, Director of Communications, West London Mental Health Trust '</p> | The Mail on Sunday |
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| 09/03/2011 | 1 | Ms Jemima French | Ms Jemima French complained to the Press Complaints Commission through Lewis Silkin Solicitors of London that an article was inaccurate and misleading when it claimed that she had "apparently borrowed more than £250,000" from her company Frost French Limited. | The complaint was resolved when the newspaper removed the words from the online version of the article and added the following correction to the text: An earlier version of this article stated that Jemima French had apparently borrowed more than £250,000 from Frost French Limited. That was incorrect. In fact, Ms French has a loan from the company of just £262. | Daily Mail |
| 11/03/2011 | 1 | Mrs Karyn Killiner | Mrs Karyn Killiner complained to the Press Complaints Commission that an article which referred to the friendship between her daughter, Amy Leigh Barnes, and Jennifer Thompson was inaccurate and misleading. | The complaint was resolved when the newspaper - which removed the article from its website - marked its internal records with the points raised by the complainant, for the future reference of its journalists. | Daily Star |
| 11/03/2011 | 1 | Ms Jane Fae | Ms Jane Fae complained to the Press Complaints Commission that an article gave the overall misleading impression that the NHS provided hair removal for transgender individuals for cosmetic purposes. She stated that hair removal was only offered by the NHS for medical reasons. The complainant was further concerned that the figure given in the article of "400 gender reassignment cases a year" was inaccurate. | The complainant continued to be of the opinion that the article gave the overall false impression that hair removal was offered to transgender individuals on the NHS for cosmetic reasons, and that readers would be misled to this effect. However, the complaint was resolved when the PCC negotiated the alteration of the online article to reflect that there were around 150 gender reassignment surgeries on the NHS each year. | Daily Mail |

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| 11/03/2011 | 1 | Dr Jane Collins, the Chief Executive of Great Ormond Street Hospital | Dr Jane Collins, the Chief Executive of Great Ormond Street Hospital, complained to the Press Complaints Commission that an article which reported that she had taken herself off the GMC register was inaccurate and misleading in regard to her reason for doing so. | The complaint was resolved when the PCC negotiated the removal of the online article and the publication of the following statement in the newspaper: Further to an article of 22 August, we have been asked by Dr Jane Collins, Chief Executive of Great Ormond Street, to make clear that her decision to remove herself from the GMC register in June 2010 did not relate to the death of Baby Peter and subsequent investigations. | Sunday Express |
| 11/03/2011 | 1 | Steven Coxhead, Head of Media Services for Wiltshire Police | Steven Coxhead, Head of Media Services for Wiltshire Police, complained to the Press Complaints Commission that the newspaper had published an article relating to a police officer who was sacked following the assault of a prisoner beneath an entirely incorrect headline about an officer who was arrested on suspicion of perverting the course of justice. However, no record of the original error could be found. | After some investigation by the newspaper, it emerged that the complainant had copied it into his original email of complaint to the PCC. A member of staff at the newspaper, on seeing the concerns raised by the complainant, recognised that an error had occurred and acted promptly to amend the headline that same day. The complaint was resolved on the basis of the explanation provided by the newspaper and the removal of the online article. | Daily Mirror |

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| 11/03/2011 | 1 | Mr Richard Steer | <p>Mr Richard Steer of Hartlepool complained to the Press Complaints Commission that an article which claimed that the government had decided to scrap funding for the charity Booktrust was inaccurate at the time of publication. He said that the newspaper's report failed to take account of an announcement made the day before, which stated that funding was set to continue.'</p> | <p>The matter was resolved when the PCC negotiated the publication of the following clarification in the newspaper: In our article of December 28 Brought to book over loss of cash' we reported that the Government had decided to scrap funding for the UK charity Booktrust. We have been asked to make clear that this information we had received had been updated on December 27 with a joint statement from Booktrust and the Government saying "some level" of funding could be restored once the current deal expires in April. The current situation has since been reported twice in the Mail and, at the time of going to press, there are no further updates to report. '</p> | Hartlepool Mail |
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| 15/03/2011 | 1 | Mr Terry Lubbock | <p>Mr Terry Lubbock complained to the Press Complaints Commission through his representative, Harry Cichy, that an interview with Michael Barrymore included the latter's misleading accusation that Essex Police had failed to refute his allegation that Stuart Lubbock's rectal injuries were inflicted in the mortuary. The complainant pointed out that Essex Police had publicly set out their position that Mr Lubbock's injuries had been sustained before he died, at the address in Roydon.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following clarification in the newspaper: In an interview in Times2 ("Tears of a Clown", December 1) Michael Barrymore referred to the death of Stuart Lubbock at Barrymore's then house in Roydon, Essex, in 2001, and accused Essex Police of "having failed to refute his allegation that the rectal injuries with which Stuart Lubbock was found were inflicted later, in the mortuary". Stuart's father, Terry Lubbock, has asked us to point out that in 2007, DCS Gareth Wilson of Essex police stated that Stuart "received very serious injuries the night he died and the evidence arising from our current investigation suggests they occurred from the address in Roydon". Essex police also state: "It has been confirmed that the injuries were sustained by Stuart Lubbock before he died".'</p> | The Times |
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| 17/03/2011 | 1 | The Northern Health and Social Care Trust | The Northern Health and Social Care Trust complained to the Press Complaints Commission that the newspaper had published an article which inaccurately reported that two people had been admitted and treated in Causeway Hospital following carbon monoxide poisoning. | The complaint was resolved when the PCC negotiated the publication of the following clarification in the newspaper: On 11 August last under the headline "2 more poisoned", we reported that two women were admitted to and treated overnight at the Causeway Hospital in Coleraine shortly after a public safety warning had been issued concerning carbon monoxide poisoning following the suspected faulty installation of gas appliances. At that time the hospital stated that it had no record of two women being admitted or treated in the hospital and we accept this. The two women concerned said they had attended the A&E department because they had symptoms consistent with exposure to carbon monoxide gas and had been advised to seek urgent medical attention. We have since been made aware that although the women were concerned they may have had CO poisoning, in fact, they did not. We are happy to clarify the position. | Daily Mirror |
| 17/03/2011 | 1 | Christopher Hackett | Christopher Hackett complained to the Press Complaints Commission that the newspaper had published inaccuracies in relation to a court case involving his stepson, Reece Kent. | The complaint was resolved when the PCC negotiated the amendment of the online article to make clear Mr Kent's point of view on the matter.' | The Sun |

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| 17/03/2011 | 1 | Mr David Lloyd | <p>Mr David Lloyd of Chelsea complained to the Press Complaints Commission about the manner in which the newspaper had edited a letter he had submitted for publication. He was particularly concerned that the newspaper had published the line children and grandchildren of family and friends' as 'my children and grandchildren'. As a single man with no children, he said that this had caused great personal embarrassment locally. The letter he submitted was as follows: Too late to catch Wednesday's publication, I have, regrettably, only just read the article by Stephen Robinson. As a past pupil of the school (1947 to 1952), I have seen what a Cardinal Vaughan education did for me as well as the tremendous progress of children and grandchildren of family and friends over the past 58 years. I am now delighted to see that the school is still pursuing the traditions of my years there although, obviously, they have sadly been forced to ameliorate their disciplinary proceedings by the "do-gooding busybodies" who now believe in a free-for-all for the young and a complete departure from a moral education. As a still practising Catholic in the Westminster Diocese, I am perturbed at the actions of the</p> | <p>The matter was resolved when the PCC negotiated the republication of a corrected version of the complainant's letter, appearing with the following statement appended to it: This letter was originally published with an editing mistake and we apologise for any misunderstanding that may have resulted. '</p> | Evening Standard |
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| 17/03/2011 | 1, 3 | Mrs Joan Redford | Mrs Joan Redford complained to the Press Complaints Commission about a report on a police raid at a property on Nursery Road, Sunbury. The complainant was concerned that her home appeared prominently in the photograph accompanying the article. She said that - as well as intruding into her private life - the image misled readers into believing her house was the scene of the raid. | While the newspaper did not accept that it had breached the terms of the Editors' Code, the matter was resolved when the PCC negotiated a private letter apologising for any unintentional distress, as well as an undertaking in respect of future coverage of the story.' | Surrey Herald |
| 17/03/2011 | 1 | Miss Robin Webster | Miss Robin Webster complained to the Press Complaints Commission that the newspaper had published an article reporting on rising sea levels which was inaccurate and misleading. She considered that the headline was misleading but withdrew this part of her complaint upon discovering that the Met Office had already been in contact with the newspaper about this article, and she had not been present at the briefing attended by the journalists. | The complaint was resolved when the newspaper amended the online article. | Daily Mail |

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| 17/03/2011 | 1 | Mr Antonios Athinaios | Mr Antonios Athinaios, owner of Kalypso Apartments in Gouvia, Corfu, complained to the Press Complaints Commission that the newspaper had inaccurately identified his apartments as the site where a British tourist had been seriously injured. In fact the incident had occurred at a different set of apartments in another part of Corfu. | The complaint was resolved when the PCC negotiated the removal of the pictures from the newspaper's website and publication of the following correction and apology online: We correctly reported on August 19 that a British honeymooner had been injured in an accident at the Kalypso Apartments in Kavos, Corfu. However, in error the article was illustrated with pictures of a different hotel of the same name. We are happy to clarify that the Kalypso Apartments in Gouvia, Corfu, which were pictured had no connection to the incident and apologise for any embarrassment or inconvenience caused.' | Daily Mail |
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| 17/03/2011 | 1 | David Kerr | <p>David Kerr complained that the newspaper had published an article which contained a number of inaccurate claims about him and his membership to various political groups. He was concerned that article might have misled readers into thinking that he is an active member of the National Front who aspires to run the BNP in Ulster. The article included a photograph of the complainant stood in front of a Loyalist mural but wrongly linked the painting to the IRA. Regardless of that error, the complainant argued that it was misleading to draw political conclusions about him from the image as, in his view, it was an innocuous photograph that had been taken out of context. He was further concerned that about his personal security as a result of the article.</p> | <p>The newspaper initially stood by its coverage arguing that the assertions about the complainant were presented as rumour. The complainant maintained that the article was misleading as it omitted the fact that 21 years had passed since his involvement in the National Front. The complaint was eventually resolved when the newspaper assured the complainant that it had not intended to pose a threat to the complainant's security and annotated its archives with the complainant's concerns and the PCC negotiated the publication of the following correction: In an article published on October 31, 2010, we reported on speculation that Mr David Kerr from North Belfast was in partnership with others intending to take control of the British National Party in Ulster. Mr Kerr assures us he is not a member of the BNP and has no such intention. We are happy to clarify the matter.'</p> | Sunday World |
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| 18/03/2011 | 1 | Ben Dickson | <p>Ben Dickson complained to the Press Complaints Commission that the newspaper had published an article on the subject of migration which was illustrated by a mislabelled data table. The data table listed figures for total population density under the heading "Non EU citizens to each square kilometre". The complainant was concerned that as a result of the error readers would be misled into thinking that Britain was home to many more non-EU immigrants than was actually the case.</p> | <p>On receiving the complaint, the newspaper immediately removed the incorrect table from its website. The complaint was resolved when the PCC negotiated the publication of the following wording online: This article has been amended. It previously contained a graphic that correctly listed the latest annual number of non-EU nationals admitted to each of ten European countries. However, a second table was wrongly headed "Non EU citizens to each square kilometre" instead of "Number of people to each square kilometre". We are happy to correct this point. The newspaper also agreed to publish the following clarification in its print edition alongside a relevant story on Europe and migration: On 19th Jan we published a graphic to illustrate a story headlined "Britain is migrant magnet of Europe". The graphic correctly listed the latest annual number of non-EU nationals admitted to each of ten European countries. However, a second table was wrongly headed "Non EU citizens to each square kilometre" instead of "Number of people to each square kilometre". We are happy to correct this point.</p> | Daily Mail |
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| 21/03/2011 | 1 | Mr Alfred John, Deputy Chair of the Metropolitan Black Police Association | Mr Alfred John, Deputy Chair of the Metropolitan Black Police Association, complained to the Press Complaints Commission that an article was inaccurate it when it stated that claims made by Raphaella Hamilton-Appiah against Martin Tiplady were "supported" by the organisation. In fact, it was unaware of the claims. | The complaint was resolved when the PCC negotiated the removal of the claim from the online version of the article, the deletion of some reader comments which made reference to the Met BPA's involvement and the publication of the following text at the foot of the online article: This article previously stated that the allegations made by Raphaella Hamilton-Appiah were "supported by the Black Police Association". The BPA is unaware of the details of the claims made against Mr Tiplady. ' | Daily Mail |
| 22/03/2011 | 6 | Ms Louise Dale | Ms Louise Dale of Ashton Under Lyne complained to the Press Complaints Commission about a photograph appearing in a report on child obesity in Britain, which she believed to be an image of her son. She was concerned that the photograph had been published without her consent. | Following receipt of the complaint, the newspaper immediately removed the image from the online article. However, it denied that the photograph was of the complainant's son, and explained the circumstances in which it had been taken. The matter was resolved when the complainant accepted that the boy in the photograph was not her son.' | Daily Mail |

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| 24/03/2011 | 1 | Councillor Paul Rooney | Councillor Paul Rooney complained to the Press Complaints Commission through Glasgow City Council that an article was misleading when it implied that he was responsible for a Christmas tree being put up by the Council near his home. | The complaint was resolved when the PCC negotiated the publication of the following clarification: In an article, dated November 26, we reported that Glasgow City Council had erected a Christmas tree near the home of Councillor Paul Rooney. Although we reported at the time that Cllr Rooney had no involvement, it was not stated by us that the decision to plant the tree there pre-dated his election to the council in May 2007 and that he had explicitly asked for it to be moved away from his home. We are happy to make this clear. | Scottish Sun |
| 24/03/2011 | 1 | Just Journalism | Just Journalism complained to the Press Complaints Commission that an article was inaccurate and misleading when it appeared to implicate Israel in the alleged plan to build a barrier dividing the northern border village of Ghajar. | The complaint was resolved when the PCC negotiated the amendment of the standfirst above the online article to read: Fears that UN blue line will 'divide son and father, brother and sister' as Israeli troops pull out of northern half of village. ' | The Guardian |

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| 24/03/2011 | 1 | Mrs Maureen Smith | Mrs Maureen Smith complained to the Press Complaints Commission that the newspaper had falsely claimed that Devonport High School for Girls had been near the bottom of the league table in 2005, and that it gave a misleading impression that the school had been in need of rescuing. | The complaint was resolved the PCC negotiated the publication of the following letter as an addendum to the online article: Dear Sir, I was disappointed by the tone of the article, particularly in that no reference was made to the status of the school when Ms Hill took up her appointment in January 2006. OFSTED had inspected the school in November 2005, six weeks earlier, and made a judgement that "it was a good school with many outstanding features." Overall, "teaching was good" and the Sixth Form was judged "outstanding". In 2004 D.H.S.G. had become a Specialist Language College and since 2001 had been a Leading Edge school. Two members of staff in those five years had reached the Finals of the National Teaching Awards. The school had always enjoyed a good reputation and it was surprising to see that this was not reflected in the article. Yours faithfully, Mrs Maureen Smith (Head teacher 2001-2005). | The Daily Telegraph |
| 24/03/2011 | 1 | A man on behalf of the group UK Uncut | A man on behalf of the group UK Uncut complained to the Press Complaints Commission that an article was inaccurate when it referred to the group as "anti-capitalist" and to the group's members as "anarchists". | The complaint was resolved when the PCC negotiated the removal of the online article and the offer to publish a letter from the complainant. | The Sun |

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| 24/03/2011 | 1, 5, 6 | Robert Barnes through David O'Rourke | Robert Barnes complained through David O'Rourke to the Press Complaints Commission that the newspaper had published inaccurate information in breach of Clause 1 (Accuracy) and further breached Clauses 5 (Intrusion into grief or shock) and 6 (Children) in reporting the tragic death of his daughter, Tracey Barnes.' | The complaint was resolved when the newspaper wrote to the complainant privately to apologise for having exacerbated his family's grief and made a donation to charity.' | Scottish Daily Mail |
| 24/03/2011 | 1 | Miss Stacey Hart | Miss Stacey Hart, the girlfriend of Broughton Park rugby player Jamie Harrison, complained to the Press Complaints Commission that a picture caption had incorrectly referred to him as Danny Harrison. | The matter was resolved when the newspaper published the following correction: A picture caption published in the South Manchester Reporter on January 12 incorrectly named a Broughton Park rugby player as Danny Harrision. The player's correct name is Jamie Harrison. We would like to apologise for this error. ' | South Manchester Reporter |
| 24/03/2011 | 1 | A woman | A woman complained to the Press Complaints Commission, on behalf of her partner, that an article about report into a child's welfare was inaccurate and misleading when it claimed that her partner was a "sex offender", which was not the case.' | The complaint was resolved when - after the newspaper had immediately accepted the error - the PCC negotiated a private letter of apology, the amendment of the online article and the addition of the following apology to the online piece: This article was amended on February 11. Our original report stated the partner of Child D's mother was a convicted sex offender. This is not the case and his conviction was for common assault only. The Scotsman apologises for the error. ' | The Scotsman |

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| 25/03/2011 | 1 | Councillor Peter Langdon | Councillor Peter Langdon complained to the Press Complaints Commission that the newspaper incorrectly reported that Gosport Borough Council sent ninety-three delegates to Madrid on a waste collection contract visit at a cost of £17,350. In fact, four people went on the visit, which cost £988. The newspaper had subsequently published an inaccurate correction to the article. | The complaint was resolved when the newspaper wrote a private letter of apology to the Leader and Chief Executive of Gosport Borough Council and published the following correction: Gosport Council Our reports (25 Jan and 4 Feb) gave the wrong details of Gosport Council's trips to research future waste management services. In fact, the total cost of 23 visits across the UK and in Spain was £7,350. This included £988 for sending four people to Madrid.' | The Daily Telegraph |
| 28/03/2011 | 1 | Ian Priest | Ian Priest complained to the Press Complaints Commission that the newspaper had published an inaccurate article about the crime patterns shown on the Police.uk website. He was concerned that the article quoted a resident of a suburban street complaining that the website showed his quiet, safe, cul-de-sac to be a crime hotspot. The complainant had looked up the street in question and found that it was, in fact, an industrial road inside the boundary of Heathrow airport and there were no homes in the area. | The newspaper accepted that the article had wrongly reported the address of the resident and explained how the error had occurred. The complaint was resolved when the newspaper: apologised to the complainant; arranged for the removal of the misleading reference from the online article; and corrected its archive accordingly. | Evening Standard |

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| 29/03/2011 | 1, 11 | A woman | A woman complained to the Press Complaints Commission that an article reporting that Martin Morris was facing charges of sexually abusing three girls contained the inaccurate claim that the alleged victims had complained to Sinn Fein and the IRA. She also complained that a detail contained in the article had led to the identification of the three alleged victims in the local community. | The PCC negotiated the publication of the following clarification as a resolution to the complaint under Clause 1 (Accuracy):Our article of 12 December ("Adams' ex secretary named as witness in abuse case") stated that the three alleged victims of Martin Morris - who is charged with sexually abusing the girls in the late 1990s - had initiated a complaint about him to Sinn Fein and the IRA. In fact, none of Morris' alleged victims complained to Sinn Fein or the IRA. We are happy to clarify the position and regret any misunderstanding. While the editor did not accept that the published information was sufficient to identify the alleged victims, he undertook not to include this detail in any future coverage. The complaint under Clause 11 (Victims of sexual assault) was resolved on this basis.' | Sunday Life |
| 29/03/2011 | 1 | Mr David Lant | Mr David Lant, a prisoner at HMP Bure, complained that the newspaper continued to publish two articles reporting that he had been accused of sexual assault when on day release, despite the fact that he had been cleared of all charges. | The complaint was resolved when the newspaper removed the articles from its website. | The Sun |

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| 29/03/2011 | 1 | Alan Sharpe | Alan Sharpe complained to the Press Complaints Commission that the newspaper had published a biased, misleading account of his hearing at Carlisle Magistrates' Court for an alleged failure to comply with a planning notice issued by his local council. The complainant was concerned that the newspaper had approached the council for its comment, but failed to contact him prior to publication. In his view, this resulted in an article that omitted background details essential to the story.' | The newspaper explained that it was not present in court on the day in question and its coverage was based on a media release from the council. While it had no reason to believe the article was inaccurate, the newspaper accepted that the complainant had provided much additional detail. The complaint was resolved when newspaper offered to liaise directly with the complainant to arrange an interview with a view to publishing a follow-up piece. | The Cumberland News |
| 29/03/2011 | 1, 5 | Mrs Karyn Killiner | Mrs Karyn Killiner complained to the Press Complaints Commission that various articles relating to her daughter, Amy Leigh Barnes - some published in 2009 (which remained available online) and others published in 2010 - contained numerous inaccuracies and intruded into her grief. | The complaint was resolved when the PCC helped to negotiate a private resolution between the parties, including the removal of the articles from the Daily Mail website, requests to third party websites for removal, and a private letter of apology. | Daily Mail |

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| 30/03/2011 | 1 | A man | A man complained to the Press Complaints Commission that an article contained a description of him that was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction in both the print and online versions of the newspaper: Freelance journalist: A correction - An article in the EADT of 11 December referred to an unnamed journalist as a 'foot-in-the-door type of freelance journalist' and suggested he had asked whether our articles about the ITFC Charitable Trust had been 'penned by a PR team working for the trust'. We would like to make clear that we accept that the journalist in question is not a 'foot-in-the-door type' and is not critical of our coverage of the Trust's work. We are happy to correct this. ' | East Anglian Daily Times |
| 31/03/2011 | 1 | Mr Paul Sandi | Mr Paul Sandi complained to the Press Complaints Commission that the newspaper incorrectly referred to Iran as an Arab country. | The complaint was resolved when the newspaper published in its print edition and as an addendum to the online article a letter from a reader addressing the error and the following apology: Your point is absolutely correct, and we are grateful for you and other readers who have contacted us. We apologise for the error. | Evening Standard |

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| 07/04/2011 | 1 | Susana Skinner | <p>Susana Skinner complained to the Press Complaints Commission that the magazine had published her account of assisted conception but presented it under the headline "I bought my eggs in a Spanish baby factory" and included the sentence "we bought the egg that created Raphael from a baby factory in Spain, so the chance of Raphael looking like me was even smaller than my one per cent chance of conceiving". She objected to the magazine's presentation of the phrase "Spanish baby factory" as a direct quote as she had never used that particular term and such an expression suggested, wrongly, that she was being critical, both of those choosing the treatment and the highly respectable clinic that had helped her conceive. '</p> | <p>The magazine argued that it had read the article, which included the offending words, back to the complainant prior to publication. The complaint was eventually resolved when the PCC negotiated the publication of the following clarification and apology: Our article "I bought my eggs from a Spanish baby factory" (25 October) may have been taken to mean that the subject of the article, Susana Skinner, used the phrase "baby factory" when referring to a fertility clinic she used in Spain. Although we used the words in good faith, we are happy to make clear that Ms Skinner did not use those exact words herself to describe the clinic. We apologise to Ms Skinner for any upset caused.</p> | Grazia |
| 07/04/2011 | 6 | A woman | <p>A woman complained to the Press Complaints Commission that the newspaper had raised a breach of Clause 6 (Children) in relation to a court report about charges of child neglect against her. The complainant was concerned that her children could be identified from the report.</p> | <p>The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website.'</p> | Worcester News |

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| 07/04/2011 | 1 | Christopher Hackett | Christopher Hackett complained to the Press Complaints Commission that the newspaper had published inaccuracies in relation to a court case involving his stepson, Reece Kent. | The complaint was resolved when the newspaper removed the article from its website; it also made a note of the complainant's concerns on its internal archives.' | Evening Standard |
| 07/04/2011 | 1 | A man | A local resident complained to the Press Complaints Commission that an online article reporting on a murder was misleading when it published a photograph of a house, wrongly captioned as the murder scene. | The complaint was resolved when the newspaper deleted the picture from the article and published the following clarification and apology on its website: Further to an online report, published on January 27, on the Evening Star and East Anglian Daily Times websites, about the death of Alison Studd, we would like to clarify that Ms Studd was found at 9 Withipoll Street, Ipswich. We apologise for the more general description of the address used at the time. | Evening Star (Ipswich) |
| 07/04/2011 | 1 | Gregory Jananto | Gregory Jananto complained to the Press Complaints Commission that the newspaper had inaccurately reported that an altercation at his workplace resulted in him attempting to strangle a colleague. The complainant explained that there had been a heated verbal exchange but no physical assault. | The complaint was resolved when the PCC negotiated the publication of the following correction both online and in print: Gregory Jananto. Our December 6 article headlined 'Chindamo pal mauls workmate' wrongly stated Gregory Jananto tried to strangle a colleague at Searcy's bar in St Pancras Station, London. While strong words were exchanged, it has been pointed out to us there was no physical attack. We are happy to make this clear.' | The Sun |

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| 07/04/2011 | 1 | Mr Jim Harris | <p>Mr James Harris of Highworth complained to the Press Complaints Commission that the headline and opening paragraph of an article reporting the results of a study on glaciers claimed incorrectly that the study had found that glaciers were advancing rather than retreating. In fact, glaciers were only found to be stable or advancing in one area - the Karakoram range - out of six areas studied. The other five areas all showed a much greater rate of retreat than the possible rate of advance in the Karakoram range.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following correction: Himalayan glaciers We wish to make clear that "Himalayan glaciers are growing, not shrinking, say scientists" (Jan 27) referred to only one of six areas studied, the Karakoram range in the northwestern Himalayas, where it was found that rocks and mud on the surface of glaciers are helping to protect them from melting.</p> | The Daily Telegraph |
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| 07/04/2011 | 1, 10 | Simon Shaw | <p>Simon Shaw, owner of Legacy Comics, complained to the Press Complaints Commission that the newspaper had published an article regarding a protest in a Halifax shopping centre which quoted him but, in his view, misrepresented his position and caused adverse comment from readers of the online piece. He was also concerned that having telephoned the newspaper, he was not informed that the reporter he spoke to was taking notes of their conversation for the purposes of the article.</p> | <p>The newspaper responded promptly to the complaint, removing the online version of the article and the accompanying comments as a goodwill gesture. The matter was resolved when the PCC negotiated the publication of the following letter from the complainant: Your 8 February article 'Trader fears blow to shops' reported my concerns that a rally against public spending cuts could impact upon my business, Legacy Comics. I wish to make clear that my comments were taken out of context as I was not aware that I was being interviewed for the purposes of publication. My intention was to express my full support of the protest - which, in the event, was peaceful - and call into question the choice of location and the council's failure to communicate openly with traders in Piece Hall. Simon Shaw, Legacy Comics'</p> | Halifax Evening Courier |
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| 07/04/2011 | 3, 5 | Michael Duckett | Michael Duckett complained to the Press Complaints Commission that the newspaper had published a photograph of his mother's grave which he considered intrusive and insensitive as she had passed away very recently and he and his family were still grieving their loss.' | While the newspaper explained that the image of the ornately decorated grave was taken in a publicly accessible cemetery, it made clear that there was no intention to intrude into the grief of the complainant's family, and it regretted the upset caused by the publication of the photograph. The complaint was resolved when the newspaper arranged for the prompt removal of the online photograph, annotated its image library with the complainant's concerns and provided a private letter for the complainant.' | Daily Mail |
| 07/04/2011 | 1 | Councillor Peter Langdon | Councillor Peter Langdon complained to the Press Complaints Commission that the newspaper had published inaccuracies in relation to spending by Gosport Borough Council in breach of Clause 1 (Accuracy) of the Editors' Code.' | The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: Further to your article about local authority expenditure (February 15), the visit to Madrid by a councillor, two council officers and a member of the public from Gosport lasted 22 hours and cost £988. It was the only foreign visit assessing 25 companies tendering for contracts. This process cost £7,350 which saved almost £10million over the 15-year life of the new contracts. Also, our council does not run swimming classes or our leisure centre where the subsidy paid is unchanged. Councillor Peter Langdon | The Sun |

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| 07/04/2011 | 1 | Mr David Burns | Mr David Burns complained to the Press Complaints Commission that an online article relating to claims of police appearing to beat a man in a park - which led to an official investigation - had not distinguished clearly between comment, conjecture and fact, and was misleading as a result. | The complaint was resolved when the PCC negotiated the amendment of the article, and arranged for the piece to be linked to a report of the outcome of the matter. | Liverpool Echo |
| 07/04/2011 | 1 | Mr Yousef Bozorgmehr | Mr Yousef Bozorgmehr complained to the Press Complaints Commission that an online article was inaccurate and misleading when it implied that security forces were responsible for the death of two youths at an anti-government rally in Iran. | The complaint was resolved when the newspaper hyperlinked the article to a separate article which reported the contradictory claims of the government and the opposition regarding who was responsible for the deaths. | The Guardian |
| 07/04/2011 | 1 | Claudia Adusei | Claudia Adusei complained to the Press Complaints Commission that the newspaper had published an online article which erroneously named her as a woman who had died after travelling to America for cosmetic surgery. | The newspaper removed the online item on receipt of the complaint from the PCC. The matter was resolved when newspaper arranged for the publication of the following correction and apology alongside its remaining article on the story: In some initial reports of this incident, the person involved was named as Claudia Adusei, which was incorrect. We apologise for the error. | Metro |

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| 07/04/2011 | 1 | Claudia Adusei | Claudia Adusei complained to the Press Complaints Commission that the newspaper had published an online article which erroneously named her as a woman who had died after travelling to America for cosmetic surgery. | The newspaper accepted that it had wrongly identified the complainant as the victim of the negligent operation in an early report of the death that was based on a news agency feed. It apologised for the error. The complaint was resolved when the newspaper amended the online article appropriately and appended the following footnote: This article was amended on 9 March 2011. The original wrongly identified the young woman who died. The Guardian's own later version of the story correctly named her as Claudia Aderotimi.' | The Guardian |
| 07/04/2011 | 1 | Claudia Adusei | Claudia Adusei complained to the Press Complaints Commission that the newspaper had published an online article which erroneously named her as a woman who had died after travelling to America for cosmetic surgery. | The newspaper accepted that this article was incorrect but pointed out that all other coverage of the story on its website identified the correct woman as the victim. The complaint was resolved when newspaper amended the online article and appended the following note to the piece: Contrary to an earlier version of this article, the person involved was Claudia Aduseye Aderotimi, not Claudia Adusei as we incorrectly stated. We are happy to make this clear. | The Daily Telegraph |

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| 07/04/2011 | 1 | Claudia Adusei | Claudia Adusei complained to the Press Complaints Commission that the newspaper had published an online article which erroneously named her as a woman who had died after travelling to America for cosmetic surgery. | The newspaper accepted that it had wrongly identified the complainant as the victim of the negligent operation in an early report of the death that was based on a news agency feed. It explained that further articles gave the correct name to the victim. The complaint was resolved when the newspaper apologised to the complainant in correspondence and amended the online article appropriately. | Daily Mirror |
| 07/04/2011 | 1 | Claudia Adusei | Claudia Adusei complained to the Press Complaints Commission that the newspaper had published three articles (one in print and two online) that wrongly named her as a woman who had died after travelling to America for cosmetic surgery. | The newspaper accepted that its coverage was erroneous. The complaint was resolved when the PCC negotiated the amendment of the online articles and publication of the following correction and apology in the newspaper and online: Claudia Adusei/Aderotim - On 10 February, we reported from a news agency source that Claudia Adusei, 20, from London, died after buttock enhancement treatment in Philadelphia. The agency had been misinformed that the girl was Claudia Adusei, when it was, in fact, Claudia Aderotimi who died. We apologise for any distress caused to the families concerned. | The Independent |

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| 07/04/2011 | 1 | Roger Wade | Roger Wade, Director of Boxpark, complained to the Press Complaints Commission that the newspaper had published inaccurate and misleading information in relation to Boxpark, a temporary retail development in Shoreditch. | The matter was resolved between the parties with the removal of the article from the newspaper's website.' | Evening Standard |
| 08/04/2011 | 3 | A man | A man complained to the Press Complaints Commission that the newspaper had intruded into his private life in breach of Clause 3 (Privacy) in publishing an article about his former wife. The article included details of the break-up of the marriage. The complainant was given a pseudonym, but due to an error, one picture of him (of two published) was not pixelated. | The complaint was resolved when the PCC negotiated the publication of the following apology: An apology: Late Blooming Lesbians We made an error in the article "Late Blooming Lesbians", published on October 24, 2010. The article included a photograph which should have been pixelated to protect the identity of ex-husband "Sean". We apologise for any distress caused to "Sean" by our error. | The People |

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| 11/04/2011 | 1 | Lord Martin of Springburn | Lord Martin of Springburn complained to the Press Complaints Commission that an article which claimed that he was part of a "Labour heavy mob" intent on disrupting proceedings in the House of Lords was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following text, in the newspaper and online, in addition to the amendment of the online article: Following "The Labour heavy mob rides roughshod over Lords tradition" (Jan 23), Lord Martin of Springburn has asked us to make clear that as a former Commons Speaker he sits as an independent Crossbencher in the House of Lords, and that while he spoke in debates on the Parliamentary Voting System and Constituencies Bill he did not act in consort with Labour peers to disrupt the proceedings. We accept his position. | The Sunday Telegraph |
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| 12/04/2011 | 1 | Sir Andrew Motion | <p>Sir Andrew Motion, chair of the Museums, Libraries & Archives Council, complained to the Press Complaints Commission that the newspaper had published inaccurate and misleading information about remarks made in an email by the Chief Executive of the MLA, Roy Clare.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following correction and letter: Roy Clare A report on 15 Jan reported claims that Roy Clare, Chief Executive of the Council for Museums, Libraries and Archives held the view that libraries are "only for the middle class". We accept that Mr Clare believes libraries are for everyone and are happy to set the record straight. Letters. *****Public library services (Mail) are changing. Local councils have less cash following the banking crisis but the economic climate is only one factor. There's also pressure from population changes and from technology as consumers can choose books cheaply on-line and in supermarkets. The internet is enabling instant access to more information than was ever imaginable. Despite this, demand for library services remains strong and many local councils are providing attractive modern services. The best aren't solely building-based but are linked with schools, colleges, universities, community centres, job centres, GPs' surgeries and high street shops. Britain needs a well-educated, informed and creative population but we struggle to place higher than 20th in world education ranking. An efficient library service can play a crucial role in spreading the habit of enjoyable reading, strengthening knowledge and updating skills, delivering benefits for national prosperity. Reading is as popular as ever but the country has a literacy problem. One in six people can't read and write well enough to get by. Too many talented children begin school struggling to read because they've never seen a book. Too many</p> | Daily Mail |
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| 14/04/2011 | 1, 6, 9 | A man | A man complained to the Press Complaints Commission that the newspaper had breached Clause 1 (Accuracy) and Clause 9 (Reporting of Crime) of the Editors' Code in reporting on a shooting that had taken place at his home. The article had included the name of his young child, who had witnessed the incident.' | The newspaper immediately accepted that it had breached Clause 9 of the Code. It removed the article from its website and internal archives, and made a note that no information from the article should be republished except that which related directly to the shooting. The newspaper investigated how the breach had occurred and reminded relevant staff members of their obligations under the Code. The complainant was content for the matter to be resolved on that basis. | Daily Record |
| 14/04/2011 | 3 | Ms Cheryl Cole | Ms Cheryl Cole complained to the Press Complaints Commission through Supersonic PR that a published photograph of her had been taken inside a hotel complex in a place where she had a reasonable expectation of privacy. | The complaint was resolved following the PCC investigation into the circumstances in which the photograph was taken, the removal of the photograph from the newspaper's website, its assurance that the image would not be republished and a more general assurance as to future publication of photographs of the complainant.' | The Sun |
| 14/04/2011 | 1 | Mr Eddie Muir | Mr Eddie Muir complained to the Press Complaints Commission that the newspaper's 'Birthdays' column had erroneously listed Lynn Redgrave as turning 68 on March 8 2011, when, in fact, she had died in May 2010.' | The matter was resolved when the newspaper published the following correction in its 'For the Record' column: 'In our Birthday's column (8 March) we stated that it was Lynn Redgrave's 68th birthday. In fact, she died on 2nd May 2010.' | Daily Mirror |

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| 14/04/2011 | 1 | Mr Bob Whittome | Mr Bob Whittome, clerk to Epping Town Council, complained to the Press Complaints Commission that an article reporting on tributes to Ian Anderson - a controversial local figure who had recently passed away - had inaccurately referred to him as 'a friend' of Mr Anderson. The complainant explained that he had sent an obituary notice to the press for Mr Anderson only in his professional capacity as Town Clerk. He was concerned that the article gave the erroneous impression that a close relationship existed between them.' | The complaint was resolved when the PCC negotiated the publication of the following correction: On February 10, the Epping Forest Guardian carried an article on page 12 headed: Tributes Pour In For Town's Campaigner, following the death of Ian Anderson, vice chairman of The Friends of Swaines Green. The story contained a statement from Bob Whittome, Clerk to Epping Town Council and described Mr Whittome as a friend of Mr Anderson. The Guardian would like to make clear that Mr Whittome issued the statement solely as part of his official role as clerk to Epping Town Council and that he knew Mr Anderson only in a professional capacity. We apologise for our error and any inconvenience caused. ' | Epping Forest Guardian |
| 14/04/2011 | 1 | A man | A man complained to the Press Complaints Commission that the newspaper had incorrectly claimed that he had sued police for £50,000. His claim had in fact been for £15,000. He stated that the reference to him as a stalker was inaccurate. | The complaint was resolved when the newspaper removed the article from its website. | The Times |

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| 14/04/2011 | 1 | Mrs Sue Hodge | Mrs Sue Hodge complained to the Press Complaints Commission that the newspaper had published a photograph of her house, boat house and further property in the context of an article relating to second homes in Helford. She was a fulltime resident in the village and the issues raised in the article did not relate to her in any way, yet an association was implied by the publication of the image of her residence. The complainant found coverage of issues in the village tended to be unbalanced and considered more viewpoints should be reflected in reports. | The complaint was resolved when the newspaper stated that it would not republish the image in print or online. It had also taken steps to ensure that the image was removed from any third-party database it may have reached. The newspaper added a note of the complainant's views on the issues raised in the article to its library archives for future reference.' | The Daily Telegraph |
| 14/04/2011 | 3 | Mr Enda McVeigh | Mr Enda McVeigh complained to the Press Complaints Commission that an article had intruded into his privacy when it published a photograph of his house and details of where he lived and of his family. | While the newspaper did not accept that there had been a breach of the Code, the complaint was resolved when the PCC negotiated the removal of the photograph and the description of the complainant's house and family from the online version of the article. ' | The Mail on Sunday |
| 14/04/2011 | 3 | Allan Reid | Allan Reid complained to the Press Complaints Commission that the newspaper had published his private medical details in relation to an allegation (which had subsequently been dismissed) of professional misconduct. | The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website.' | The Sun |

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| 14/04/2011 | 3 | Allan Reid | Allan Reid complained to the Press Complaints Commission that the newspaper had published his private medical details in relation to an allegation (which had subsequently been dismissed) of professional misconduct. | The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website.' | Evening Standard |
| 14/04/2011 | 1 | Mr Lance Landau | Mr Lance Landau complained to the Press Complaints Commission that the newspaper had repeatedly and incorrectly referred to Raoul Moat as a "cop killer" on its website. | The complaint was resolved when the newspaper published the following statement on its news homepage: "An article on Saturday referred to Raoul Moat as a cop killer. While Moat blinded PC David Rathband and killed his ex-partner's new boyfriend Chris Brown, he did not kill any police officers. We are happy to make this clear."' | The Sun |
| 14/04/2011 | 1 | Mr Kevin Arscott | Mr Kevin Arscott complained to the Press Complaints Commission that the claim Father Christmas had been banned from a children's nursery due to a complaint from a Muslim family represented the newspaper's conjecture yet had been presented as fact.' | The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website.' | Daily Mail |
| 15/04/2011 | 1 | Ms Katie Price | Ms Katie Price complained through her solicitors, Archerfield Partners LLP about 6 articles which she said contained inaccurate claims about the circumstances of her break-up with husband Alex Reid. | The matter was resolved privately between the parties. | Daily Mirror |

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| 18/04/2011 | 1 | Dr Colin Eagle | Dr Colin Eagle complained that an article was inaccurate when it stated that he was the diving partner of a diver who had lost his life. | The complaint was resolved when the newspaper published the following letter from the complainant, in addition to amending the text of the online article: Report on Henley diver's inquest I wish to clarify some errors in the article "Henley in Arden diver died in shark hunt" published in the Coventry Telegraph on December 22. The article concerned the tragic and untimely death of a friend - Maurice Gowen. It should be made clear that although I was described in the article as Maurice's "diving buddy", I was not his dive partner on the day. I was part of the group of ten on the dive. Maurice's diving buddy was, in fact, Timothy Priest. I was the diving buddy of David Biggs. Maurice had become separated and then found floating on the surface by divers from an Italian group separate to our party. In my opinion, the report from the inquest suggested our party had surfaced, learned Maurice was okay, and then continued our dive. This is incorrect as we were unaware of the tragedy and did not surface until the dive was completed 43 minutes later. Dr C Eagle, Tilehouse Green Lane, Knowle ' | Coventry Telegraph |
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| 19/04/2011 | 1 | Mr John Martin | <p>Mr John Martin complained to the Press Complaints Commission about a report on the recent industrial dispute between the London Fire Brigade and the Fire Brigade Union. The complainant was concerned that the article had inaccurately claimed that firemen worked three shifts, followed by four days off or 'two nine-hour day shifts and then a 15-hour night shift'. He also expressed concern about an assertion that 'Fire crews were paid up to £50,000 a year, including overtime', stating that such a salary was only attainable for the highest paid members of 'fire crews'.</p> | <p>The matter was resolved when the PCC negotiated the publication of the following correction and appropriate amendments to the online article: London Firefighters Following our report "London firemen who live overseas" (Oct 29, 2010) we have been asked to make clear that firefighters currently work two nine-hour and two 15-hour shifts per week and most of them could not earn "up to £50,000 a year including overtime".</p> | The Daily Telegraph |
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| 19/04/2011 | 1 | Baroness Greenfield | Baroness Greenfield complained to the Press Complaints Commission through Lewis Silkin solicitors of London that a diary item in relation to her was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following clarification, in addition to the removal of the article from the newspaper's website: Baroness Greenfield was replaced as chairman of the Women in Science awards (Mandrake, Jan 23) after L'Oreal transferred the event to the Royal Society, following her departure from the Royal Institution. Her claims of sexual discrimination and unfair dismissal against the Royal Institution were settled on mutually acceptable terms. We are happy to make this clear.' | The Sunday Telegraph |
| 20/04/2011 | 3 | Clare Hayes | Claire Hayes complained to the Press Complaints Commission that the newspaper had approached her at home following her appearance in Bournemouth Magistrates' Court. She was concerned that despite having advised the journalist that she did not wish to comment on the hearing, a photograph of her was taken and subsequently published without consent.' | The newspaper explained that the photograph had been taken when the complainant was visible to a photographer in a parked car on a public road and did not accept that its methods of obtaining the image - or, indeed, its publication - represented a breach of the Code. However, the newspaper was happy to address the complainant's concerns and the complaint was resolved when it arranged for the removal of the photograph from its website.' | Daily Echo (Bournemouth) |

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| 20/04/2011 | 1 | Lord Ahmed | Lord Ahmed complained to the Press Complaints Commission that an article reporting on the grooming of girls by Asian men contained inaccuracies and distorted his views. | The complaint was resolved when the PCC negotiated the publication of the following clarification, in addition to the amendment of the online article: Lord Ahmed Further to our article of January 30 (Grooming of girls by Asian gangs fuelled by unhappy arranged marriages to cousins), Lord Ahmed has asked us to make clear that the phenomenon of Asian men preying on vulnerable young girls is not only by men from Pakistan, and nor are the victims always white. We are happy to set the record straight. | The Mail on Sunday |
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| 20/04/2011 | 1 | NHS Blackpool | <p>Ms Colette Cassin, Head of Communications for NHS Blackpool, complained to the Press Complaints Commission about an article reporting a mother's claim that, after having received a letter from Marton Medical Practice inviting her to arrange a swine flu vaccination for her son, she had been informed by the Practice that the letter had been sent out in error. The complainant said that the article was inaccurate; no letters had been issued by the Practice and, further, the mother had not been 'told that it was sent by mistake'. The complainant was also concerned that the newspaper published the mother's claims without ever having seen the letter.'</p> | <p>The matter was resolved when the PCC negotiated the publication of the following apology: An article headlined 'Mother's fury over swine flu jab error' was published in The Gazette on January 19 2011. The report stated that in November 2010 Kelly Gawne received a letter from Marton Medical Practice advising her to take her child for a swine flu vaccine. It said that, upon contacting the Practice, she was informed the letter had been issued in error, and 'should never have been sent out'. It further alleged that Miss Gawne had been told that 'the vaccine was available in other practices, but that she would need a prescription from her own doctor'. To date The Gazette has not seen the letter in question. Since publication, we have been contacted by NHS Blackpool, who asked us to make the following points clear: There was no error by Marton Medical Practice as no letters regarding swine flu vaccinations were issued by them. While, in accordance with Department of Health Guidelines in place at the time, Blackpool NHS did issue letters between December 2009 and February 2010, none were sent out after May 2010. NHS Blackpool deny that any member of the Marton Medical Practice told Miss Gawne that the letter had been sent out by mistake. The Practice say they ceased giving swine flu vaccinations when the Department of Health programme ended in March 2010. The swine flu vaccine is not available in other practices. Furthermore, even if prescribed by a doctor, it cannot be obtained from a chemist. We are happy to clarify the situation and wish to apologise to NHS Blackpool and Marton Medical Practice for the errors</p> | Blackpool Gazette |
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| 20/04/2011 | 1 | Neil Roberts | Mr Neil Roberts complained to the Press Complaints Commission that the newspaper had illustrated an article about changes in the process of renewing firearms licenses with an image of handguns, which were not legal in the UK and did not relate to the issues discussed in the article. | The complaint was resolved when the PCC negotiated the removal of the image of handguns, which was replaced by an image of a shotgun. | Daily Mail |
| 20/04/2011 | 1 | Trevor Mooney | Trevor Mooney complained to the Press Complaints Commission that the newspaper had published a misleading report regarding his application to build twenty-four homes on a disused car park in Dinting, Derbyshire. In his view, the article contained inaccuracies that had impacted upon the success of the planning application submitted to High Peak Council. | The complaint was resolved when the newspaper accepted that the opening paragraph of the article contained an error and the PCC negotiated the publication of the following clarification: An article headlined "Second try for Dinting development" (9 February) wrongly stated that had councillors approved a planning application for affordable homes on Dinting Road, a "slice of countryside would be concreted over". In fact, the area is not a greenfield site it is a brownfield site and has been used as a car park for a number of years. We apologise for the error. | Glossop Advertiser |

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| 20/04/2011 | 1 | FullFact | Full Fact complained to the Press Complaints Commission that an article reporting on life expectancy on the Gurnos estate in Merthyr Tydfil was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following clarification in the newspaper: In our February 12 edition we reported life expectancy on the Gurnos estate in Merthyr Tydfil was 58.8 years. In fact this refers to healthy life expectancy and the average life expectancy is actually 70 years, which is not lower than Iraq or Haiti as reported (page 30). | Daily Mirror |
| 20/04/2011 | 1 | FullFact | Full Fact complained to the Press Complaints Commission that an online article reporting on life expectancy on the Gurnos estate in Merthyr Tydfil was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the amendment of the online article and the publication of the following note at the end of the online article: An earlier version of this article referred to the figure for life expectancy in Merthyr Tydfil as being 58.8 years. In fact, this is the figure for healthy life expectancy' in Merthyr Tydfil, and the average life expectancy is not lower than that in Iraq or Haiti as originally reported.' | Daily Mail |

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| 20/04/2011 | 1 | Edward Cameron | Mr Edward Cameron complained to the Press Complaints Commission that an article reporting on reductions in bus services contained inaccuracies. | <p>The complaint was resolved when the PCC negotiated the publication of the following clarification in the newspaper: Some bus services will be reduced, not axed More details have emerged about changes to Stagecoach bus services due to take place from April 17. Following a story in the News on February 23, we would like to clarify that while the No 15 service from St Ives to Cambridge will be cancelled as reported, the 91, 95 and 96 buses on that route will continue to run as before. Furthermore, the March to Peterborough No 33 bus will not be cancelled but will instead operate at a reduced level during off-peak times. The 66 and 65 services will operate hourly from Huntingdon to St Neots - and not involve St Ives as was stated. Finally, it should be added that a number of services under the heading service reductions' in our February 23 article will run at the same level but with an amended timetable. These include the new X8 service, which has directly replaced the X7, the Cambridge to Bury St Edmunds No 11 service and the Cambridge to Ely No 12 bus. For more information on these routes, visit www.stagecoachbus.com/serviceupdatedetails.aspx?Id_2358.</p> | Cambridge News |
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| 20/04/2011 | 1 | Richard Walker | Mr Richard Walker complained to the Press Complaints Commission that an article was misleading when it suggested that the pension of a refuse collector was £10,000 per annum. | The complaint was resolved when the PCC negotiated the amendment of the online article to remove the reference to refuse collectors. | Daily Mail |
| 20/04/2011 | 1 | Ms CC Lee | Ms C.C. Lee of Kent complained to the Press Complaints Commission that an article reporting on a shooting at Smithfield Horse Fair in Dublin was misleading. The complainant was particularly concerned that the headline 'Hundreds of terrified travellers run for cover after armed rivals take feud to horse fair' erroneously suggested that the fair was attended exclusively by travellers.' | The matter was resolved when the PCC negotiated the removal of the reference to travellers from the headline of the online article. | Daily Mail |
| 20/04/2011 | 1, 3, 12 | Allan Reid | Allan Reid complained to the Press Complaints Commission that the newspaper had published his private medical details in relation to an allegation (which had subsequently been dismissed) of professional misconduct. | The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website.' | Clydebank Post |

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| 21/04/2011 | 1 | Dr Paul Baker | Dr Paul Baker complained that the newspaper had published a comment piece containing the inaccurate claim that there has never been an incidence of HIV infection in the UK porn industry. The complainant pointed out that according to the BBC's Newsnight television programme, four men in the UK have been diagnosed with HIV after having unprotected sex as part of a gay porn shoot.' | The newspaper explained the reasoning behind the comment and, while it did not accept that the piece contained a factual error, the complaint was resolved when the newspaper appended the following clarifying statement to the online article: There has never been an incidence of HIV infection in the UK heterosexual porn industry, although there have been cases reported in the UK gay porn industry as well as in the US. | The Independent |
| 21/04/2011 | 1 | Jessie Wright | Jessie Wright complained to the Press Complaints Commission that the newspaper had published an inquest report on the death of her sister-in-law which contained a number of inaccuracies. | The complaint was resolved when the PCC negotiated the publication of the following correction and apology on the newspaper's dedicated "Getting it Right" column: In a report of the inquest into the death of Sharon Wright we incorrectly stated that her neighbours contacted the police. In fact it was her sister-in-law, Jessie Wright, who got in touch with them because she concerned about Ms Wright. We also referred to Ms Wright incorrectly in one paragraph of the story as Ms Morris. We would like to apologise to her family for both of these errors and the distress we have caused. The family have also said that they believe Ms Wright had lain undiscovered for three days and not seven. ' | Bristol Evening Post |

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| 28/04/2011 | 1 | The Rt Hon Lord Prescott | The Rt Hon Lord Prescott complained to the Press Complaints Commission that an article in regard to his expenses in the House of Lords was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction in the newspaper and online, in addition to the removal of the original online article: AN article on March 4 stated Lord Prescott claimed £10,016 in House of Lords expenses between July and September. In fact, he claimed £9,312, which includes £4,940 for office costs paid for the full period, rather than the 13 days he attended the House. As a result, Lord Prescott did not claim nearly £800 a day. We regret the error and are happy to set the record straight. | The Sun |
| 28/04/2011 | 5 | Mr Simon Foster | Mr Simon Foster of Newquay complained to the Press Complaints Commission about a statement which the newspaper had appended to an article paying tribute to his father, Mr Paul Foster, who had recently passed away. The statement referred to legal proceedings which had been brought against Mr Foster, but were subsequently discontinued. The complainant was concerned that the inclusion of this information in an otherwise sympathetic piece displayed a lack of sensitivity, which had caused considerable upset to his family. | The newspaper explained that, as it had previously reported the charges against Mr Foster, it deemed it appropriate that it should clarify the status of the proceedings for readers. While it did not accept that the inclusion of this information constituted a breach of Clause 5 of the Code, the matter was resolved when the PCC negotiated the removal of the online article, as well as the publication of an obituary and the following statement: In reference to an earlier article in the Cornish Guardian re Paul Foster, the family would like to reiterate that the case against Paul was discontinued before he passed away and that he always strenuously denied the claims. | Cornish Guardian |

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| 28/04/2011 | 5 | Mrs Debbie Edwards | Mrs Debbie Edwards of Newquay complained to the Press Complaints Commission about a statement which the newspaper had appended to an article paying tribute to her brother, Mr Paul Foster, who had recently passed away. The statement referred to legal proceedings which had been brought against Mr Foster, but were subsequently discontinued. The complainant was concerned that the inclusion of this information displayed a lack of sensitivity. | The newspaper explained that, as it had previously reported the charges against Mr Foster, it deemed it appropriate that it should clarify the status of the proceedings for readers. While it did not accept that the inclusion of this information constituted a breach of Clause 5 of the Code, the matter was resolved when the PCC negotiated the removal of the online article, and a private letter to the complainant, apologising for any upset caused. | Cornish Guardian |
| 28/04/2011 | 1 | Robert Cooke | Robert Cooke complained to the Press Complaints Commission that the newspaper had published a composite image showing a Libyan rebel standing defiantly beneath three jets flown by Colonel Gaddafi's forces. He suspected that the image had been manipulated and the newspaper had not made this clear. In the complainant's view, this was misleading to readers and akin to propaganda.' | The newspaper explained that the complainant was correct and the image was, in fact, two separate photographs. It thanked him for pointing out that some clarification was required. The complaint was resolved when the newspaper amended the caption accompanying the online image to make clear that the image of the Libyan rebel was a "Vision of freedom" and the jets had been photographed at an earlier time. | The Sun |

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| 28/04/2011 | 1 | Mr Mark Hazel | Mr Mark Hazel of Birmingham complained to the Press Complaints Commission that an article had erroneously listed his son, also named Mark Hazel, as living at Dulwich Road, Kingstanding. The complainant explained that his son did not reside at this address, and expressed concern that readers would be misled as a result. | While the newspaper did not accept that there had been a breach of the Clause 1 of the Code, the matter was resolved when the PCC negotiated the publication of the following clarification, as well an alteration to the online article: In our article Police vow as burglars are sent to jail' (31 January) we referred to Mark Hazel of Dulwich Road, Kingstanding. We would like to make clear that the Mark Hazel who currently resides at this address is not the man referred to in the report. ' | Birmingham Mail |
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| 28/04/2011 | 1 | Brighton & Hove City Council | Brighton & Hove City Council complained to the Press Complaints Commission that the newspaper had reported the council's response to a story about complaints received from residents regarding the condition of roads in the local area but had distorted its position by omitting key details. The complainant said that the article highlighted how long the council had taken to fix a pothole but failed to report a crucial passage of a written statement from the council, pointing out that the authority received a complaint about the pothole in question 'yesterday' and attended to it 'today'. | The newspaper did not accept that the article was misleading to readers as the main thrust of the piece was that road surfaces in the area were poor and it had carried a spokesperson's comment that the council was carrying out regular repairs and that an emergency repair had been ordered on the specific pothole mentioned in the piece. After some discussion, the complaint was eventually resolved when the PCC negotiated the publication of the following letter: Regarding your report on January 15 about a pothole in Standean Close, Coldean, we would like to point out that we went to inspect it on the day after it was reported and ordered an urgent repair. All councils are struggling with potholes after a hard winter. But we are doing our best, prioritising the worst first. Cllr Geoffrey Theobald Cabinet councillor for environment Brighton & Hove City Council ' | The Argus (Brighton) |
| 28/04/2011 | 5 | Mrs Wendy Smith | Mrs Wendy Smith of West Sussex complained to the Press Complaints Commission that a report of an inquest into the death of her daughter, Melissa, was insensitive and had caused great upset to her family. | While the newspaper did not accept that the article was in breach of the Code, the matter was resolved when the PCC negotiated a private letter to the complainant, apologising for any distress caused. | The Argus (Brighton) |

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| 28/04/2011 | 1 | Ms Cheryl Cole | Ms Cheryl Cole complained (through her representatives Supersonic PR) about a story published in December, 2010. | The matter was resolved directly between the parties. | Grazia |
| 28/04/2011 | 5 | Mrs Wendy Smith | Mrs Wendy Smith of West Sussex complained to the Press Complaints Commission that a report of an inquest into the death of her daughter, Melissa, was insensitive and had caused great upset to her family. | While the newspaper did not accept that the article was in breach of the Code, the matter was resolved when the PCC negotiated a private letter to the complainant, apologising for any distress caused. | Steining Herald |
| 28/04/2011 | 1, 5 | Katy Poynter | Katy Poynter complained to the Press Complaints Commission that the newspaper had published a report of the inquest into her brother's death which contained inaccuracies. The complainant was also concerned that the coverage was insensitive as it emphasised details from life of the deceased which she considered irrelevant and included excessive information regarding how he had died.' | The complaint was resolved when the newspaper provided a private letter for the complainant containing an apology and an assurance about its handling of inquest reports. | Bucks Free Press |
| 28/04/2011 | 1 | Mr Cael Sendell-Price | Mr Cael Sendell-Price, who was a member of a group which received a Prince's Trust award, complained to the Press Complaints Commission that the newspaper had claimed the team was made up of "educational underachievers, former offenders and unemployed young people". He stated that he did not fall within any of these categories.' | The complaint was resolved when the PCC negotiated the removal of the complainant's name from the article.' | South Wales Echo |

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| 28/04/2011 | 1 | West London Mental Health Trust | Ms Charlene Stephenson, Communications Manager for West London Mental Health NHS Trust complained to the Press Complaints Commission that an article had contained inaccurate and inappropriate language when it described Broadmoor Hospital as a "jail". | The complaint was resolved when the newspaper amended its online article to refer to Broadmoor as a secure hospital, and published the following correction: Following the article "Fury at mad killer's bid for release" we have been asked to point out that Broadmoor is a secure hospital not a jail". | Daily Mirror |
| 28/04/2011 | 1 | Paul Golding | Paul Golding complained to the Press Complaints Commission that the newspaper had wrongly reported that he was once expelled from the BNP for allegedly attacking a fellow councillor. | The newspaper considered that it had grounds for reporting the claim but accepted that it had not check the position with the complainant prior to publication. The complaint was resolved when the newspaper promptly removed the online article in question and made two undertakings: the first to ensure that the reference to the alleged attack and expulsion is not repeated and the second to contact the complainant in advance of any future stories relating to him. | Kent on Sunday |
| 29/04/2011 | 1 | Mr James Middleton | Mr James Middleton complained to the Press Complaints Commission that an article which referred to his connection with the company Forestry for Life contained inaccuracies. | The complaint was resolved when the newspaper removed the article from its website. | Daily Mail |

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| 02/05/2011 | 1 | Mr Philip Caddick | Mr Philip Caddick complained to the Press Complaints Commission that the newspaper referred to sun beds as "killers" and that it incorrectly claimed a ban on sunbeds in gyms would "help save millions of lives every year". | The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: Dear Sir, Further to your report on 17 February ("Appeal to ban health centre killers") I would like to point out that you wrongly claimed that the North West Cancer Research campaign to ban sunbeds in Cheshire gyms would "help save millions of lives every year". Your article elsewhere stated that 2,070 people died from skin cancer in the UK each year, and there is no suggestion that sun beds are responsible for all these deaths. The implication that "millions" of people die each year from using sun beds is therefore completely inaccurate and I consider the reference to them as "killers" to be misleading. Yours sincerely, Phil Caddick Solar Powered Runcorn.' | Chester Chronicle |
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| 03/05/2011 | 1 | Will Moy of Full Fact | Will Moy of Full Fact complained to the Press Complaints Commission that the newspaper had published an inaccuracy in relation to the findings of a review of the legislative framework and arrangements for children with special education needs and disabilities. | The complaint was resolved when the PCC negotiated the publication of the following correction: Special needs children We reported, in common with several other newspapers (14 September), that Ofsted had found that schools have wrongly labelled up to 750,000 children as having special education needs'. This was based on our understanding of information provided at a press briefing. To clarify, we are now advised that the true estimate was up to around 450,000. A correction was also appended to the article online. ' | Daily Mail |
| 03/05/2011 | 1 | Full Fact | Full Fact complained to the Press Complaints Commission that an online article reporting on life expectancy on the Gurnos estate in Merthyr Tydfil was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction: Gurnos Estate Our article (12 Feb) stated that men's life expectancy on the Gurnos estate in Merthyr Tydfil was 58.8 years. In fact, that is the average age of healthy life expectancy. Average life expectancy is 70 years, not lower than Iraq or Haiti as suggested. ' | The Daily Telegraph |

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| 05/05/2011 | 1 | English PEN | Mr Jonathan Heawood, Director of English PEN, complained to the Press Complaints Commission that an article was inaccurate and misleading when it suggested that a visit by the poet Shazea Quraishi to HMP Bulwood Hall was funded by taxpayers; in fact, the visit was funded by the charity. | The complaint was resolved when - in addition to the removal of the online article - the PCC negotiated the publication of the following clarification in the newspaper and online: FURTHER to our article about a visit by the poet Shazea Quraishi to Bullwood Hall Prison, (Jailbard', February 28) we have been asked to point out her visit was funded by a charity, English PEN, and not from public funds. We are happy to make this clear.' | The Sun |
| 05/05/2011 | 1 | Christopher Hackett | Christopher Hackett complained to the Press Complaints Commission that the newspaper had published inaccuracies in relation to a court case in which stepson, Reece Kent, had pleaded guilty to a charge of inflicting grievous bodily harm. | The PCC negotiated the amendment of the article online on two points. The complainant did not wish to prolong the matter further and therefore agreed to settle his complaint on that basis. | Daily Mirror |
| 05/05/2011 | 1 | Ms Tracy Lyon | Ms Tracy Lyon complained to the Press Complaints Commission that the newspaper had published an article about a scheme to set up enterprise zones which she considered to have no factual basis. | The matter was resolved by means of private correspondence between the parties. | The Sun |

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| 05/05/2011 | 3, 5 | Michael Duckett | Michael Duckett complained to the Press Complaints Commission that the magazine had published a photograph of his mother's grave which he considered intrusive and insensitive as she had passed away very recently and he and his family were still grieving their loss.' | The magazine explained that the article was intended to report the ways in which mourners remember their loved ones and said there was no wish to intrude into the grief of the complainant's family. It regretted the upset caused by the publication of the photograph. The complaint was resolved when the magazine provided a private letter of apology for the complainant.' | Real People |
| 05/05/2011 | 1, 12 | Mr Tim Matthews | Mr Tim Matthews on behalf of Mr Paul Lawton, Mrs Evey Upton and Mr David Cooper complained to the Press Complaints Commission that the newspaper had published an article which was unfair, inaccurate and misleading. In particular, the complainant was concerned that the article reported as fact that Mr Lawton had been paid "thousands of pounds" of housing benefits, and had referred to Mr Lawton as a "dosser". | The complaint was resolved when the PCC negotiated the amendment of the online version of the article and a private letter of apology from the newspaper to the complainant. | Evening Echo (Basildon) |

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| 05/05/2011 | 1 | Dr Julie-Ann Little | Dr Julie-Anne Little complained to the Press Complaints Commission that the newspaper had published an article which was accompanied by a photograph of a garage (owned by the complainant) and incorrectly identified it as the location of a double murder that took place in 1991. | The complaint was resolved when the PCC negotiated the publication of the following clarification: Cliff Terrace, Castlerock On March 4, we carried a picture of a garage at 10, Cliff Terrace, Castlerock along with a caption which suggested that the bodies of Trevor Buchanan and Lesley Howell had been found there in 1991. We now understand that this was not the case and that the incident did in fact take place at another property. The News Letter is happy to clarify the issue and we regret the error. | Belfast News Letter |
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| 05/05/2011 | 1 | Mr Tim Cowen | <p>Mr Tim Cowen of NSL complained to the Press Complaints Commission about an article reporting on a dispute over working hours in its parking enforcement operation, which it ran on behalf of Camden Council. The complainant was concerned about a Unison claim that NSL had consistently refused to recognise Unison for the purposes of collective bargaining over pay and other issues...despite the fact that a clear majority of staff on the NSL Camden contract were Unison members - the basic criterion for union recognition'. The complainant explained that there was no recognition agreement in place because no evidence of a 'clear majority' had ever been produced by Unison. He was concerned that this specific allegation had not been put to him prior to publication, with the result that readers might infer that NSL was in breach of trade union law.'</p> | <p>Although the newspaper accepted that it did not ask specifically what NSL thought about union representation, it said that Unison's claim to have a large share of Camden's NSL workforce as members was explained to the complainant prior to publication. Given that no direct comment was made on this point, the newspaper felt that it was reasonable to infer that NSL did not know the size of Unison representation and, therefore, to rely on Unison's claim that a 'clear majority' existed. While the newspaper did not accept that there had been a breach of the Code, the matter was resolved when the PCC negotiated the publication of the following clarification: A report in the Camden New Journal on December 23 quoted an official from Unison saying that NSL had refused to recognise union, despite there being a majority of the workforce who are Unison members. NSL say they have never refused to recognise Unison and they say they had never received any evidence of Unison membership in Camden. They add that they have now received this evidence for the first time in the last few weeks and are in the process of agreeing recognition in Camden with Unison. '</p> | Camden New Journal |
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| 06/05/2011 | 1 | Tom Glancz | Tom Glancz complained to the Press Complaints Commission that two of the newspaper's columnists had made inaccurate references to the crime rate in Nottingham in breach of Clause 1 (Accuracy) of the Editors' Code.' | The complaint was resolved when the PCC negotiated the publication of the following correction: In recent columns, both Daisy Waugh and AA Gill referred to what they believed to be Nottingham's high crime rate. In fact, the city's crime rate fell by 50% from 2002-3 to the year ending in February, and the city was ranked 25th in Home Office figures for violence against the person in 2009-10. We are happy to set the record straight.' | The Sunday Times |
| 11/05/2011 | 5 | Samaritans | Ms Nicola Peckett, Head of Communications for Samaritans, complained to the Press Complaints Commission that an article contained excessive detail about the suicide of a man who had died by inhalation of carbon monoxide. | The matter was resolved when the newspaper, after being contacted directly by Samaritans, amended the online version of the piece. A note was also circulated to all relevant editorial staff reminding them of the provisions of Clause 5 (ii) of the Editors' Code and emphasising the need to ensure suicide reports do not contain too much detail about the method used. The complaint was resolved on this basis. ' | Liverpool Daily Post |

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| 11/05/2011 | 1 | Ian Strachan | <p>Ian Strachan complained to the Press Complaints Commission that articles published in 2007 and 2008 in the Daily Mail (which remained available on the newspaper's website) were inaccurate on a number of points. In particular, he said that the newspaper was wrong to have referred to him as bisexual - he is heterosexual and has never had anything other than platonic relationships with men. A specific allegation that he had once had an affair with a male aide to the royal family was untrue and had caused especial distress. He said the newspaper was also wrong to have suggested he: had a regular cocaine habit; had pretended to be dead to avoid paying a woman, Laura Gosling (the source for the story), money she claimed he owed her; had claimed his father was a New York judge; had bragged about spending £15,000 on clothes per month; used to cut the labels out of designer clothes to sew them into his own; was in arrears in respect of rent payments and had 'barely a penny to his name'.</p> | <p>The complaint was resolved when the PCC negotiated a series of amendments to the online articles under complaint. A number of the points raised by the complainant were corrected in this way and, in respect of other points, copy was altered to ensure that readers would not be misled into believing that claims by third parties who had spoken to the newspaper were in any way accepted by the complainant. In particular, the 2008 report was amended to make it quite clear that the complainant adamantly denied the allegation of an affair with a male aide to the royal family.</p> | Daily Mail |
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| 11/05/2011 | 1 | Ian Strachan | <p>Ian Strachan complained to the Press Complaints Commission that an article containing inaccuracies (which had originally been published by the Daily Mail in 2008) was available on the newspaper's website. He said the piece was incorrect in a number of respects, especially in claims that he: was bisexual and had had an affair with a man; was penniless and regularly took financial advantage of others.'</p> | <p>The matter was resolved when the PCC negotiated the removal of the piece from the newspaper's website.'</p> | <p>Evening Standard</p> |
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| 11/05/2011 | 1 | Mr David Amess | Mr David Amess, Member of Parliament for Southend West, complained to the Press Complaints Commission that an article which reported a question he had asked in Parliament about sustainable local transport was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following apology, in addition to the removal of the original article and the readers' comments which accompanied it: In an article on December 7, to which readers responded in published letters, the Echo reported questions asked in Parliament by David Amess MP in relation to sustainable local transport, in which he said "Like most cycle networks in the country, ours does not best meet the needs of centenarians". We would like to make clear that Mr Amess's comments were intended to emphasise his overall point that the ageing population rely on buses rather than bicycles; he was not asking for better provisions for hundred-year-old cyclists. We apologise to Mr Amess for any distress caused and are happy to set the record straight.' | The Echo (Southend) |
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| 11/05/2011 | 1 | Mr Michael Shaw | Mr Michael Shaw from Edinburgh complained to the Press Complaints Commission about an online article which reported that, in the course of a recent protest in Manchester, NUS President Aaron Porter had been surrounded' by demonstrators who 'hurled' anti-Semitic abuse at him. The complainant, who was positioned in close to proximity to Mr Porter during the demonstration, said that he had not heard anti-Semitic abuse of any kind. He was concerned that the article gave the erroneous impression of mass chants of racism by protestors.' | The matter was resolved when the PCC negotiated the addition of YouTube footage of the protest to the article, as well as the following statement: Further to publication of this article, we have been contacted by Mr Michael Shaw, a student who was positioned in close to proximity to Mr Porter during the protest. Mr Shaw denies that anti-Semitic abuse of any kind was chanted, stating that he heard nothing to support such an assertion. | Daily Mail |
| 11/05/2011 | 1, 3 | A married couple | A married couple complained to the Press Complaints Commission that the newspaper had quoted them in a misleading context in breach of Clause 1 (Accuracy) of the Editors' Code and intruded into their private lives in breach of Clause 3 (Privacy) of the Code.' | The newspaper did not accept that it had breached the Code. Nonetheless, the matter was resolved when the Commission negotiated a private letter from the newspaper to the complainants. | Scottish News of the World |

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| 11/05/2011 | 1, 3 | A married couple | A married couple complained to the Press Complaints Commission that the newspaper had quoted them in a misleading context in breach of Clause 1 (Accuracy) of the Editors' Code and intruded into their private lives in breach of Clause 3 (Privacy) of the Code.' | The newspaper did not accept that it had breached the Code. Nonetheless, the matter was resolved when the Commission negotiated the removal of the article from the newspaper's online archive.' | Scottish Sun |
| 11/05/2011 | 1 | Mr Michael Shaw | Mr Michael Shaw from Edinburgh complained to the Press Complaints Commission about an online article which reported that, in the course of a recent protest in Manchester, NUS President Aaron Porter had been surrounded' by demonstrators who 'barracked [him] with anti-Semitic insults'. The complainant, who was positioned in close proximity to Mr Porter during the demonstration, said that he had not heard anti-Semitic abuse of any kind. He was concerned that the article gave the erroneous impression of mass chants of racism by protestors.' | The matter was resolved when the PCC negotiated the addition of a link to YouTube footage of the protest to the article, as well as the following statement: Following the publication of this article, we have been contacted by Mr Michael Shaw, a student who was positioned in close proximity to Mr Porter during the protest. Mr Shaw says that he did not hear any anti-Semitic abuse being chanted. | The Daily Telegraph |

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| 11/05/2011 | 1 | Full Fact | Full Fact complained to the Press Complaints Commission that an article reporting on life expectancy on the Gurnos estate in Merthyr Tydfil was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction in the newspaper, in addition to the removal of the online article and the marking of the newspaper's files: Fil of Life Our article (February 12) stated life expectancy on the Gurnos estate in Merthyr Tydfil was 58.8 years. In fact, this refers to healthy life expectancy and the average life expectancy is 70 years, which is not lower than Iraq or Haiti as we reported. ' | The Sun |
| 11/05/2011 | 7, 11 | A woman | A woman complained to the Press Complaints Commission that the newspaper had published information that could identify a child victim of crime in breach of Clause 7 (Children in sex cases) and Clause 11 (Victims of sexual assault). | The newspaper said that careful consideration had gone into the wording of the article to ensure that the victim in the case could not be identified. It did not accept that there had been a breach of the Code, but expressed regret that the coverage had caused upset. On receipt of the complaint, it had taken immediate action to ensure that the complainant's concerns were reflected in further coverage of the case. The matter was resolved on the basis of the newspaper's detailed explanation of how it takes the welfare of victims into account when it covers such cases.' | Dumfries & Galloway Standard |

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| 11/05/2011 | 1 | Peter Reynolds | <p>Peter Reynolds, leader of Cannabis Law Reform, complained to the Press Complaints Commission that the newspaper had published inaccurate and misleading information about the potential harm of cannabis.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: Your article "Teenage Drug Use Rises" on 28th February 2011, highlights how ineffective the prohibition of cannabis is. Cannabis Law Reform (CLEAR) seeks to represent the interests of the six million people in Britain that use cannabis regularly. We advocate a system of regulation which will protect children and the vulnerable. Under the present system, it is easier for children to buy cannabis than it is to buy cigarettes or alcohol. This is a ridiculous, irresponsible and self-defeating policy. Clearly, no psychoactive substance should be used when the brain is still developing. However, what makes matters even worse is the sort of information which you were provided with by the Lancashire Drug and Alcohol Action Team. Samantha Jones said that cannabis is "far from being a safe drug" yet Professor Leslie Iversen, the government's chief drugs advisor says cannabis is "one of the safer recreational drugs". In fact, the latest evidence is that cannabis is at least 100 times safer than alcohol and 1000 times less toxic. Also, Ms Jones says that cannabis increases the risk of cancer and lung disease. However, the largest study of its type was carried out by Dr Donald Tashkin of UCLA in 2006 who found that cannabis has a protective effect against lung damage and cancer, even inhibiting the carcinogenic effects of tobacco smoke. However much money it wastes, the government is not going to stop people using cannabis. A tax and regulate regime would produce a net benefit of at least £6 billion per annum to the</p> | <p>Lancashire Evening Post</p> |
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| 11/05/2011 | 1 | Mr Lee Vaughan | Mr Lee Vaughan complained to the Press Complaints Commission that the newspaper had published an article reporting on his conviction contained inaccuracies and was misleading. | The complaint was resolved when the newspaper annotated its records to ensure that the inaccuracies were not repeated. | The Sun |
| 11/05/2011 | 1 | Mr Lee Vaughan | Mr Lee Vaughan complained to the Press Complaints Commission that the newspaper had published an article reporting on his conviction which contained inaccuracies and was misleading. | The complaint was resolved when the newspaper published the following correction: War medals On February 4, 2011, we reported the jailing of Lee Vaughan who had pleaded guilty to handling stolen goods and three charges of attempted burglary. Our report wrongly stated that Vaughan had stolen war medals from a veteran. Although Vaughan had been charged with stealing the medals the court accepted Vaughan's not guilty plea to that charge. We are happy to make the position clear.' | Herald Express (Torquay) |

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| 11/05/2011 | 1 | Mr Lee Vaughan | Mr Lee Vaughan complained to the Press Complaints Commission that the newspaper had published an article reporting on his conviction which contained inaccuracies and was misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction: Lee Vaughan On February 4, 2011, we reported the jailing of Lee Vaughan who had pleaded guilty to handling stolen goods and three charges of attempted burglary. Our report wrongly stated that Vaughan had stolen' war medals from a veteran. Although Vaughan had been charged with stealing the medals the court accepted Vaughan's not guilty plea to that offence. We are happy to make the position clear. ' | Western Morning News |
| 11/05/2011 | 1 | Mr Julian Williams | Mr Julian Williams on behalf of SOFA Project complained to the Press Complaints Commission that an article which reported on a man convicted of rape who was allowed out of jail to work in the SOFA Project furniture warehouse contained inaccuracies and was misleading. | The complaint was resolved when the PCC negotiated the removal of the online article and the marking of the newspaper's files, in addition to the offer of a letter. ' | The Sun |

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| 11/05/2011 | 1 | Graham Elwell | Graham Elwell complained to the Press Complaints Commission that the newspaper had published an article which contained a number of inaccuracies relating to plans to develop homes on a site in Rugeley, Staffordshire. | The complaint was resolved when the PCC negotiated the publication of the following correction and apology: A report in the Express & Star on March 31 wrongly stated that Elwell Transport plan to build 100 homes on the Pear Tree estate in Rugeley and had made connections to the drainage system. This information was incorrect. The company plans to build 2 houses and although pipes have been laid, they have not been connected. We apologise for these errors in our report. | Express & Star (Wolverhampton) |
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| 12/05/2011 | 1 | Mr Anthony Bailey OBE | Mr Anthony Bailey OBE complained to the Press Complaints Commission that an article had referred to an accusation of blackmail made against him in 1995, but had failed to make clear that the case was dismissed in a magistrate's court, which found that the person making the allegation was a 'fraud' and an 'imposter'. The article had also stated that the Labour Party's acceptance of a donation by the complainant was misguided, when in fact - after refusing a donation in 2005 - the Labour Party apologised for the error and welcomed donations from the complainant.' | The complaint was resolved when the PCC negotiated the publication of the following clarification: Anthony Bailey. Further to a column by freelance commentator Mark Seddon on 28 August 2010 we wish to clarify that an accusation of blackmail against Anthony Bailey OBE was thrown out by a magistrate's court in 1995, which concluded that his accuser was himself 'a fraud and an imposter'. Mr Bailey was awarded full costs. We regret this was omitted from our report and are happy to make clear that, after refusing a donation from him in 2005, the Labour Party subsequently agreed their reason for the rejection had been mistaken and accepted further donations from him. We apologise that these omissions caused distress. | Daily Mail |
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| 13/05/2011 | 1 | Prince Jonathan Doria Pamphilj | <p>Prince Jonathan Doria Pamphilj complained to the Press Complaints Commission that the newspaper had published two inaccurate articles. The first wrongly referred to civil partner of five years as his "boyfriend" and contained other errors relating to relating to a dispute over inheritance. The second piece wrongly stated that the complainant's historical family home, Palazzo Doria Pamphilj, had once played host to members of the SS.'</p> | <p>The PCC negotiated the amendment of the online article to remove the "boyfriend" reference and correct the other issues identified regarding a family court case, the birthplace of the complainant's son and the inheritance rights of his children. The complaint was resolved in full when the reporter responsible for the article about the royal palace apologised directly to the complainant and the newspaper arranged for the publication of the following correction in its dedicated corrections column: An article on private palaces in Rome (At home with the Roman A-list, Travel, April 3) implied that the Palazzo Doria Pamphilj had received German SS officers as guests during the war. This was incorrect and unintentional. The wartime Prince Filippo Andrea VI Doria Pamphilj was a prominent anti-Fascist whose palace was forcibly occupied by the SS while he was in hiding. We apologise to the present Prince and his family. '</p> | The Sunday Times |
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| 16/05/2011 | 1 | Andrew Perry | <p>Andrew Perry, a Crown Advocate for the Crown Prosecution Service, complained to the Press Complaints Commission that the newspaper had published a number of inaccuracies in an article about a presentation he had given while on secondment to Road Safety Support Ltd.</p> | <p>The complaint was resolved when the PCC negotiated the publication of a correction and the removal of the article from the newspaper's online archive. The following correction was published in the newspaper: Andrew Perry An article on September 5, 2010, "... fury as police cash in on car phone picture", said Andrew Perry, a CPS lawyer, might have been in contempt of court by giving a presentation using an evidence picture of footballer Jermaine Defoe using a mobile phone while driving, before the case had been heard. In fact the picture related to a speeding case that had already concluded; a mobile phone case mentioned in the article had not yet begun. We are happy to set the record straight. The following correction was published online: Andrew Perry An article on September 5, 2010, "...fury as police cash in on car phone picture" said Andrew Perry, a CPS lawyer, might have been in contempt of court by giving a presentation using an evidence picture of footballer Jermain Defoe using a mobile phone while driving, before the case had been heard. In fact the picture related to a speeding case, prosecuted by Mr Perry, that had already concluded; a mobile phone case mentioned in the article had not yet begun. We are happy to set the record straight. '</p> | The Mail on Sunday |
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| 17/05/2011 | 1 | West London Mental Health Trust | Ms Charlene Stephenson, Communications Manager for West London Mental Health NHS Trust complained to the Press Complaints Commission that an article had claimed incorrectly that Ian Brady was a patient at Broadmoor Hospital. She also said that the article had made speculative claims that patients at the hospital believed that they should be allowed to claim benefits. | The online publication removed the reference to Ian Brady as a patient, and explained that it had occurred as a result of human error. It said that the article was not speculative as it had referred specifically to the views of four patients and one former patient, whose position was that they should be allowed to claim benefits. However, the article was slightly amended to reflect more clearly that these claims were not general. The complaint was resolved on this basis. | Mail Online |
| 17/05/2011 | 1, 3 | A man | A man complained to the Press Complaints Commission that the newspaper had published his job title and company after he had specifically requested that it did not. | The complaint was resolved when the PCC negotiated a private letter of apology from the newspaper to the complainant for failing to comply with his request. | The Argus (Brighton) |
| 17/05/2011 | 1 | Network Private Hire | Network Private Hire complained to the Press Complaints Commission through Bannatyne, Kirkwood, France & Co Solicitors that an article had stated inaccurately that James Baxter was a boss and a major share-holder of Network Private Hire. In fact he had only ever been a minority share-holder and was not a director of the company. | The complaint was resolved when the PCC negotiated the publication of the following clarification: NETWORK PRIVATE HIRE We recently reported on James Baxter, formerly a share-holder of Network Private Hire. We would like to clarify that Mr Baxter never had direct ownership of the Company, was only a minority share-holder, and was never a director or boss of Network Private Hire. | Sunday Mail |

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| 17/05/2011 | 1 | Professor Martha Mundy | Professor Martha Mundy complained to the Press Complaints Commission that the newspaper had published an inaccurate and misleading account of a dispute that had taken place following a student union debate at the London School of Economics about a possible academic boycott of Israel. | The complaint was resolved when the PCC negotiated the amendment of the article online to make clear the complainant's position on the matter.' | Jewish Chronicle |
| 17/05/2011 | 1 | A man | A man complained to the Press Complaints Commission that an article about a man who had been detained indefinitely at the State Hospital, Carstairs, was inaccurate in referring to him as having been "caged". The complainant said this type of language was likely to increase the stigma attached to mental illness. The PCC's guidance on reporting mental health issues specifically refers to the term "caged" as being inaccurate as a description of a person who has been detained in a secure hospital.' | The matter was resolved when the PCC negotiated an amendment to the online version of the article, so that the word "caged" was changed to "detained". A member of the PCC's staff discussed the matter with key editorial staff at the newspaper.' | Daily Record |

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| 17/05/2011 | 1 | Camilla Sutcliffe | <p>Camilla Sutcliffe complained to the Press Complaints Commission on behalf of East Lancashire Hospitals NHS Trust that the newspaper had published misleading information in respect of the Trust's decision to close Accident & Emergency services at Burnley hospital.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter from the Trust in the newspaper and with the article online: Your report on the impact of the private finance initiative (PFI) on A&E units ("Casualty units shut to pay for private finance hospital contracts", January 27) did not tell the whole story. The East Lancashire Hospitals NHS Trust did not close the A&E at Burnley General Hospital to help pay for a new PFI hospital at Blackburn. A clinically led reconfiguration of a range of services centralises emergency care at Royal Blackburn Hospital, while an urgent care centre remains at Burnley. The result has been reduced deaths among emergency patients in East Lancashire. Lynn Wissett Deputy Chief Executive East Lancashire Hospitals NHS Trust Blackburn Lancashire</p> | The Daily Telegraph |
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| 17/05/2011 | 1 | Mr and Mrs Lee Bull | Mr and Mrs Lee Bull complained to the Press Complaints Commission that the newspaper had published inaccuracies in relation to a road traffic collision in which they had been involved. | The complaint was resolved when the PCC negotiated the publication of the following clarification: Talbot Green collision: clarification On December 13, we printed a picture and report regarding a road traffic collision between an ambulance and a car, which happened on December 12 at the junction of the A4119 and Talbot Road in Talbot Green. We did not intend to suggest either party was to blame for the incident. We apologise for any confusion or upset caused. We also reported that the driver of the car received treatment from the crew of the ambulance involved in the incident, based on information from the Welsh Ambulance Service, which stands by it. However, the driver of the car has asked us to make clear that he disputes this claim. | Pontypridd & LLantrisant Observer |
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| 17/05/2011 | 1 | Mr and Mrs Lee Bull | Mr and Mrs Lee Bull complained to the Press Complaints Commission that the newspaper had published inaccuracies in relation to a road traffic collision in which they had been involved. | The complaint was resolved when the PCC negotiated the publication of the following clarification: Talbot Green collision: clarification. On December 13, we printed a picture and report regarding a road traffic collision between an ambulance and a car, which happened on December 12 at the junction of the A4119 and Talbot Road in Talbot Green. We did not intend to suggest either party was to blame for the incident. We apologise for any confusion or upset caused. We also reported that the driver of the car received treatment from the crew of the ambulance involved in the incident, based on information from the Welsh Ambulance Service, which stands by it. However, the driver of the car has asked us to make clear that he disputes this claim. | South Wales Echo |
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| 17/05/2011 | 1 | Mr and Mrs Lee Bull | Mr and Mrs Lee Bull complained to the Press Complaints Commission that the newspaper had published inaccuracies in relation to a road traffic collision in which they had been involved. | The complaint was resolved when the PCC negotiated the publication of the following clarification: Talbot Green collision: clarification. On December 13, we printed a picture and report regarding a road traffic collision between an ambulance and a car, which happened on December 12 at the junction of the A4119 and Talbot Road in Talbot Green. We did not intend to suggest either party was to blame for the incident. We apologise for any confusion or upset caused. We also reported that the driver of the car received treatment from the crew of the ambulance involved in the incident, based on information from the Welsh Ambulance Service, which stands by it. However, the driver of the car has asked us to make clear that he disputes this claim. | Western Mail |
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| 18/05/2011 | 1 | Croydon Council | <p>Croydon Council complained that an article which claimed that there had been lengthy delays' in the provision of adaptations to social housing for disabled and elderly council tenants contained a number of inaccuracies. In particular, the complainant was concerned about the inaccuracy of claims that the budget for adaptations had been cut by £500,000; that extra money for the budget 'failed to materialise'; and that - despite contacting the council 6 months ago - one resident was 'still waiting for council staff to visit his house'.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following correction: In the article Residents face a long wait for needed improvements' (February 11) we suggested that Croydon Council planned to cut £500,000 from its adaptations budget for disabled residents living in council accommodation. The Advertiser would like to point out that, at the time of going to press, the plan was to reduce the budget by £50,000, not the figure stated in the article. The article also suggested that 'extra money failed to materialise', but Croydon Council would like to state that extra money was put into the adaptations budget. We also featured the case of local resident, Stuart Stone, stating that - despite contacting the council six months ago to arrange an occupational therapy assessment - he was still waiting for council staff to visit his house. Croydon Council would like to make clear that the first record they have of Mr Stone contacting them was in February 2011. The council would also like to stress that a £1.9m disabled facilities grant is available for tenants in privately rented accommodation. The Advertiser is happy to clarify these points and apologises for any inconvenience caused.'</p> | Croydon Advertiser |
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| 19/05/2011 | 1 | Disability Alliance | <p>Neil Coyle, the Director of Policy for the Disability Alliance, complained to the Press Complaints Commission - with the support of a number of other prominent charity organisations - that the newspaper had published a misleading article on the subject of disability related benefits. The complainant said the article was inaccurate when it stated that half of the 3.2 million people on Disability Living Allowance (DLA) had never been asked for evidence to back up their claims when, in fact, the claim forms itself acts as evidentiary support.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter: "The great disability benefit free-for-all" (Mail) suggested that half the disabled people receiving Disability Living Allowance hadn't provided evidence of their needs. This was misleading - and appeared as the Government plans £2 billion worth of cuts to DLA. Disabled people seeking DLA have to complete a detailed claim and often ask a GP to provide information. Many are required to attend a medical assessment and the Department of Work and Pensions also conducts further checks. There is no factual basis to suggest widespread DLA abuse: the DWP estimates DLA fraud at 0.5 per cent, but plans to cut spending on it by 20 per cent. Perversely, the Government's latest initiative will require a new assessment costing £675 million and mean routinely checking disabled people whose conditions are unchanged, such as those who are blind. The last Conservative government introduced DLA to help with disability-related higher costs of living, but a third of disabled people still live in poverty. DLA contributes towards equipment not provided by the NHS or higher heating bills to manage health conditions for example. The importance of DLA to vulnerable individuals cannot be disputed. The 1997 Benefit Integrity Project led to the suicide of some disabled people. As the impending cuts are implemented, we fear history being repeated. Neil Coyle, Disability Alliance, and representatives of Action for ME, Radar, Mind, the Learning Disability Coalition, Breast Cancer Care, Action for Blind People. MND Association.</p> | Daily Mail |
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| 20/05/2011 | 1 | Jacques More | Jacques More complained to the Press Complaints Commission that the magazine had published a "real life" article containing a number of inaccuracies and misleading statements regarding his appearance, his relationship with an ex-work colleague and the nature of his advances towards her. | The magazine explained that the article was a first-person account of events and the woman who had provided the story had confirmed that the details were correct during a read back. However, it responded positively to the complainant's concerns and, as a gesture of goodwill, removed the online article. The complainant was satisfied with this action as a resolution to his complaint.' | Pick Me Up |
| 20/05/2011 | 1 | Zac Goldsmith MP | Zac Goldsmith MP complained to the Press Complaints Commission that reference to him, including the publication of his photograph, in an article about the Treasury's planned closure of a stamp duty loophole was inaccurate and misleading; in fact, he had always paid full stamp duty on his properties.' | The complaint was resolved when the PCC negotiated the publication of the following clarification, in the newspaper and online: We are happy to make clear that Zac Goldsmith (Super-rich to lose stamp duty dodge, March 6) has always paid full stamp duty on his properties and that the use of his photograph to illustrate the article was not intended to suggest otherwise. We regret any confusion caused. | The Sunday Times |

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| 24/05/2011 | 1 | Maaïke Voorhoeve | <p>Maaïke Voorhoeve complained to the Press Complaints Commission that the newspaper had published an article about the work-life balance achieved by Dutch women in which she was misquoted. The complainant further argued that she was misrepresented as a woman who had a casual attitude to work - spending hours a day chatting in cafes and relying on her boyfriend financially - when this was entirely contrary to her actual lifestyle.</p> | <p>The complaint was resolved when the PCC negotiated the removal of the online article and the provision of a private letter of apology from the newspaper to the complainant. The newspaper also contacted other online news sources responsible for republishing the piece on an informal basis with a request for the removal of their versions of the article.</p> | Daily Mail |
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| 24/05/2011 | 1 | Mr Ian Allen | Mr Ian Allen of London complained to the Press Complaints Commission that two articles reporting on the recent industrial dispute between the London Fire Brigade and the Fire Brigade Union were inaccurate and misleading. In particular, he said that the overwhelming majority fire crew members could not expect to pocket up to £50,000 a year after overtime' and that it was untrue to state that 'talks had collapsed when the [Union] demanded a £10,000 pay rise'. He also objected to the newspaper's reference to firefighters as 'firemen', which he felt was discriminatory, and suggested that the employees involved in the dispute were male only.' | The newspaper maintained that the talks did collapse as a result of the Union pay demand, and denied that its reference to firefighters as firemen' was misleading or discriminatory. However, the matter was resolved when the PCC negotiated the publication of the following clarification in respect of fire crews' annual salary: Our 28 October article last year 'Striking firemen want £10,000 pay rise' mentioned that 'fire crews could already expect to pocket up to £50,000 a year after overtime'. We would like to clarify that this top sum referred to what a senior manager might expect to earn. We are sorry if this was misunderstood.' | Daily Mail |
| 24/05/2011 | 1 | Mr Faisal | Mr Faisal complained to the Press Complaints Commission that the publication of a photograph depicting Muslim women in the context of an article about illegal immigration was misleading. | The complaint was resolved when the newspaper removed the photograph from the online article. | Daily Mail |

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| 24/05/2011 | 1 | Miss Lisa Anne Docherty | Miss Lisa Anne Docherty complained to the Press Complaints Commission that the newspaper had published several inaccuracies about her. She was concerned it had incorrectly stated that she had previously been in the army, that she had five children and gave inaccurate information regarding operations she had undergone. | The complaint was resolved when the newspaper removed the article from its website and made undertakings about attempts to contact the complainant in the future. | Scottish Sun |
| 24/05/2011 | 1, 3 | Mrs Vicky Cattell | Mrs Vicky Cattell complained to the Press Complaints Commission that the newspaper had published claims about the cause of her daughter's death before it had been established by the post mortem.' | The complaint was resolved when the newspaper stated that the information had been supplied by the police, and offered to publish an article, to be written by the complainant, about the misuse of ketamine. | Hackney Gazette |
| 24/05/2011 | 1, 3 | Mrs Vicky Cattell | Mrs Vicky Cattell complained to the Press Complaints Commission that the newspaper had published claims about the cause of her daughter's death before it had been established by the post mortem.' | The complaint was resolved when the newspaper altered the online article to remove the reference and published an article by the complainant highlighting the dangers of ketamine. | Evening Standard |

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| 24/05/2011 | 1 | Ian Strachan | <p>Ian Strachan complained to the Press Complaints Commission that an article was inaccurate in stating that he had served 22 months in prison; in fact it was 30 months. He also disputed that he had ever claimed to be a "friend of royalty".</p> | <p>The matter was resolved when the PCC negotiated publication of the following clarification, under the heading "Release from prison of Aberdeen-born man": In an article in August last year we referred to the release from prison of Aberdeen-born Ian Strachan, who had been convicted of blackmailing an unnamed member of the Royal Family. Mr Strachan has asked us to clarify that he served 30 months in jail in total, not 22. In addition, he says he never claimed to be a "friend of royalty", although he was acquainted with some members of the Royal Family.</p> | Press & Journal |
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| 25/05/2011 | 1 | Sir Alan Langlands | <p>Sir Alan Langlands of the Higher Education Funding Council for England complained to the Press Complaints Commission that an article had seriously misrepresented the conclusions of the National Audit Office's report on "Regulating Financial Sustainability in Higher Education" and presented a misleading and distorted picture of the financial health of universities. He was particularly concerned about the article's central claim that 'seven universities were on the brink of closure' / 'faced imminent closure', stating that there was nothing in the report to support such a conclusion.'</p> | <p>While the newspaper did not accept that its article was in breach of Clause 1 of the Editors' Code, the matter was resolved when the PCC negotiated the publication of the following letter: Your article a few weeks ago which claimed 'seven ailing universities' were on the brink of closure' misrepresents the findings of National Audit Office's report and gives a misleading impression of these institutions' financial health. Although the NAO mentioned seven institutions as being 'at higher risk', nowhere does the report state that they face imminent closure. The conclusion that many universities are in dire financial straits does not reflect the Higher Education Funding Council for England analysis quoted in the report. This said that the sector is in a sound financial position and ready to face future challenges. Total income for higher education institutions in England in 2009-10 was £22.2 billion, a 5 per cent increase on the previous year. Sir Alan Langlands, Higher Education Funding Council for England, Bristol '</p> | Daily Mail |
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| 26/05/2011 | 5 | Samaritans | Ms Nicola Peckett, Head of Communications for Samaritans, complained to the Press Complaints Commission that an article contained excessive detail about the suicide of a man who had died by inhalation of carbon monoxide. | The newspaper said the article in question had been one of a number of inquest reports published in the same edition and that the judgements about which details to include were often very difficult. It was aware of the requirements in the Code of Practice and encouraged its staff to consider the practical implications of the Code. On this occasion, with hindsight, it acknowledged that the level of detail perhaps was too high. The matter was resolved in light of this acknowledgment. | Wrexham Evening Leader |
| 26/05/2011 | 3, 5 | Susan Jarvis | Susan Jarvis complained to the Press Complaints Commission that the newspaper had published an article about the various ways in which people adorn the graves of their loved ones accompanied by a photograph of her son's grave. The complainant considered the use of the image without her consent was both intrusive and insensitive and she made clear her view that it was not the newspaper's place to tell families how to express their grief. The complainant was further concerned that having complained directly to the journalist concerned, no reply had been received.' | While the newspaper explained that the image of the ornately decorated grave was taken in a publicly accessible cemetery, it made clear that there was no intention to intrude into the grief of the complainant or her family and it regretted the upset caused by the publication of the photograph. The complaint was resolved when the newspaper arranged for the prompt removal of the online photograph, annotated its image library with the complainant's concerns and provided a private letter for the complainant from the journalist responsible for the piece.' | Daily Mail |

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| 27/05/2011 | 1 | Mr Andrew Murray | Mr Andrew Murray, son of Sheryll Murray MP, complained to the Press Complaints Commission that an article had reported inaccurately that his father Neil Murray had drowned after falling from his vessel while out fishing. In fact, Mr Murray's body had been found on board his boat.' | The complaint was resolved when the PCC negotiated the publication of the following correction: A report carried online on 25 March (Fisherman husband of Tory MP drowns after becoming tangled up in his own net) stated that it was believed that Neil Murray, husband of East Cornwall MP Sheryll Murray, had drowned after falling overboard. We now understand that this was incorrect, and that Mr Murray was found on board his vessel. We are sorry for the error. | Mail Online |
| 27/05/2011 | 1 | Mr Andrew Murray | Mr Andrew Murray, son of Sheryll Murray MP, complained to the Press Complaints Commission that an article had reported inaccurately that his father Neil Murray had drowned after falling from his vessel while out fishing. In fact, Mr Murray's body had been found on board his boat.' | The complaint was resolved when the website published the following correction: Fishupdate would like to correct the error made regarding, Cornish fisherman Neil Murray, husband of South East Cornwall MP Sheryll Murray. Mr Murray did not drown as suggested in our headline and report of March 28th this year and was actually found on board his vessel. The initial information was supplied to us in good faith from a normally reliable source and similar reports were carried at the time by a number of other news organisations. Mr Murray was a highly respected West Country fisherman of long standing, and we would apologise to Mrs Murray and her family for any distress our report may have caused. | fishupdate.com |

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| 01/06/2011 | 1 | The Association of Leading Hungarian Dental Clinics | The Association of Leading Hungarian Dental Clinics approached the Press Complaints Commission, via Mackrell Turner Garrett Solicitors, with concerns about an article reporting a woman's negative experience of travelling to Hungary for specialist dental treatment. The complainants said that the piece would mislead readers as to the nature of the treatment received, the tools used and the alleged injuries suffered by the woman.' | The complaint was resolved when the newspaper removed the online article as a gesture of goodwill and arranged for the publication of the following correction in order to address the outstanding concerns about the accuracy of the coverage: Following the article "Cut Price Trip To Fix Teeth Left Me With A Broken Jaw" (31 Jan) we incorrectly stated that Sherree Rolf had been left with a broken Jaw following dental surgery in Hungary. In fact, she suffered from a dislocated jaw. | Daily Mirror |
| 01/06/2011 | 1 | Mr Christopher Bulmer | Mr Christopher Bulmer complained to the Press Complaints Commission that the newspaper had incorrectly claimed that Derrick Bird had met "twin ladyboy hookers" at his bar, "Spicy Girls A Go Go", in Pattaya Beach, Thailand. While Derrick Bird had been a customer, no ladyboys worked in or visited his bar. | The complaint was resolved when the newspaper agreed to publish the following correction: On 6 March we published a story "Birdy and the chickboy twins", in which we reported that Derrick Bird met twin ladyboy hookers in the "Spicy Girls A Go Go" bar in the sex resort of Pattaya Beach, Thailand, accompanied by a photograph of the bar. While Derrick Bird was a visitor to this bar, we are happy to make clear that he did not meet the twins in "Spicy Girls A Go Go". We apologise for this error. | Sunday Sport |

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| 01/06/2011 | 1 | Peter Reynolds | <p>Peter Reynolds, leader of Cannabis Law Reform, complained to the Press Complaints Commission that the newspaper had published inaccurate and misleading information about the potential harm of cannabis.</p> | <p>The newspaper did not accept that it had breached the Code; it believed that the article had been accurate and balanced. The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: With regard to your story on the book "Henry's Demons", which tells the tale of Henry Cockburn's descent into schizophrenia: one fact that science has demonstrated beyond doubt is that anyone using cannabis is extremely unlikely to develop psychosis. Since the Reefer Madness propaganda of the 1930s, the anti-cannabis brigade has been desperately trying to prove this theory without success, despite dozens of studies. In 2009, specifically in response to tabloid scare stories, the Advisory Council on the Misuse of Drugs commissioned a study from Keele University. It looked at almost 600,000 subjects and concluded that despite increased use of cannabis, "the incidence and prevalence of schizophrenia and psychoses were either stable or declining". This is by far the largest and most authoritative study on the subject. In this context, with six million regular users in the UK, the continuing prohibition of cannabis is unjust and undemocratic. More importantly, it denies the extraordinary medicinal benefits of the plant which science is now confirming. Remarkable results are being achieved in using cannabis to treat multiple sclerosis, cancer, Alzheimer's, Crohn's and a wide range of diseases. Peter Reynolds, Leader, Cannabis Law Reform'</p> | Evening Standard |
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| 01/06/2011 | 3, 5 | Susan Jarvis | <p>Susan Jarvis complained to the Press Complaints Commission that the newspaper had published an article about the various ways in which people adorn the graves of their loved ones accompanied by a photograph of her son's grave. The complainant considered the use of the image without her consent was both intrusive and insensitive and she made clear her view that it was not the newspaper's place to tell families how to express their grief. The complainant was further concerned that having complained directly to the journalist concerned, no reply had been received.'</p> | <p>While the newspaper explained that the image of the ornately decorated grave was taken in a publicly accessible cemetery, it made clear that there was no intention to intrude into the grief of the complainant or her family and it regretted the upset caused by the publication of the photograph. The complaint was resolved when the newspaper arranged for the prompt removal of the online photograph, annotated its image library with the complainant's concerns and provided a private letter for the complainant from the journalist responsible for the piece.'</p> | Daily Mail |
| 01/06/2011 | 1, 2 | Mr Des Dobson | <p>Mr Des Dobson complained to the Press Complaints Commission that the newspaper incorrectly claimed that his son had been involved in an incident in December 2010 when it had in fact been in December 2009. He also considered that the article wrongly implied that his son was associated with a crime he had no connection to.</p> | <p>The complaint was resolved following the alteration of the online article.</p> | Birmingham Mail |

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| 01/06/2011 | 1 | James Davidson | James Davidson complained to the Press Complaints Commission on behalf of Corrie Data Services that the newspaper had published inaccurate information in relation to a court case. | The complaint was resolved between the parties with the publication of the following correction: With reference to the article 'Student downloaded indecent pictures of children', which appeared in The Falkirk Herald of March 31, we would like to clarify several points. The photographs in question were contained on a computer taken to Corrie Data Services for repair and it was them who alerted police to their presence. The company was not involved in the case in any other way and we apologise to them for any impression that they were. Additionally, the accused was convicted of possessing indecent images and not downloading them. We are happy to make these points.' | Falkirk Herald |
| 01/06/2011 | 3 | Allan Reid | Allan Reid complained to the Press Complaints Commission that the newspaper had published his private medical details in relation to an allegation (which had subsequently been dismissed) of professional misconduct. | The complaint was resolved when the PCC negotiated the removal of the article from the newspaper's website.' | The Sun |

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| 01/06/2011 | 1, 3, 4 | A married couple | A married couple complained to the Press Complaints Commission that the newspaper had quoted them in a misleading context in breach of Clause 1 (Accuracy) of the Editors' Code and raised further breaches of Clause 3 (Privacy) and Clause 4 (Harassment) of the Code.' | The newspaper did not accept that it had breached the Code. Nonetheless, the matter was resolved when the PCC negotiated the removal of the article from the newspaper's online archive.' | Daily Record |
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| 02/06/2011 | 1, 5 | Helen Iaccarino | <p>Helene Iaccarino complained to the Press Complaints Commission that the newspaper's coverage of her daughter's tragic and unexpected death contained inaccuracies and represented an intrusion into her grief in breach of the Editors' Code. The newspaper had initially reported the death and this was followed up with a tribute article and an account of the child's funeral but the complainant had identified concerns about each piece.'</p> | <p>The newspaper acknowledged that its earlier articles misreported details of the funeral and considered that this aspect of the complaint had been addressed with the publication of a correction on this point. The newspaper attempted to respond to some of the complainant's further concerns in correspondence and the complaint was eventually resolved when the PCC negotiated the publication of the following correction and apology: We have been asked to clarify certain details regarding our coverage of the sad death of Charlotte James in December 2010. We incorrectly reported the time of Charlotte's funeral on two occasions and apologise for this error. Charlotte did not die "straight away" as a result of injuries to her chest as we reported, but passed away in hospital following epigastric injuries. We are happy to clarify these points and would like to apologise for any additional distress caused to Charlotte's family by our articles. '</p> | The Citizen (Gloucester) |
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| 02/06/2011 | 1 | Sir Alan Davies | Sir Alan Davies complained to the Press Complaints Commission that an article reporting on an investigation into bonuses at a school of which he was head teacher contained inaccuracies. | The complaint was resolved when the PCC negotiated the publication of the following correction: In an article in the Times published on 9 December, 2010 it stated Sir Alan Davies, former head teacher of Copland Community School in Cecil Avenue, Wembley, was paid a bonus of £403,000 in one year. The Times would like to apologise for this error and to point out that Sir Alan did not receive a bonus of £403,000 in one year but was allegedly paid bonuses of £130,000 over a two year period in addition to his normal salary. | Willesden & Brent Times |
| 03/06/2011 | 1 | Full Fact | Patrick Casey of Full Fact complained to the Press Complaints Commission that the newspaper had published inaccuracies in relation to a pilot study of how welfare reforms will affect current incapacity benefit claimants. In particular, the complainant was concerned that the newspaper had overstated the proportion of claimants who had been found "fit to work" by the study. | The complaint was resolved when the PCC negotiated the publication of the following clarification in the newspaper and amendment of the article online: Benefit Claimants In common with other newspapers, an article on 11 February reported official Department for Work and Pensions figures which suggested that 68 per cent of incapacity claimants were receiving benefits despite being fit for work. While 29 per cent were found fit for work straight away, the other 39 per cent were assessed as being unable to work now but able to work in the foreseeable future. We are happy to clarify the position. | Daily Mail |

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| 03/06/2011 | 1 | Jack P Shepherd | Coronation Street actor Jack P Shepherd complained to the Press Complaints Commission that the newspaper had published an article which contained various inaccuracies regarding his relationship with the mother of his child and his provision of child maintenance. | The complaint was resolved when the newspaper annotated its records with the correct information as supplied by the complainant and agreed to use the ITV press office as the first point of contact should it wish to obtain the complainant's comment or check the accuracy of stories in the future.' | The People |
| 06/06/2011 | 1 | EastEnders | Ms Carolyn Weinstein, Company Manager of EastEnders, complained to the Press Complaints Commission that an article about a threat to ban staff, including cast members, caught leaking storylines was misleading when it suggested - particularly through the use of a photograph - that Shane Richie and Steve McFadden were under suspicion. | The complaint was resolved when the PCC negotiated the publication of the following clarification, in the newspaper and online: On 20th April we said that EastEnders bosses had warned all staff, including cast members, that if anyone was found to be leaking confidential information they would be in breach of contract and would not work for the BBC again. We would like to make it clear that neither Shane Richie nor Steve McFadden are under suspicion of leaking any information. | Daily Mirror |

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| 06/06/2011 | 1 | Bill Wiggin MP | Bill Wiggin MP complained to the Press Complaints Commission that a comment piece was inaccurate and misleading when it stated that he had been "found guilty of dishonesty". | The complaint was resolved when the PCC negotiated the publication of the following apology, in the newspaper and online, together with the removal of the original article from its website: Following "It's time to show him the door, Dave" (Nov 13, 2010), we wish to make clear that Bill Wiggin MP was not, as we mistakenly reported, found guilty of dishonesty by any official body for specifying his second home as his main residence to get a parking permit. We apologise for this misunderstanding. ' | The Daily Telegraph |
| 10/06/2011 | 1 | Judith Shirres | Judith Shirres complained to the Press Complaints Commission that the newspaper had published inaccurate information regarding an estimate of the economic costs to the UK of immigration. | The complaint was resolved when the PCC negotiated the publication of the following clarification: Immigration costs We reported (April 15) that David Coleman, an Oxford academic, had "estimated in 2007 that immigrants cost the taxpayer £8.8bn a year". We would like to make clear that this figure was a sum of estimates provided by Professor Coleman in different categories (which may have included some overlap) and, in fact, should have been £7.8bn. | The Daily Telegraph |

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| 10/06/2011 | 1 | April Bennett | <p>April Bennett complained to the Press Complaints Commission about an article reporting police raids on individuals owing unpaid fines. She was concerned that the piece quoted her as questioning "Is this the justice system for the middle class as well as the scum of the earth?". This was a phrase she denied using.</p> | <p>The newspaper was able to provide the reporter's contemporaneous notes taken at the time of the raid. However, the complainant contested their accuracy. The complaint was eventually resolved when the PCC negotiated the publication of the following statement at the end of the online article: April Georges Bennett has asked us to point out she does not accept that she responded to her arrest in the terms reported above. Ms Bennett denies using the phrase "scum of the earth" and we are happy to make her position clear. '</p> | West Briton |
| 10/06/2011 | 1 | Full Fact | <p>Patrick Casey of Full Fact complained to the Press Complaints Commission that the newspaper had published inaccuracies in relation to a pilot study of how welfare reforms will affect current incapacity benefit claimants. In particular, the complainant was concerned that the newspaper had overstated the proportion of claimants who had been found "fit to work" by the study.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following clarification in the newspaper and amendment of the article online: Incapacity Benefit Our report "Fitness tests show millions on benefit are fit to work" (Feb 11) stated that in two pilot areas tested, roughly 70 per cent of claimants tested had been found fit to work. We wish to make clear that 30 per cent of claimants were found fit to work; 39 per cent were placed in the Work Related Activity Group, which comprises people who are unable to work now but who with the right help could work in the foreseeable future.</p> | The Daily Telegraph |

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| 10/06/2011 | 1, 3 | A man | <p>A man complained to the Press Complaints Commission about an article which reported whistleblower claims that employee concerns over illegitimate restraint techniques' used by security firm G4S had been ignored. The complainant's concern related to a video published with the online article showing staff (of which he was one) acting out varying escort scenarios. He said that, contrary to the article's assertion, the footage was not intended to be a 'training video', but was shown to prospective employees to illustrate the type of work they would undertake at the firm. He was also concerned that the publication of a video had intruded into his private life, informing people of his previous employment.'</p> | <p>The newspaper did not accept that the article was significantly inaccurate or intrusive of the complainant's privacy. However, the complaint was resolved when the PCC negotiated a sentence making clear that the footage was originally produced by a rival security firm and that the video was originally used to give prospective/new recruits an insight into difficult situations rather than provide training on techniques.'</p> | The Guardian |
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| 10/06/2011 | 1 | Bill Wiggin MP | Bill Wiggin MP complained to the Press Complaints Commission that an article which reported on his expenses was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following clarification, in the newspaper and online: An article of 27 February stated that Bill Wiggin MP had been "forced to repay £4,294 for wrongly designating his second home in London as his main home". In fact, Mr Wiggin was asked to repay £4,294 in relation to expenses and council tax claimed on his second home in London from 2004 to 2006. From 2004-2007 Mr Wiggin wrongly designated his main home (which was his constituency home) as his second home in London. The Standards and Privileges Committee concluded that this mistake was "unfortunate and unintended. Mr Wiggin gained nothing and the public purse lost nothing". | Sunday Mirror |
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| 10/06/2011 | 1 | Bill Wiggin MP | Bill Wiggin MP complained to the Press Complaints Commission that an article which reported on his expenses was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following clarification, in the newspaper and online: An article of 4 March ("Watchdog set to quiz MP on cash") stated that Bill Wiggin MP had "claimed £4,009 from Parliamentary costs which he did not actually incur between 2004 and 2006". We would like to make clear that the £4,009 figure, which he was asked to repay, represents half the sum Mr Wiggin was paid from Parliamentary allowances in regard to his second home in London. In addition, the incorrect designation of Mr Wiggin's main home (his constituency home) as his second home was described by the Standards and Privileges Committee as "unfortunate and unintended. Mr Wiggin gained nothing and the public purse lost nothing". We are happy to clarify these points.' | Ledbury Reporter |
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| 10/06/2011 | 1 | Mr Paul Martin | Mr Paul Martin of Nuneaton complained to the Press Complaints Commission about a photograph that had been included in an article about paedophile twins' who had previously lived in Camp Hill, Nuneaton. The photograph in question displayed several properties in the Camp Hill area, one of which belonged to the complainant. He was concerned that readers would be misled into believing that the twins had lived at his property, or that of his neighbours. He also argued that the newspaper had intruded into his private life.' | The newspaper argued that readers would have recognised the photograph as illustrative of the area that the twins lived in, rather than depicting any specific property. While it did not accept any breach of the Code, the matter was resolved when the PCC negotiated the removal of the photograph from the online article, and a private letter of regret to the complainant. | Daily Mail |
| 10/06/2011 | 1 | Ms Kelly Wilson | Ms Kelly Wilson complained to the Press Complaints Commission that an article discussing how individuals of different backgrounds and finances viewed themselves as middle class had misrepresented comments she gave to the reporter. | The matter was resolved privately between the parties. | Daily Mail |

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| 10/06/2011 | 1, 3, 9 | A woman | A woman related to the convicted killer Michael Sweeney complained to the Press Complaints Commission that an article about her family had contained inaccuracies, intruded into her privacy, and - through the publication of a photograph of two other family members - might have identified her as the relative of a convicted criminal. | The newspaper said that it had acted in good faith in publishing the account of another family member, and it considered that the information included in the article about the complainant's family was relevant to a matter of public interest. It did not accept that the article had raised a breach of the Code. However, as a gesture of goodwill it removed the article from its website and added a note to its internal files making clear the complainant's position. The complaint was resolved on that basis.' | The Sun |
| 13/06/2011 | 1 | Lisa Brinkley | Lisa Brinkley complained to the Press Complaints Commission that the newspaper had published a court report pertaining to her brother's sentencing which contained inaccuracies.' | The complaint was resolved when the PCC negotiated the publication of a correction and apology in the following terms: Our article "Tragic' dealers used their own supply of drugs" (9 February) reported that Andrew Cawthorne was one of two individuals sentenced for possession of drugs with intent to supply. We have been asked to make clear that while Mr Cawthorne pled guilty to this charge and was subsequently convicted, he tested negative for drug use following his arrest. We are happy to clarify this point and apologise for any misunderstanding. ' | Dunstable Gazette |

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| 16/06/2011 | 1 | Cheryl Cole | Ms Cheryl Cole complained to the Press Complaints Commission (through her representatives, Supersonic PR) that an article was incorrect in its assertion that she had decided to move in with fellow musician Will.i.am. | The magazine disputed that the piece was inaccurate at the time of publication but as a gesture of goodwill, and to resolve the complaint, it published the following statement under the heading Cheryl Cole'. In December, we reported that Cheryl Cole was planning to move into Will.i.am's mansion as part of her move to Los Angeles. We now understand that Cheryl has not moved in with Will.i.am and has no intention of doing so. We are happy to make this clear.' | Look |
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| 16/06/2011 | 1, 4 | Mr Callum Chaplin on behalf of Ms Lucy Gamble | <p>Mr Callum Chaplin complained to the Press Complaints Commission on behalf of Ms Lucy Gamble that an article reporting that she had posted photographs of herself on a magazine's website contained inaccuracies. The complainant also had concerns about the conduct of the freelance reporter who had interviewed Ms Gamble for the article. Specifically, he said that the article was provocative and portrayed Ms Gamble misleadingly as a "rich girl gone bad". The complainant also objected to the newspaper's claim that Ms Gamble's boyfriend had given her "the courage to take things further", indicating instead that - as she had later been quoted in the coverage - she had referred to being older as well as having a long-term boyfriend as factors that had contributed to her being more comfortable with her body image. In addition, the complainant said that conflating Ms Gamble's interests in "drinking" and "men" was misleading, as they were not listed together on her Facebook page. In terms of the conduct of the reporter, the complainant said that she had been reluctant to disclose who gave her Ms Gamble's number, and further that Ms Gamble had been contacted by text on a number of occasions.'</p> | <p>While it did not accept that either the content of the article or the conduct of the reporter breached the Editors' Code, the newspaper made clear that the article had been removed from its website and that it had no intention to republish it. It also annotated its databases with the points of the complaint. The complaint was resolved by this action, and by the publication of this summary of the case, which allowed the complainant's concerns to be aired publicly.'</p> | Daily Mail |
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| 16/06/2011 | 14 | A man | A man complained to the Press Complaints Commission that an article had named him and made clear his previous occupation despite written confirmation that he would not be identified, in breach of Clause 14 of the Editors' Code.' | The complaint was resolved when the newspaper - which took full responsibility for the error and explained the circumstances in which it had occurred - wrote a private letter of apology to the complainant and made a donation to a charity of his choice. | Daily Mail |
| 16/06/2011 | 1 | Mrs Melissa Handy | Mrs Melissa Handy complained to the Press Complaints Commission that the newspaper had incorrectly stated that she had made a "false allegation of rape". | The complaint was resolved when the PCC negotiated the alteration of the online article and the publication of the following clarification both in the print edition of the newspaper and on its website: Our report about the acquittal of Melissa Handy (Woman's 'cry rape' case dropped after medical reports, March 17) should for clarity have stated that she had merely been accused of making a false allegation of rape, rather than stating that she had made such an allegation. ' | The Herald (Plymouth) |

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| 17/06/2011 | 1 | Glasgow Bar Association | Kenneth Waddell, President of the Glasgow Bar Association, complained that the newspaper had published an article which wrongly suggested that solicitors in a particular trial had requested bail for their client as a reason to charge more when, in fact, the main reason for obtaining bail is that it allows for more extensive case preparation. | The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant, on behalf of the Glasgow Bar Association: Dear Sirs, I write with reference to the article by Graeme Grant, Home Affairs Editor published on 13 April 2011, relating to the case of John Hay. On behalf of the Glasgow Bar Association can I clarify that Lawyers are not demanding bail to boost their own fees'. As the article confirmed, the concern is the proper conduct and preparation of the case. The current regulations page a fixed block fee to solicitors for visiting accused persons remanded in custody. This takes no account of exceptional cases where significant and important issues have to be discussed and instructions taken. Solicitors must take instructions. They act for an accused based on that person's instructions. There is now a difference between clients remanded in custody and clients at liberty; the fee for custody matters is fixed and therefore restricts (sometimes unfairly) what work can be done. It is important within the justice system that facilities are put in place to allow for proper preparation of a case, which in turn allows for a fair trial. Whether one loves or hates lawyers, it seems to be universally agreed that when someone is accused they have a right to be provided with the opportunity to properly prepare for the presentation of their defence. Solicitors' fess are then scrutinised by the Scottish Legal Aid Board who will only pay for work (at Legal Aid rates) that was both reasonable and necessary. Yours faithfully, Kenneth J Waddell, President, Glasgow Bar Association' | Scottish Daily Mail |
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| 20/06/2011 | 1 | Chrissi Lee | <p>Chrissi Lee complained to the Press Complaints Commission that the newspaper had published an article which stated that members of the Travelling community were responsible for dumping waste at a site in Essex when, in fact, it was not possible to prove this was the case.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter in response to the article: Dear Sir, Your article "We'll prosecute Travellers who dumped waste at site" (3 May) was, in my view, both disappointing and misleading. While Travellers had been at the site at Severalls Lane, Colchester, there was nothing to suggest they were responsible for dumping rubbish. Indeed, one of the dumped items - a sofa - is unlikely to be the property of Gypsies as their trailer homes tend to have fitted furniture. Even Paul Smith of Colchester Council said it would be difficult to prove who was responsible. It is a shame your newspaper was so quick to place the blame on members of the Travelling community. It is articles like this that reinforce the negative stereotyping that occurs all too often about the Travelling community, thus supporting misconceptions often held. Chrissi Lee, Kent (full address withheld on request) '</p> | Colchester Gazette |
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| 21/06/2011 | 1 | Ms Judith Fine | Ms Judith Fine complained to the Press Complaints Commission that an article about health food junkies' for which she had given an interview to the newspaper contained a number of inaccurate claims about her eating habits and attitude to certain foods.' | The matter was resolved privately between the parties. | Daily Mail |
| 21/06/2011 | 1 | Patrick Casey | Patrick Casey of Full Fact complained to the Press Complaints Commission that the newspaper had published inaccuracies in relation to a pilot study of how welfare reforms will affect current incapacity benefit claimants. In particular, the complainant was concerned that the newspaper had overstated the proportion of claimants who had been found "fit to work" by the study. | The complaint was resolved when the PCC negotiated the publication of the following clarification in the newspaper and removal from the newspaper's website: Benefit Tests We reported on February 11 that checks on benefit claimants in Burnley and Aberdeen had showed that 70 per cent of claimants were fit to work. In fact, the tests found that 30 per cent of claimants were fit to work; 39 per cent were unable to work now but could work in the foreseeable future.' | The Sun |

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| 21/06/2011 | 1, 3, 5 | Karen Machin | Karen Machin complained to the Press Complaints Commission that the newspaper's online coverage of the inquest into the death of her partner contained a number of inaccuracies and reported personal details which represented an intrusion into her private and family life at a time of grief. The complainant considered that the press should exhibit the utmost care and sensitivity when reporting suicide - particularly when articles can remain accessible online for a long time after the event - and the newspaper had failed to do so on this occasion.' | The complaint was resolved when the PCC negotiated the permanent removal of the online article from the newspaper's website. ' | St Helens Reporter |
| 21/06/2011 | 1 | Leanne Bingham | Leanne Bingham complained to the Press Complaints Commission the newspaper had wrongly used her photograph to illustrate an article about a different woman, who had been convicted of poisoning with intent to injure, aggrieve or annoy. | The complainant did not wish for anything further to appear in print and the complaint was resolved when the PCC negotiated the provision of a private letter from the editor acknowledging, and apologising for, the use of the incorrect photograph. | Sevenoaks Chronicle |

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| 21/06/2011 | 1 | Mark Duggan | Mark Duggan complained to the Press Complaints Commission that the newspaper had published an online article which, in his view, suggested that he had engaged in a controversial email conversation with a colleague at the college where he worked. In reality, the complainant had not responded to the email in question and, as such, could not be described as being actively involved in the email exchange. | The newspaper considered the piece made clear who had sent the offending email and in no way implied that the complainant was responsible for making the derogatory remarks contained within it. However, the newspaper took on board the complainant's concerns and the matter was resolved when it amended the article to remove the phrase "email conversation". | Burton Mail |
| 21/06/2011 | 1 | Ms Mary Garside | Ms Mary Garside complained to the Press Complaints Commission that the newspaper had published a fake photograph of Osama Bin Laden's corpse, in breach of Clause 1 (Accuracy).' | The complaint was resolved when the newspaper - which explained that the image had come from the Press Association, which later issued a withdrawal notice - sent a private letter to the complainant. | Express & Star (Wolverhampton) |
| 21/06/2011 | 1 | A woman | A woman complained to the Press Complaints Commission that an online article reporting on a sexual assault contained a number of inaccuracies. | While the newspaper did not accept that the article was in breach of the Editors' Code, the matter was resolved when the PCC negotiated the removal of the piece from its website and a private letter of regret to the complainant, acknowledging her concerns about the article.' | Daily Mail |

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| 22/06/2011 | 1 | Mrs Margaret Grant | Mrs Margaret Grant complained to the Press Complaints Commission that an article reporting on the death of her son contained inaccuracies and was misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction: LEE GRANT An article headlined Murder Suspect Found Dead on 9 January 2011 described the murder of Lee Grant as gang-related and said he had a growing reputation for violence. We would like to make clear that Mr Grant had no previous convictions for violence and police do not believe his death was gang related. We apologise to his family for any distress caused. | Sunday Mail |
| 23/06/2011 | 12 | Cllr Billy Blekinsopp | Cllr Billy Blenkinsopp complained through his representative, Syd Howarth, that the newspaper had breached Clause 12 (Discrimination) of the Editors' Code by publishing an article that commented unfavourably on a wig he wears. Cllr Blenkinsopp wears a wig because of injuries he sustained in a road accident, and he considered that the newspaper had made a pejorative reference to his disability.' | The newspaper said it had been entirely unaware of the complainant's injuries at the time of publication and could not have breached the terms of Clause 12. However, it regretted having inadvertently caused him distress. The matter was resolved when the newspaper sent a private letter of regret to the complainant and made a goodwill donation to charity.' | Daily Mail |

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| 29/06/2011 | 4 | Ms Pippa Middleton | Ms Pippa Middleton complained to the Press Complaints Commission through Harbottle & Lewis solicitors of London that photographs of her which had been published by the newspaper had been taken in circumstances of harassment. | While the newspaper disputed that the complainant had been harassed when the photographs, which had been obtained from a freelance agency, had been taken, the complaint was resolved after PCC negotiation in the following manner: the newspaper apologised to the complainant for any unintentional distress caused; the photographs were removed from the newspaper's website, and from its archive; and the newspaper gave an assurance in regard to future photographs of the complainant.' | The Sun |
| 29/06/2011 | 4 | Ms Pippa Middleton | Ms Pippa Middleton complained to the Press Complaints Commission through Harbottle & Lewis solicitors of London that a photograph of her which had been published by the newspaper had been taken in circumstances of harassment. | While the newspaper disputed that the complainant had been harassed when the photograph, which had been obtained from a freelance agency, had been taken, the complaint was resolved after PCC negotiation in the following manner: the newspaper apologised to the complainant if she had felt harassed in the taking of the photograph; an advisory note was placed in its picture library to ensure that the image was not reused; and the newspaper gave an assurance in regard to future photographs of the complainant. | The Daily Telegraph |

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| 29/06/2011 | 1 | Electoral Reform Services | Electoral Reform Services complained to the Press Complaints Commission through Lewis Silkin solicitors of London that an article about the Alternative Vote campaign contained inaccuracies. | The complaint was resolved when the PCC negotiated the publication of the following letter from the organisation in the newspaper, and the publication of the text on the newspaper's website at the foot of the original article: In the run-up to the AV referendum, Chancellor George Osborne alleged that Electoral Reform Services Ltd (ERSL), the business arm of the Electoral Reform Society, could have benefitted from the introduction of AV because it might have been one of the providers of electronic voting machines (Mail). Mr Osborne was wrong: the introduction of AV would not have required any additional voting machines and even if it had, ERS� would have gained no financial benefit because it doesn't manufacture or supply such machines. Our services to local authorities are limited to the printing and mailing of ballot material and the provision of software for the management of electoral registers. ' | Daily Mail |
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| 29/06/2011 | 1 | Electoral Reform Services | Electoral Reform Services complained to the Press Complaints Commission through Lewis Silkin solicitors of London that its coverage of the Alternative Vote campaign contained inaccuracies in relation to the organisation. | The complaint was resolved when the PCC negotiated the publication of the following letter from the organisation in the newspaper, and the publication of the text on the newspaper's website at the foot of the 13 April article: On April 13 The Sun published claims by George Osborne, and similar claims subsequently, implying that Electoral Reform Services Limited, the business arm of the Electoral Reform Society, stood to benefit from AV because it could be one of those firms providing voting machines. Mr Osborne was wrong. AV would not have required extra machines. Even if it had ERSL would have made no financial gain because, as any Local Authority Returning Officer will confirm, it neither makes nor supplies such machines. Changing to AV would thus have resulted in no extra income for ERSL. ' | The Sun |
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| 29/06/2011 | 1 | Mr Richard Kamm | Mr Richard Kamm complained to the Press Complaints Commission that the newspaper had published a number of inaccurate figures relating to current UCAS applications. | The complaint was resolved when the newspaper published the two following corrections - the first prior to the involvement of the PCC - both online and in print, and removed the incorrect statistics from the online article: A box accompanying "My dreams of going to Oxford were dashed" (First Person, last week, page 25) said misleadingly: "Over the past four years there has been a dramatic rise in university applications - 2007 saw just 402,831." That figure was actually recorded on 24 January 2007; the full-year figure for 2007 totalled 534,495, far closer to today's 618,116. A box labelled "University Challenge" (News, 17 April) contained several inaccuracies. We said applications from 21-year-olds grew by 15.3% on last year and those from 24-years olds rose by 11.4%. The figures should have been 5.2% and 4% respectively. We also said that there had been a 22.7% rise in applications for degrees in medicine and nursing. This figure actually relates to non-degree qualification choices allied to medicine. Similarly, a reference to a 28.2% increase in business degree applications referred to non-degree choices. We apologise for these errors. ' | The Observer |
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| 29/06/2011 | 1 | Mrs Lurline Deslandes | Mrs Lurline Deslandes complained to the Press Complaints Commission through Tuckers solicitors that an article had inaccurately referred to her late son as being the victim of a gang' shooting. In fact, the fatal shooting was unconnected to any gang activity and none of the complainant's children (including her murdered son) had any affiliation or association with gang culture. ' | The newspaper said the error had come about because the man responsible for the murder, Saturday Hassan, had previously been referred to as a gangster. However, it understood the complainant's concern and the complaint was resolved when the PCC negotiated publication of the following correction and apology in the newspaper and on its website, under the heading "Darren Deslandes": In an article of 16 April we referred to the tragic death of Darren Deslandes, who was murdered in 2009. Contrary to our report, his death was not the result of a "gang" shooting. We are sorry for the error and for any distress caused.' | Daily Mirror |
| 29/06/2011 | 1, 12 | Ms Janice Troup | Ms Janice Troup, Head of ITV Programme Publicity, Drama and Soaps, complained to the Press Complaints Commission that an article was inaccurate in claims it made about certain storylines in Coronation Street and about alleged concerns some people had about those storylines. | The matter was resolved when the newspaper, which disputed that the Code had been breached, agreed to remove the article from its website. | News of the World |

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| 29/06/2011 | 1, 12 | Ms Janice Troup | Ms Janice Troup, Head of ITV Programme Publicity, Drama and Soaps, complained to the Press Complaints Commission that an article was inaccurate in claims it made about certain storylines in Coronation Street and about alleged concerns some people had about those storylines. | The matter was resolved when the newspaper, which disputed that the Code had been breached, agreed to remove the article from its website. | Sunday Mirror |
| 29/06/2011 | 4, 5 | Mrs Vicky Cattell | Mrs Vicky Cattell complained that a reporter from the newspaper had visited her house following her daughter's funeral and had failed to leave immediately when repeatedly asked.' | The complaint was resolved when the newspaper wrote a personal letter of regret for any distress caused by the approach and made a donation to the Angelus Foundation. It would do its best to inform the complainant when it next commissioned an article on Ketamine. | Daily Mail |
| 30/06/2011 | 1 | Mr Aaron Lennon | Mr Aaron Lennon, the Tottenham Hotspur footballer, complained to the Press Complaints Commission that an article about his alleged actions in a London nightclub was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the removal of the original article from the newspaper's website, a donation to charity and the publication of the following apology, in the newspaper and online: Further to our article of March 15 ("Keep your Aaron") about Tottenham winger Aaron Lennon in a London nightclub, we would like to make clear Mr Lennon did not approach any strangers in the club, nor did he spend anywhere near the £15,000 we reported. We apologise to Mr Lennon and are happy to clarify the matter.' | The Sun |

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| 01/07/2011 | 1 | Mrs Judy Chapman | Mrs Judy Chapman complained to the Press Complaints Commission that an article which referred to her late husband, the News of the World journalist Ray Chapman, contained inaccuracies. | The complaint was resolved when the PCC negotiated the publication of the following clarification and apology, in the newspaper and online: "Secret tapes, Coulson's exit and the riddle of the story that won't go away" (In Focus, 23 January) reported claims from sources that - owing to a "growing drink problem" - former News of the World journalist Ray Chapman "started secretly taping conversations with his colleagues and editors", and that these tapes might assist in confirming allegations of phone hacking at the newspaper. Mr Chapman's widow has asked us to make clear that Mr Chapman was teetotal for the last 15 years of his life, and that she denies the existence of any such tapes. We apologise to Mrs Chapman for any distress caused.' | The Observer |
| 05/07/2011 | 1 | A man | A man complained to the Press Complaints Commission that an article remaining on the newspaper's website reported on his conviction for rape, when in fact the conviction had been quashed on appeal.' | The newspaper accepted that the criminal conviction had been quashed. The complaint was resolved when the PCC negotiated the removal of the online article from the newspaper's website.' | Evening Standard |

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| 05/07/2011 | 1 | A man | A man complained to the Press Complaints Commission that an article remaining on the newspaper's website reported on his conviction for rape, when in fact the conviction had been quashed on appeal.' | The newspaper accepted that the criminal conviction had been quashed. The complaint was resolved when the PCC negotiated the removal of the online article from the newspaper's website; the newspaper also placed a note in its library archive making clear the final outcome of the case.' | The Daily Telegraph |
| 05/07/2011 | 1 | Margaret Lewis | Margaret Lewis complained to the Press Complaints Commission that the newspaper had published misleading information regarding the mobility component of the Disability Living Allowance (DLA) in breach of Clause 1 (Accuracy) of the Editors' Code of Practice. The complainant was concerned that the article had not distinguished between the mobility component and other elements of the DLA, and she also considered that readers would have been misled by the newspaper's claim that the mobility component is "supposed to be reserved for people who are unable to walk".' | The newspaper did not accept that the article had breached the Editors' Code, but it understood the complainant's concerns. In response, it appended a note to its internal archive of the article. (The article had not been published on its website.) This set out the distinction between the mobility component and other elements of the DLA and clarified that the mobility component is intended for those who have walking difficulties, rather than only those who are "unable to walk". The complaint was resolved on that basis.' | The Daily Telegraph |

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| 05/07/2011 | 1 | Mr Simon Goodale | <p>Mr Simon Goodale of Suffolk complained to the Press Complaints Commission about several articles reporting on the auction of a signed Dambusters book, originally belonging to his father, Flying Officer Brian Goodale. In particular, the complainant objected to a claim that the seller, Mrs Farnham, had obtained the book after his father had left it at her father's hotel, along with his belongings and an unpaid bill.'</p> | <p>The newspaper did not accept that the article was in breach of the Editors' Code. However, the matter was resolved when, as a gesture of goodwill, and in addition to the removal of the online articles from its website, the newspaper published the following statement: In our article 'Dambuster's book to sell for a bomb' (12 September 2010) we reported that a book about the raid, originally owned by Flying Officer Brian Goodale, was to be sold at auction. Our story reported that the seller, Mrs Farnham, had obtained the book after Mr Goodale had left it at her father's hotel in Northern Ireland, along with his belongings and an unpaid bill. We have been contacted by Mr Goodale's son, Simon, who would like to make clear that Mrs Farnham's account is disputed. He says that his father did pay his bill and that the book was loaned to Mrs Farnham's father after he expressed an interest in it. Simon Goodale claims that despite returning to the hotel on a number of occasions to retrieve the book, his father was informed that it had been lost.'</p> | Kent News |
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| 05/07/2011 | 1 | Mr David Andrews | Mr David Andrews of London complained to the Press Complaints Commission about an article which reported that foxes were responsible for the spread of the potentially fatal lungworm parasite to dogs. The complainant said that, contrary to the article's assertion, the disease was only spread to dogs by slugs and snails.' | The newspaper provided evidence to support its assertion that the parasite was indeed carried in fox faeces. Accordingly, it did not accept that the article was in breach of Clause 1 (Accuracy) of the Editors' Code. Nevertheless, the matter was resolved when the newspaper agreed to mark its cuttings for future reference.' | Daily Mail |
| 05/07/2011 | 3, 5 | Mr Michael Miles | Mr Michael Miles complained to the Press Complaints Commission about an article which reported on the death of his father after a fire at his property. The complainant was concerned that the article was inaccurate and insensitive. He said that, contrary to the newspaper's assertion, the fire was caused by a microwave, not a chip pan. Furthermore, he had been particularly upset by the newspaper's inclusion of fire safety tips at the end of the report, which he felt erroneously suggested that his father had been at fault for what had occurred.' | The matter was resolved when the PCC negotiated the removal of the online article, and the marking of the newspaper's archived copy.' | Liverpool Echo |

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| 05/07/2011 | 1 | Mui-Ling Teh | <p>Artist Mui-Ling Teh complained to the Press Complaints Commission that the newspaper's online article about her miniature origami figures contained a number of inaccuracies. She also pointed out that some of the images that accompanied the piece, supplied by a news agency, had been photoshopped and did not truly represent her artwork. As such, she asked for the online article to be removed.'</p> | <p>The newspaper said that the inaccuracies in the piece were minor and did not represent a breach of the Code. It also explained that some of the images had been cropped to fit its presentation style. However, the newspaper was keen to address the complainant's concerns, and offered to correct the errors, and to address other issues in the article. The complainant agreed to allow the article to remain if it could be revised to her satisfaction. The matter was resolved when it amended the online article to: correct the errors identified by the complainant; include a link to the complainant's online portfolio; make clear that all images fell under the complainant's copyright; remove a particularly contentious photograph; and to disable the 'enlarge function' on all remaining images.'</p> | Daily Mail |
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| 05/07/2011 | 5 | Jonathan Banner | Jonathan Banner, the stepfather of a teenager who had sadly died after a long period of illness, complained to the Press Complaints Commission that the newspaper had published an insensitive and intrusive report of the child's death. He was particularly concerned as the report had been based on information provided by the child's father and the newspaper had failed to consult her mother or the complainant - who had been the primary caregivers - prior to publication.' | The complaint was resolved when the PCC negotiated the provision of a private letter from the editor apologising for the distress caused by the article and acknowledging that, as a matter of courtesy, the complainant and his wife should have been contacted in advance of the article appearing in print. | Staffordshire Newsletter |
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| 06/07/2011 | 1 | Mr Jeff Gardner | <p>Mr Jeff Gardner complained to the Press Complaints Commission that the newspaper had published an article reporting on his upheld compensation claim which contained inaccuracies, was misleading and did not distinguish clearly between comment, conjecture and fact.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following correction and apology in the newspaper: "With reference to the story published in Angling Times, January 25 issue, headlined 'Court Ruling Hits Fishery', we have been asked to make clear that the court heard the following in respect of Mr Jeff Gardner, who made the compensation claim: He did not report the accident immediately because his priority was getting the injury treated. He did not carry on fishing but took himself to a van where he waited until a friend could drive him home. He did not fish the contest and had to take 12 weeks off work with his leg in plaster. He did not leave it three weeks to decide whether the site has public liability insurance and opting to make a claim. The court accepted that he had been injured. We are happy to make this clear and apologise to Mr Gardner for any distress caused."</p> | Angling Times |
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| 07/07/2011 | 1 | Cllr David Smith | <p>Cllr David Smith complained to the Press Complaints Commission that the newspaper had published an article which contained inaccurate assertions relating to his role as a councillor, his suspension from certain duties and the payment of allowances. The complainant said the coverage failed to make clear that he had not been asked to pay back allowances paid to him during a period of suspension as this was not a requirement of the system and, in any case, he had continued his ward duties on behalf of his constituents regardless of the suspension.</p> | <p>The newspaper explained why it felt there was no breach of the Code and the complainant made clear his position that greater care should have been taken to check the allegations that had been made against him. However, both the newspaper and the complainant were keen to maintain a good relationship and the complaint was resolved when the newspaper: took note of the complainant's concerns; published a follow-up piece reporting that the council had revised its rules on paying councillors an allowance while suspended; and arranged for a face-to-face meeting between the editor and the complainant to discuss the issues raised.'</p> | <p>The News (Portsmouth)</p> |
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| 08/07/2011 | 1 | Fair Access | <p>Sir Graeme Davies, Director of Fair Access, complained to the Press Complaints Commission that the newspaper had published inaccurate and misleading information about the Office for Fair Access' assessment of access agreements submitted by universities wanting to charge fees of more than £6,000 in 2012-13. The complainant had sought to correct the inaccuracies by submitting a letter for publication, but the newspaper had initially refused to publish it. He had then complained to the PCC under Clause 1 (Accuracy) of the Editors' Code of Practice.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: Dear Sir Further to your article (Universities are failing to prove that higher fees are justified', 14 May), universities and colleges wanting to charge fees of more than £6,000 in 2012-13 submitted their access agreements to OFFA in April, setting out the measures they will be putting in place to sustain or improve access and student retention. Your article suggested that one in three universities was being refused initial permission to charge up to £9000 per year. In fact, when the article was published, we were in the early stages of assessing these agreements to make sure that they are satisfactory. At that time we had not had discussions with any university, nor refused any universities initial permission. We will not be commenting on this matter further until 12 July, when we will be announcing the outcomes. Sir Graeme Davies, Director, Office for Fair Access, Bristol'</p> | The Times |
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| 08/07/2011 | 1 | Full Fact | Mr Owen Spottiswoode, of Full Fact, complained to the Press Complaints Commission that the claim made by the newspaper that two fifths of accepted university applicants in 2010 had achieved less than the equivalent of 2 Es at A level was misleading. This figure included those who were recorded as having no or unknown quantity of UCAS points. This category included those who had studied foreign qualifications or qualifications outside the UCAS tariff. As such, it was misleading to claim that those with unknown qualifications had achieved less than the equivalent of 2 Es. | The complaint was resolved when the PCC negotiated the publication of the following clarification both in the print edition of the newspaper and on its website: In an article "University reforms are sinking by degrees" (April 21), we stated that two fifths of students in 2010 had achieved less than the equivalent of two Es at A level. We are happy to make clear that the majority of these students are recorded by Ucas as having no or unknown qualification data, which includes those who studied foreign qualifications or qualifications outside the Ucas Tariff. | The Times |
| 15/07/2011 | 3 | Emma Masters | Emma Masters complained to the Press Complaints Commission that a newspaper had published an embarrassing, intrusive photograph of her at a nightclub when she had not given consent for the image to be used in that way. | The complaint was resolved when the newspaper: explained how the image was obtained; contacted the freelancer responsible for the photograph and arranged for it to be deleted from his archive to prevent future use; removed the image from its own archive; and provided a private letter of apology for the complainant. | Sunday Sport |

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| 15/07/2011 | 1 | Wendy Irvine | Wendy Irvine complained to the Press Complaints Commission that the newspaper had published inaccuracies in relation to the death of her daughter, Camilla Irvine. | The newspaper had previously amended the headline to the article (which appeared online only) when contacted directly by the complainant about her concern that it was inaccurate. The complaint to the PCC was resolved with the publication of a correction with the online article setting out the reason for the change. | Daily Mail |
| 15/07/2011 | 3 | Chris Mountenay | Chris Mountenay complained to the Press Complaints Commission that the newspaper had published his photograph alongside an article which referred to him as a serving soldier. The complainant had not given his express permission for the image to be used and - given his role in the armed forces - he found its publication intrusive. | The newspaper explained that the image was re-published having previously appeared in conjunction with another story some months earlier. The newspaper did not accept that there had been a breach of the Code but acknowledged the complainant's concerns and the matter was resolved on the basis of the removal of the photograph from the online article and its deletion from the newspaper's archive.' | Northampton Chronicle & Echo |
| 15/07/2011 | 1, 3, 6 | Laura McQuaid-Jones | Laura McQuaid-Jones complained to the Press Complaints Commission that the newspaper had published inaccuracies about her daughter and intruded into her daughter's private life in breach of Clause 1 (Accuracy), Clause 3 (Privacy) and Clause 6 (Children) of the Editors' Code.' | The newspaper did not accept that it had breached the Code. However, it made clear that it had never intended to cause upset to the complainant or her daughter. The matter was resolved when the PCC negotiated the amendment of the article online and a private letter of regret by the newspaper to the complainant. | Daily Mail |

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| 15/07/2011 | 1, 3 | A woman | A woman complained to the Press Complaints Commission that the newspaper had identified her as a victim of crime in a manner that was inaccurate and intruded into her private life in breach of Clauses 1 (Accuracy) and 3 (Privacy) of the Editors' Code of Practice.' | The newspaper did not believe that it had breached the Code, but it had no wish to distress the complainant. The complaint was resolved on the basis of the newspaper's agreement to note on its internal files that the complainant did not wish to be identified in connection with the crime. The newspaper also agreed to ensure that the report, which had only been published in its print edition, would not be published online.' | Scottish News of the World |
| 18/07/2011 | 1 | Lindsay Pettigrew | Lindsay Pettigrew, minister of North Drive Methodist Church, Anchorsholme, complained to the Press Complaints Commission that the newspaper had published inaccurate information about the church in breach of Clause 1 (Accuracy) of the Editors' Code of Practice.' | The newspaper acknowledged that the article had confused the names of two Methodist churches. The complaint was resolved when the PCC negotiated the publication of the following correction and apology: In an article on April 29 we wrongly reported that Brian Dodgeon had attended North Drive Methodist Church, Anchorsholme. This should have read North Shore Methodist Church, Dickson Road, Blackpool. We apologise for this confusion. | Blackpool Gazette |

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| 19/07/2011 | 3 | A woman | A woman complained to the Press Complaints Commission about an article which reported that a man being questioned in regard to the murder of his fiancée had been having an affair with another woman. The complainant was concerned that - despite having no connection to the story - the newspaper had failed to pixelate her image from a photograph published with the story, showing the woman allegedly involved in the affair. The complainant said that this amounted to an intrusion into her private life. | The matter was resolved privately between the parties. | The Daily Telegraph |
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| 21/07/2011 | 1 | Dr Alan Clemens, Chairman of the Association of Osteomyology | Dr Alan Clemens, Chairman of the Association of Osteomyology, complained to the Press Complaints Commission that an article contained various inaccuracies, which were repeated in the commentary to footage which accompanied the online article. The article had been published in the print version of the newspaper in April 2009 and remained online. | The complaint was resolved when the PCC negotiated the removal of the online footage and the publication of the following online clarification: Our article of 19 April 2009 (Bogus West Brom osteopath opens new clinics - and they are legal) reported that American Alan Clemens had invented the word "osteomyology" as a joke. We now understand that this is incorrect. Dr Clemens, who is English, did not develop the name as a joke. The article also stated that anyone could set themselves up as an osteomyologist. We would like to clarify that the Association of Osteomyology, of which Dr Clemens is Chairman, accepts only fully qualified practitioners who have obtained a professional qualification. | Sunday Mercury |
| 21/07/2011 | 1 | Shak Shaqeel | Shak Shaqeel complained that the newspaper had published an article, which remained online two years later, detailing the opening of his trial for the evasion of tobacco duty but had failed to report the outcome of the case. Almost a year after the publication of the court report, the complainant had been found not guilty and all charges against him were dropped. | The newspaper explained that it had been unaware of the complainant's acquittal. It apologised to the complainant and the matter was resolved when the editor arranged for the online article to be promptly amended to make clear that the complainant was found not guilty and left the court having been told by the judge that his reputation was intact.' | Liverpool Echo |

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| 21/07/2011 | 1, 5 | Ms Christine Bywater | Ms Christine Bywater complained to the Press Complaints Commission that the newspaper had published an article about the death of her daughter, Julie, which breached Clause 5 (Intrusion into grief or shock) and Clause 1 (Accuracy) of the Editors' Code of Practice. The complainant said that the article had been published without her knowledge and had caused her significant distress because it appeared nearly two months after the trial of her daughter's murderer. The complainant was also concerned that the presentation of the article suggested that she had spoken to the magazine about her daughter's death.' | The magazine said that the article, a report of the trial and conviction, had been published at the earliest possible time following the end of the trial and had been based on information in the public domain. The complaint was resolved when the PCC negotiated a letter of apology to the complainant by the magazine, expressing regret for having inadvertently caused her distress and acknowledging that she had not co-operated with the article. The magazine also offered the complainant an assurance that it would not publish further articles about her daughter. | Take a Break |
| 21/07/2011 | 1 | Mr Michael Choong | Mr Michael Choong complained to the Press Complaints Commission that the newspaper had wrongly attributed certain quotes to him in articles reporting on the university days of Prince William and Catherine Middleton. | The newspaper explained that this information had been taken from a book. The complainant contacted the book's publishers and they agreed to remove the quotes from the second edition of the book. The complainant asked for a public record of the complaint to appear on the PCC's website.' | The People |

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| 21/07/2011 | 11 | A woman | A woman complained to the Press Complaints Commission that consecutive articles - reporting the charge and conviction of a man for sexual assault - contained information which, taken together, enabled the jigsaw identification of her as the victim of the attack. | The Commission discussed the case at a formal meeting. However, in accordance with the complainant's wishes, no adjudication was made. The matter was resolved when the PCC negotiated a private letter of apology for the complainant.' | The Star (Sheffield) |
| 22/07/2011 | 1 | Mr Graham Parkin | Mr Graham Parkin complained to the Press Complaints Commission that an article reporting on his daughter's death wrongly implied that the family had spoken to the newspaper, and contained inaccuracies in breach of Clause 1 (Accuracy) of the Code. ' | The newspaper had already published a correction making clear that the family had not spoken to its reporters, and the complaint was resolved when the PCC negotiated the publication of the following additional correction: "Further to our article of February 16 concerning the death of Teresa Parkin, we would like to make clear that she fell 36ft, not 80ft as reported, and she was not originally from Colburn, North Yorkshire". | The Northern Echo |

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| 22/07/2011 | 1 | Cllr Arnold Woolley | <p>Cllr Arnold Woolley complained to the Press Complaints Commission that the newspaper had published a series of articles relating to Flintshire County Council's problems with the payment of council workers' wages and its difficulties in collecting council tax which, in his view, were misleading to readers.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant: On May 20 2011, the Daily Post reported what it set out on the front page, as a "Scandal" concerning uncollected council tax monies, affecting Denbighshire, Flintshire and Wrexham local authorities. Following a request made under the Freedom of Information Act for information relating to council tax arrears, the news article correctly reported that Flintshire had, at the time of the report, total outstanding balances of £2.5m from the previous five financial years, of which £1.5m related to 2010-11. However, contrary to what the text of the article alleged, there is neither a scandal, nor any passing off, onto the shoulders of others, any financial burden of the quantity alleged. The real truth and fact is that Flintshire County Council has an excellent track record in recovering unpaid council tax, both 'in year' and in the longer term. The council's efforts to recover residual balances are a continuing and ongoing activity which will eventually result in the council recovering around 99.4% of council taxes due in any financial year. For example, in 2010-11, of the £58.6m that was due in council tax, £57.1m (or 97.5%) has been successfully collected 'in-year' - the important message here is that the vast majority of the residual £1.5m will still be collected over time, the bulk of this will be recovered in 2011-12. We anticipate that only 0.6% of the year's charge will eventually be written off, which in monetary terms is approximately £350,000. Debts will only be considered for write-off after all recovery options</p> | <p>Liverpool Daily Post (Welsh edition)</p> |
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| 25/07/2011 | 1 | Ms Tracy Jubb | Ms Tracy Jubb complained to the Press Complaints Commission that an article reporting on a campaign to save a rabbit was inaccurate and misleading in breach of Clause 1 (Accuracy) of the Editors' Code. ' | The complaint was resolved when the newspaper published a letter on the subject from another reader, offered to publish a letter from the complainant, and sent a private letter of apology to the complainant. | Wakefield Express |
| 26/07/2011 | 1 | Dispelling Breastfeeding Myths | Dispelling Breastfeeding Myths complained to the Press Complaints Commission that the newspaper had published inaccurate and misleading information about the benefits of breastfeeding. | The complaint was resolved when the PCC negotiated the publication of the following correction: The answer to a reader's question about whether her month-old baby would still get all the immune system benefits if she switched to a combination of breast milk and formula said: "The immune benefits cross over in the first few weeks." Although the concentration of antibodies is much higher in the colostrum milk that is passed from mother to newborn in the early days, ongoing breastfeeding continues to help protect babies against infections (Doctor, doctor, 23 April, page 113, Weekend).The article was also amended on the newspaper's website and an appropriate correction was appended to make clear the reason for the change.' | The Guardian |

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| 29/07/2011 | 1 | Dr Daphne Austin | <p>Dr Daphne Austin complained to the Press Complaints Commission that the newspaper had published an article regarding babies who are born at 23 weeks which attributed quotes to her which she had not said, and misrepresented her views on the subject in breach of Clause 1 (Accuracy) of the Editors' Code.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following correction and apology, and the newspaper removed the online version of the article and contacted online sites which had reproduced the inaccurate information to request that this content be removed: Dr Austin Statements contained in an article published on March 7, headed "Babies who are born at 23 weeks should be left to die, says NHS chief", were wrongly attributed to Dr Daphne Austin, who is a medical consultant specialist employed by the NHS. They were made in a programme in which Dr Austin participated and were published by us in good faith. In particular, Dr Austin did not state that babies should be "left to die" and did not express the opinion that the financial aspects of neonatal care were the issue. We apologise to Dr Austin for the errors.</p> | Daily Mail |
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| 29/07/2011 | 1 | Electoral Reform Services Ltd | Electoral Reform Services Ltd complained to the Press Complaints Commission through Lewis Silkin solicitors of London that an article about the Alternative Vote campaign contained inaccuracies. | The complaint was resolved when the PCC negotiated the publication of the following correction, in the newspaper and online, in addition to the removal of the original article from the newspaper's website: Further to our report "Pro-AV group accused of conflict of interest" (April 11) we have been asked to make clear that Electoral Reform Services Ltd, the business arm of the Electoral Reform Society, was never in a position to count votes in the AV Referendum in May 2011. As such, the Electoral Reform Society could not have benefited from any alleged "insider knowledge" of votes cast. We are happy to set the record straight. ' | The Daily Telegraph |
| 29/07/2011 | 1 | Mr Matthew Robinson | Mr Matthew Robinson of Preston complained to the Press Complaints Commission about an article reporting on research into the effectiveness of an asthma pill when compared to inhalers. He said that, contrary to the article's headline assertion, the research did not show that the pills were 'better for treating asthma than inhalers'. | The matter was resolved when the newspaper agreed to amend the headline of the online article to read 'Daily pill may help asthma sufferers'. | The Daily Telegraph |

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| 29/07/2011 | 1 | Mr Matthew Robinson | Mr Matthew Robinson of Preston complained to the Press Complaints Commission about an article reporting on research into the effectiveness of an asthma pill when compared to inhalers. He said that, contrary to the article's central assertion, the research did not show that the pills were 'more effective than inhalers'. | The matter was resolved when the newspaper agreed to include a sentence making clear that equivalent effectiveness was not proved after two years, but only up to two months, and to amend the headline to read 'Once-a-day asthma pill as effective as inhaler and easier to take'. | Daily Mail |
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| 29/07/2011 | 1 | Mr Edgar Davidson | <p>Mr Edgar Davidson of London complained to the Press Complaints Commission that two articles reporting that Israeli troops had been responsible for the deaths of demonstrators were misleading: the first article (16 May) had failed to report Israel's position that fatalities were the result of shooting from the Lebanese army; and the second (6 June) did not make clear that the only claim of fatalities had been made by Syrian state television.'</p> | <p>The newspaper undertook to be more circumspect about sources of information when covering Middle East affairs, and to take greater care to report claims by particular sources as such. In addition, the PCC negotiated the publication of a letter from the complainant - the text of which appears below - in the newspaper and below the online versions of the articles of 16 May and 6 June. The complaint was resolved by these measures. Two items (16 May, 6 June) stating Israel had killed dozens of Palestinian Arab demonstrators were based on false claims provided by Arab terrorist organisations and the tyrannical regime of Syria. The Sun failed to state the source of the claims or present Israel's version of events, which proved to be true. Israel was defending its borders from attack; no deaths were corroborated. Israel is a tiny state smaller than Wales surrounded by terrorist enemies sworn to its destruction. These enemies launch constant rocket and terrorist attacks (normally unreported) targeted at Israeli civilians. Occasionally, after overwhelming provocation (such as above) Israel defends itself. The media should not automatically accept the false narrative of Arabs as victims and Israel as the villain. Israel is the only democracy in the region. '</p> | The Sun |
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| 29/07/2011 | 1, 3, 5, 6 | Shaun Harrison | <p>Shaun Harrison complained to the Press Complaints Commission that the newspaper had breached Clause 1 (Accuracy), Clause 3 (Privacy), Clause 5 (Intrusion into grief and shock) and Clause 6 (Children) in its coverage of the death of his son, Tyler Whelan. The complainant was particularly concerned that the newspaper had published pictures of his son without his consent, which he suspected had been taken from a social networking site.</p> | <p>The newspaper had enormous sympathy with the complainant and apologised if it had caused him any additional grief. It had reported information asserted in court or by emergency services. One photograph of the complainant's son had been provided by a news agency and had been published in good faith; another was the newspaper's own and was cropped from a photograph that had been taken previously at the complainant's son's school. The newspaper was happy to consult with the complainant further in relation to its coverage of the death and related legal proceedings to avoid causing him unnecessary distress. The complainant considered that the newspaper had provided a satisfactory response to his concerns and trusted that it would treat him with consideration in regard to future coverage. He agreed to resolve his complaint on that basis.'</p> | Peterborough Evening Telegraph |
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| 29/07/2011 | 1 | A man | A man from Edinburgh complained to the Press Complaints Commission that an article had wrongly alleged that he had been struck off by the General Teaching Council after carrying out a 9 month relationship with a 15 year old pupil. He provided legal evidence that the relationship had lasted only 4 months, and that the pupil had been 16 when it began. | The matter was resolved when the PCC negotiated appropriate amendments to the online article. | The Scotsman |
| 29/07/2011 | 1 | A man | A man from Edinburgh complained to the Press Complaints Commission that an article had wrongly alleged that he had been struck off by the General Teaching Council after carrying out a 9 month relationship with a 15 year old pupil. He provided legal evidence that the relationship had lasted only 4 months, and that the pupil had been 16 when it began. | The matter was resolved when the PCC negotiated the removal of the online article. | Scottish Sun |

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| 29/07/2011 | 1 | A man | A man from Edinburgh complained to the Press Complaints Commission that an article had wrongly alleged that he had been struck off by the General Teaching Council after carrying out a 9 month relationship with a 15 year old pupil. He provided legal evidence that the relationship had lasted only 4 months, and that the pupil had been 16 when it began. | The matter was resolved when the PCC negotiated the removal of the online article. | Daily Record |
| 29/07/2011 | 1 | A man | A man from Edinburgh complained to the Press Complaints Commission that an article had wrongly alleged that he had been struck off by the General Teaching Council after carrying out a 9 month relationship with a 15 year old pupil. He provided legal evidence that the relationship had lasted only 4 months, and that the pupil had been 16 when it began. | The matter was resolved when the PCC negotiated appropriate amendments to the online article. | Times Educational Supplement |
| 29/07/2011 | 1 | Mr Dennis Jones | Mr Dennis Jones complained to the Press Complaints Commission that the newspaper had published an article which he said had misquoted evidence given during an employment tribunal. | While the newspaper provided evidence in support of the contested phrases, the complaint was resolved when the PCC negotiated the amendment of the online articles. | Liverpool Echo |

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| 01/08/2011 | 1 | Professor Timothy Luckhurst | Professor Timothy Luckhurst complained to the Press Complaints Commission that a diary item which referred to him was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following clarification: In our diary of 15th May 2011, we wrote that Professor Luckhurst was opposed to devolution. We are happy to make clear that he was a supporter of devolution when it was introduced by Referendum in 1997; we are also happy to clarify that he is a professor of journalism and not a teacher of media studies. | Sunday Herald |
| 01/08/2011 | 1 | Mr Michael Shone | Mr Michael Shone, a former councillor who served on Chichester District Council, complained that two articles had inaccurately reported that he would not be standing at the recent local government elections. He was particularly concerned that, after contacting the newspaper to point out the initial inaccuracy, no correction had been published, and the error had been allowed to appear again in a later article. | The matter was resolved when the PCC negotiated the publication of the following apology: Michael Shone: An Apology In our articles 'Residents are urged to make votes count in local elections' (7 April) and 'Candidates change allegiance in 2011 Chichester District Council Elections' (4 May), we reported that former Chichester District Councillor, Michael Shone, would not be standing in the recent local elections. We would like to make clear that Mr Shone did, in fact, stand in the election, and apologise to him for this error. We regret that the matter was not clarified at an earlier stage.' | Chichester Observer |

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| 02/08/2011 | 1 | Haringey Council | Kevin Crompton, Chief Executive of Haringey Council, complained to the Press Complaints Commission that the newspaper had published inaccurate claims that Haringey Council had tried to "gag the press" and "conceal" its role in the events that led to the death of Peter Connelly ("Baby P"). | The complaint was resolved when the PCC negotiated the publication of the following correction: Haringey Council The Sun reported on June 8 that John Suddaby, former head of Haringey Council legal department, had tried to gag the Press from reporting Haringey's role in the Baby P case. This was incorrect. The only court orders Haringey sought were to protect the welfare of children. We are happy to make this clear. ' | The Sun |
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| 03/08/2011 | 1 | Mr Oliver Rivers | <p>Mr Oliver Rivers complained to the Press Complaints Commission that a blog post written by MP Matthew Hancock contained the inaccurate assertion that US interest rates had risen in response to the news that Standard and Poor had placed the US credit rating on negative watch.</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following update - written by the complainant - below the online blog post: A reader takes issue with Matthew Hancock's claim that US bond rates rose after the Standard and Poor's announcement on 18 April 2011, on the basis that this was the case for only one of the nine maturities issued by the US government. We offer his comments as a clarification: "The US government issues debt of 9 different maturities (3-month, 6-month, 12-month, 2-year, 3-year, 5-year, 7-year, 10-year, 30-year). On the 18th April, yields on all of these maturities fell. On the 19th April, yields on 5 of these maturities fell. 3-month, 6-month, and 3-year treasuries were unchanged, and the yield on 1 maturity, 5-year treasuries, rose by 0.3 basis points, from 2.0629% to 2.0662% (i.e. by three thousandths of a percentage point). Mr Hancock published his blog post at 9.29am on the 20th, thus approximately 4.5 hours before the US stock market opened on the 20th, so his remarks can only be taken to refer to the 18th and 19th April. Yields did rise on the 20th, but this was after Mr Hancock's posting."</p> | The Spectator |
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| 03/08/2011 | 1, 3 | Mr Johnny Farrell | <p>Mr Johnny Farrell complained to the Press Complaints Commission that a page 8 article contained the inaccurate claim that Joanne Morgan - the wife of Barney Morgan - had left her husband for the complainant. The complainant made clear that he had never been involved in a romantic relationship with Mrs Morgan. Moreover, the complainant rejected the claim that his late father had been involved in the drugs trade, and said that Paddy Farrell had never been charged or convicted in relation to drugs. He was also concerned that the article associated him with the drugs industry, with which he had no connections.</p> | <p>The PCC negotiated the publication of the following correction - initially published on page 19, but subsequently republished on page 6 - in regard to the newspaper's claim that Mrs Morgan had moved in with the complainant: In our article of 27 February ("Missus walks out on King Coke") we reported that Barney Morgan's wife Joanne had moved in with Johnny Farrell, the son of Paddy Farrell. We now understand that this is incorrect. Mrs Morgan has not moved in with Mr Farrell, and the two are not involved in a relationship. We are happy to correct the error. (CI 1) The complainant made clear that he was prepared to consider the matter resolved after the republication of the correction. In regard to the complainant's concern regarding his father's alleged involvement in the drugs trade, the newspaper argued that it was widely accepted that he had been involved. It did not accept that the article had implied that the complainant had any connections to this industry. While the complainant did not pursue these aspects of his complaint, he reserved his position should the claims be repeated.'</p> | Sunday World |
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| 03/08/2011 | 1 | Mr James Stocks | Mr James Stocks complained to the Press Complaints Commission that the newspaper had published an article which gave the misleading impression that he had left an island "unannounced" following a theft from a hotel on the island, and implied that he had been guilty of the offence when he had not been. | The complaint was resolved when the PCC negotiated the publication of the following statement, in addition to removal of the online article: Contrary to a statement from Hotel Hebrides reported in good faith in The Herald on February 2, 2010, we have been asked to point out that James Stocks did not leave Harris unannounced following a theft from the hotel. | The Herald (Glasgow) |
| 03/08/2011 | 3 | Mr Melanie Johanssen | Ms Melanie Johanssen complained to the Press Complaints Commission that the magazine had published her full name, the name of her street and her town in an article, which she said she had not agreed to, which she considered to be an intrusion into her privacy. | The complaint was resolved when the magazine undertook not to re-publish the complainant's address in future without her express consent, and sent the complainant a personal letter of apology. ' | Take a Break |

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| 03/08/2011 | 1 | Alex Yellop | Alex Yellop complained to the Press Complaints Commission that the newspaper had published an article on the subject of solar panels which contained a number of inaccuracies relating to the way in which the panels work, the nature of the savings to homeowners, and the amount paid by the government per kilowatt of energy produced. | Prior to receiving the complaint via the PCC, the newspaper had already amended the online version of the article. The complaint was resolved in full when the PCC negotiated the publication of the following correction in print: "Solar panel firms 'using dodgy sales tactics'" (June 24), concerning a Which? study, contained a transcription error. The feed-in tariff paid to householders is 43.3p per kw of energy produced, not 4.33p as we stated. We also wish to make clear that the export tariff of 3.1p is payable on top of the 43.3p feed-in tariff. We apologise for any confusion caused. ' | The Daily Telegraph |
| 03/08/2011 | 1 | London Borough of Croydon | Ms Julie Belvir on behalf of the London Borough of Croydon complained to the Press Complaints Commission that the newspaper had published an article reporting on the dismissal of a head teacher which was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction: IN February I wrote a piece about head teacher Craig Tunstall's removal from Croydon's Oval Primary School which included a quote from Councillor Mike Fisher claiming Mr Tunstall had "created a climate of fear". This was a comment made by others, and at no point by Mr Fisher. Happy to set the record straight. ' | News of the World |

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| 04/08/2011 | 1 | Royal Hospital Chelsea | Major General A P N Currie CB, Lieutenant Governor of the Royal Hospital Chelsea, complained to the Press Complaints Commission that three articles relating to the management of the Hospital were inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction and apology in the Daily Telegraph (and online), in addition to the removal of the articles on the telegraph.co.uk website: Royal Hospital Chelsea Following earlier reports the Royal Hospital Chelsea has informed us that while a minority of Chelsea Pensioners were unhappy with some of the changes that were taking place there was no "revolt". The Hospital has also asked us to make clear that the number of care staff in the Infirmary has increased rather than decreased, and that there is comprehensive cover at all times. We are happy to clarify these matters and apologise for any offence caused. | The Daily Telegraph |
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| 04/08/2011 | 1 | Royal Hospital Chelsea | Major General A P N Currie CB, Lieutenant Governor of the Royal Hospital Chelsea, complained to the Press Complaints Commission that three articles relating to the management of the Hospital were inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction and apology in the Daily Telegraph (and online), in addition to the removal of the articles on the telegraph.co.uk website: Royal Hospital Chelsea Following earlier reports the Royal Hospital Chelsea has informed us that while a minority of Chelsea Pensioners were unhappy with some of the changes that were taking place there was no "revolt". The Hospital has also asked us to make clear that the number of care staff in the Infirmary has increased rather than decreased, and that there is comprehensive cover at all times. We are happy to clarify these matters and apologise for any offence caused. | The Sunday Telegraph |
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| 05/08/2011 | 1 | Philip Davies MP | Philip Davies MP complained to the Press Complaints Commission that an article which reported comments he had made in a House of Commons debate about the minimum wage was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction in the newspaper, in addition to appending it to the original article online: A report ("MP: Disabled people could work for less", June 18) stated that Philip Davies MP, had suggested that people with learning disabilities should be paid less than the national minimum wage. In fact, Mr Davies was not arguing that those with learning disabilities should be obliged to receive less than the statutory minimum, but rather that the Government should not stand in the way of those who wish to get on the job market and work for less than the minimum wage if they themselves choose to do so. We are happy to set the record straight.' | The Times |
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| 05/08/2011 | 1 | Philip Davies MP | Philip Davies MP complained to the Press Complaints Commission that an article which commented on remarks he had made in a House of Commons debate about the minimum wage was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following correction, in the newspaper and online: The Ben's World column of 23 June suggested that Philip Davies MP had proposed that people with disabilities should be paid less than the national minimum wage, equating this to racism. We fully accept that his argument was not that those with disabilities should be obliged to receive less than the statutory minimum, but rather that the Government should not stand in the way of any individual who wishes to get on the job market and work for less than the minimum wage if they themselves choose to do so. We are happy to set the record straight. ' | Bedford Times & Citizen |
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| 11/08/2011 | 1, 5 | Wendy Irvine | <p>Wendy Irvine complained to the Press Complaints Commission that the newspaper had published a misleading report about the inquest into the death of her daughter, Camilla Irvine, in breach of Clause 1 (Accuracy) and Clause 5 (Intrusion into grief and shock) of the Editors' Code of Practice.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following letter from the complainant and her husband, setting out their concerns about the coverage: Report of our daughter's death was misleading We wish to speak out about your article of March 29, 2011, a report into the inquest into the death of our daughter Camilla Irvine. The headline represented our daughter as some kind of "cannabis junkie" whose death may have been in some way linked to cannabis. Our daughter was a happy, normal, intelligent 16-year-old girl. Milla's inquest was told that she may have shared some cannabis at a party shortly before her death, but there were absolutely no traces of alcohol or drugs found in any post mortem tests. You neglected to mention that the unknown compound that the forensic pathologist referred to in court could have occurred naturally in the body, or have developed in the samples taken at the time of her death. It was concluded that Milla had most probably died peacefully in her sleep, from the condition described as sudden adult death syndrome. We would have expected better of the Yorkshire Post, which is why we complained to the Press Complaints Commission. We, in Camilla's family and all her friends will remember her as a beautiful, talented young girl, and would like those that did not have the pleasure of knowing her to remember her in the same way. David and Wendy Irvine '</p> | Yorkshire Post |
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| 11/08/2011 | 1 | Michael Dempsey | <p>Michael Dempsey complained to the Press Complaints Commission that the newspaper had edited a letter he had submitted for publication in a manner that distorted its meaning in breach of Clause 1 (Accuracy) of the Editors' Code of Practice.'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following further letter from the complainant: I write further to my letter responding to criticism of East End Life, which was published in your 14 April edition. You said in an editorial note that all of the examples of coverage in East End Life that I had listed were also published in the Advertiser. But that is because you left out nearly half of the examples I cited, including local history, property, sport and entertainment. Sport is a good example. The vast majority of your sports pages are about football, with virtually nothing about youth sport or minority sports. By contrast, East End Life coverage includes youth football, cricket, basketball, and swimming, as well as weightlifting, rugby and athletics. Based on my experience, I do not look forward to the day that you get your way and East End Life disappears. Michael Dempsey, Stepney</p> | East London Advertiser |
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| 11/08/2011 | 1 | Mark Robertson | Mark Robertson complained to the Press Complaints Commission that the newspaper had published an inaccuracy in an article about the outcome of a General Teaching Council (Scotland) disciplinary hearing involving him in breach of Clause 1 (Accuracy) of the Editors' Code of Practice.' | The complaint was resolved when the PCC negotiated the publication of the following correction: Dr Mark Robertson We reported last month that Dr Mark Robertson had been permanently struck off the register of the General Teaching Council for Scotland following his conviction on a sex offence involving a pupil. In fact, Robertson can reapply to join the register after a year. | Scottish Sun |
| 11/08/2011 | 1, 3, 4 | Jane Watkins | Jane Watkins complained to the Press Complaints Commission that the newspaper had persistently questioned her in a manner that breached Clause 4 (Harassment) of the Editors' Code of Practice and published an inaccurate account of her comments that breached Clause 1 (Accuracy) and Clause 3 (Privacy) of the Code. ' | The newspaper did not accept that it had breached the Code on this occasion. However, it had no wish to upset the complainant. The complaint was resolved when the PCC negotiated the permanent removal of the article from the newspaper's website.' | News of the World |
| 11/08/2011 | 1, 3 | Mr Gavin Blowman | Mr Gavin Blowman complained to the Press Complaints Commission that the newspaper had published an article which included an old photograph of himself which he considered to be misleading and an intrusion into his privacy. | The complaint was resolved when the PCC negotiated the replacement of the photograph in the online article a more recent picture of the complainant, which the complainant supplied. | Daily Mail |

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| 11/08/2011 | 1 | Edward Hellewell | <p>Edward Hellewell complained to the Press Complaints Commission that the magazine had published an image on the front page of the Duchess of Cambridge in her wedding dress, in which she appeared to have been made to look thinner.</p> | <p>The magazine explained how the image had been altered to remove the arm of Prince William so that the Duchess could be featured on the cover alone. This involved mirroring one of the Duchess's arms and an inadvertent result of the change was the slimming of her waist. The complaint was resolved when the PCC negotiated the publication of the following statement in the magazine: Following a letter received from a Mr H about our royal wedding issue, Grazia magazine would like to clarify the process that led to our final cover image of the Duchess of Cambridge. We wanted a great image of the Duchess on her own, but all the photographs had the Duke in too. So we asked our reproduction house to remove him from the picture (common practice among glossy magazines). This would have left the Duchess with only one arm, so they copied over her arm to complete the picture. We would like to reassure all our readers that we did not purposely make any alterations to the Duchess of Cambridge's image to make her appear slimmer, and we are sorry if this process gave that impression. Grazia takes the issue of women's body image very seriously and we would never 'slim down' a picture of a female role model.'</p> | Grazia |
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| 12/08/2011 | 1 | Brighton and Hove City Council | Brighton and Hove City Council complained to the Press Complaints Commission that the newspaper had published a correction on page 20 in relation to an article which had originally appeared on page 2, which he considered to be insufficiently prominent in breach of Clause 1 (Accuracy) of the Code. | While the newspaper explained that the correction had been published on the earliest possible page, the complaint was resolved when the PCC negotiated the re-publication of the correction on page 2: Squat numbers correction In yesterday's article "MP's anger at squatters" we stated there were 950 empty council properties in Brighton and Hove. In fact this was the total number of vacant properties in the city. The number of those owned by Brighton and Hove City Council currently stands at 140. A council spokesman said the authority is carrying out considerable refurbishment work on those properties. We apologise for any confusion.' | The Argus (Brighton) |
| 15/08/2011 | 1, 3, 4, 5 | Zara Khoshnaw | Zara Khoshnaw complained to the Press Complaints Commission through her representative, Mary Hodgson, that the newspaper's coverage of her mother's death had breached Clause 1 (Accuracy), Clause 3 (Privacy), Clause 4 (Harassment) and Clause 5 (Intrusion into grief and shock) of the Editors' Code of Practice.' | The newspaper believed that the coverage had been fair and accurate at the time of publication, and it provided a detailed explanation of how the story had unfolded. However, it accepted that the coverage had inadvertently increased the complainant and her family's suffering at a difficult time. The matter was resolved when the newspaper wrote a letter of apology to the complainant and another family member for having added to their distress and published an article about a charity event to be held in memory of the complainant's mother.' | Manchester Evening News |

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| 19/08/2011 | 1 | Lord Martin of Springburn | Lord Martin of Springburn complained to the Press Complaints Commission that an article which referred to alleged disagreements with former staff during his tenure as Speaker was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the publication of the following text, in the newspaper and online, in addition to the newspaper marking its records for future reference: Regarding an article on March 27 about a departure in the House of Commons Speaker's office, Lord Martin of Springburn states that no individual ever left during his tenure because he regarded them as being too posh. He also states he never had a row with a Speaker's Secretary about how he should be formally dressed. We are happy to report his position. ' | The Mail on Sunday |
| 19/08/2011 | 1 | Patricia Symon | Patricia Symon complained to the Press Complaints Commission that the newspaper had published an article which incorrectly stated that she had asked for a primary school exercise class to be banned when her request was merely that the associated noise levels be reduced. | The complaint was resolved when the PCC negotiated the prompt removal of the online article. | The Daily Telegraph |

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| 19/08/2011 | 1 | Mrs Carol Ann Shaw | Mrs Carol Ann Shaw complained to the Press Complaints Commission that the newspaper had published an article which gave the misleading impression that her sons' stepmother was their biological mother.' | The complaint was resolved when the PCC negotiated the amendment of the online article and the publication of the following clarification: An article of 24 May (2 minutes with Rebecca Kane of Shine on Raw) reported that Rebecca Kane was a mother of two boys. We have been asked to make clear that she is in fact their stepmother. We are happy to set the record straight. | The Sentinel (Staffordshire) |
| 19/08/2011 | 1, 3, 5 | Mrs Elaine Lunn | Mrs Elaine Lunn complained to the Press Complaints Commission that an article reporting on her son's death was inaccurate regarding the cause of death, and intruded into her family life in breach of Clause 3 (Privacy) and into her family's grief in breach of Clause 5 (Intrusion into grief or shock) of the Editors' Code.' | The complaint was resolved when the PCC negotiated a private letter of apology from the editor. | Suffolk Free Press |

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| 19/08/2011 | 1 | Dr Adeniran Yesufu | Dr Adeniran Yesufu complained to the Press Complaints Commission that the newspaper had published misleading information in breach of Clause 1 (Accuracy) of the Editors' Code of Practice in an article about a General Medical Council panel that cleared him in relation to allegations of misconduct.' | The complaint was resolved when the PCC negotiated the publication of the following clarification: Clarification on cleared doctor - In an article ("Doctor cleared of indecent exposure by medical panel," Nottingham Post, July 7) we said that Doctor Adeniran Yesufu has been cleared by a panel of the General Medical Council in relation to accusations that he had indecently exposed himself to employees at Nottingham City Hospital. The report also stated that Dr Yesufu had been dismissed from Nottingham University Hospitals NHS Trust after allegedly indecently exposing himself to hospital staff. To clarify, the dismissal and the GMC hearing related to the same incident. | Nottingham Post |
| 19/08/2011 | 1 | Ms Amy Smith | Ms Amy Smith of Newcastle upon Tyne complained to the Press Complaints Commission about an article which reported on the death of her child's father, Steven Gilchrist, following a motorcycle accident. The complainant said that the article misled readers as to the closeness of Mr Gilchrist's relationship with her son. However, she was particularly concerned about the inclusion of a photograph of her son as a baby, which she felt was intrusive.' | While the newspaper did not accept that the article was in breach of the Editors' Code, the matter was resolved when the PCC negotiated the removal of the photograph from the online article.' | Evening Chronicle (Newcastle upon Tyne) |

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| 19/08/2011 | 1 | Croydon Council | Croydon Council complained to the Press Complaints Commission that an article about a flagship regeneration project, CCURV, was inaccurate and misleading. | The matter was resolved privately between the parties and a correction published. | Croydon Advertiser |
| 19/08/2011 | 1, 4 | Mr Jeremy Sharples | Mr Jeremy Sharples, owner of The Park bar in Burton, complained to the Press Complaints Commission about an article which reported on a police initiative to tackle knife crime in the town centre. He was concerned that the article inaccurately claimed that his bar had been categorised by the police as 'red plus', indicating that it posed the high level of risk to the public. However, he also expressed concerns about the manner in which he had been treated by staff when he contacted the newspaper directly about the matter, alleging that he had been intimidated.' | The newspaper explained that it had published a clarification the following day, making clear that The Park was an 'amber' venue. It strenuously denied that the complainant had been intimidated by its staff, however, the matter was resolved when the PCC negotiated a personal letter to the complaint and an offer to publish a follow up article on The Park.' | Burton Mail |

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| 22/08/2011 | 1 | Haringey Council | <p>Kevin Crompton, Chief Executive of Haringey Council, complained to the Press Complaints Commission that the newspaper had published the inaccurate claim that John Suddaby, the Council's former head of legal services, had spent "thousands of pounds of taxpayers' money trying to 'cover up'" failures by the Council that contributed to the death of Peter Connelly ("Baby P").'</p> | <p>The complaint was resolved when the PCC negotiated the publication of the following correction and apology, in the newspaper and online: Haringey Council - Our report on June 7 said that Haringey council's then-head of legal services John Suddaby led a bid costing thousands of pounds trying to "cover up" failures that contributed to the death of Baby Peter Connelly. In fact, Mr Suddaby and the council sought court orders restricting reporting of the case only to protect the welfare of children involved. We are happy to clarify this and are sorry for the misunderstanding.'</p> | Evening Standard |
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| 23/08/2011 | 1 | Anthony Brindley | Anthony Brindley complained to the Press Complaints Commission that the newspaper had published an article on the subject of state pensions which incorrectly stated that although government ministers had decided to increase the pensionable age, the change would be delayed until 2024. | The complaint was resolved when the PCC negotiated the publication of the following wording both in print and on the newspaper's website: State pension age Coverage on May 21 mistakenly suggested that the state pension age for men and women would be raised to 66 and four months in 2024 in order to help women in their fifties. The correct age and date, as set out in the Pensions Bill, remain 66 and 2020 respectively. Iain Duncan Smith, Secretary of State for Work and Pensions, has said, however, that he will consider suggestions as the Bill continues through Parliament to ensure that the transition to 66 will be as smooth as possible for those women most affected. We are happy to set the record straight. ' | The Daily Telegraph |
| 05/09/2011 | 1 | Lambeth Council | Councillor Steve Reed on behalf of Lambeth Council complained to the Press Complaints Commission that the newspaper had published an article reporting on an event marking the 30th anniversary of the Brixton riots which contained inaccuracies and was misleading with respect to the role played by the Council. | The complaint was resolved when the PCC negotiated the publication of the following correction: Lambeth Council - An article on April 9 suggested that Lambeth Council had spent thousands of pounds on an event to mark the 30th anniversary of the Brixton riots. In fact, the council did not directly fund this event. We are happy to set the record straight. | Daily Mail |

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| 05/09/2011 | 1 | Mr Liam O'Hara | Mr Liam O'Hara - with the support of the campaign group 40 Days for Life - complained that an article reporting on an anti-abortionist demonstration was misleading when it stated that the protesters had waved banners of dismembered fetuses.' | The complaint was resolved when the PCC negotiated the addition of the following statement to the online article: The campaign group 40 Days for Life, which organised a vigil outside BPAS in the period referred to in the first paragraph of this article, has asked us to clarify that it does not produce or condone the use of distressing images on banners. It says: "We would like to categorically state that 40 Days for Life have never used images of aborted fetuses. A particular feature of 40 Days for Life is precisely that we do not use any graphic images of abortion. | The Guardian |
| 05/09/2011 | 1 | Ms Maymuna Ismail | Ms Maymuna Ismail complained to the Press Complaints Commission that the newspaper had incorrectly reported some of the circumstances surrounding her brother's death.' | The complaint was resolved when the newspaper undertook to cover any forthcoming trial on the case and to report the court's position on the contended points.' | The Sun |
| 05/09/2011 | 1 | Miss Tabitha Lasley | Miss Tabitha Lasley complained that the newspaper had incorrectly claimed to have "tracked down" Monika Pon in South Africa. In fact, Marie Claire South Africa had located her and had sent the complainant to interview Ms Pon two months previous to the Daily Mail's article. The newspaper had based the article on the piece which appeared in Marie Claire.' | The complaint was resolved when the newspaper added the following sentence to the online article: "Following an interview with Tabitha Lasley in Marie Claire magazine, the true story behind the world's most reproduced painting was revealed" | Daily Mail |

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| 05/09/2011 | 1 | Mr Andrzej Wieckowski | Mr Andrzej Wieckowski complained to the Press Complaints Commission that the newspaper had incorrectly stated in the sub-headline of an online article that rugby league would receive an increase in Sport England aid. | Prior to the Commission's involvement, the newspaper had altered the sub-headline to reflect that funding to rugby league would be decreased. The complainant was satisfied that this resolved his complaint.' | The Guardian |
| 05/09/2011 | 1 | Ms Rachel Hewitt | Ms Rachel Hewitt complained to the Press Complaints Commission that an article reporting on her court appearance in relation to the death of her cat contained inaccuracies and was misleading. | The complaint was resolved when the PCC negotiated the amendment of the online article to make clear that the cat had died six months after having surgery. | Manchester Evening News |

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| 05/09/2011 | 1 | Cannabis Law Reform | <p>Peter Reynolds, Leader of the political party Cannabis Law Reform (CLEAR), complained to the Press Complaints Commission that the newspaper had published an article which contained a number of inaccuracies relating to cannabis. He was particularly concerned that the piece featured an MP's inaccurate assertion that cannabis is "highly toxic and highly dangerous". The complainant explained that, in reality, the toxicity level of cannabis is relatively low and, in comparison to other drugs, could not be considered especially hazardous.'</p> | <p>The newspaper explained that it had accurately reported the comments of the MP as he had presented them in the House of Commons. However, it recognised that CLEAR had submitted scientific evidence which refuted the MP's claims. The matter was resolved when the newspaper contacted the complainant directly with a view to obtaining the group's contribution for the purposes of a follow-up article.'</p> | Hertfordshire Mercury |
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| 05/09/2011 | 1 | Mr Jon Samuel | Mr Jon Samuel complained to the Press Complaints Commission that the newspaper had published an inaccurate story that an individual had placed a £6,000 bet with Ladbrokes that the Duchess of Cambridge would wear the George III Tiara. | Following confirmation from Ladbrokes that the bet had been declined, the PCC negotiated the publication of the following correction in the newspaper: On 27 April we reported that a £6000 bet had been placed at Ladbrokes on the tiara Kate Middleton would wear at her wedding. It has since been confirmed the bet was declined. The newspaper also added the following statement to the online article: Correction: Since this story was first posted it has been confirmed that although this bet was requested it was in fact declined by Ladbrokes. All bookmakers have a prerogative to decline requested bets. | The Daily Telegraph |
| 05/09/2011 | 1, 3 | A woman | A woman complained to the Press Complaints Commission that the newspaper had included a photograph of her and four friends waiting to enter a Take That concert in an article relating the drunken and illegal conduct of some concert attendees. The complainant was concerned that the publication of the photograph in this context incorrectly implied that they had behaved in that manner. They had not been made aware at the time that the photograph would be for publication in a newspaper. | The newspaper removed the photograph from its online article prior to the PCC's involvement. The Press Complaints Commission then negotiated the addition of the following statement to the article: A previous version of this article included a photograph of five female fans. We are happy to make clear they were not involved in any of the reported incidents at the concert.' | The Sun |

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| 05/09/2011 | 1 | Resolved - Judge Douglas Field v The Sun | Judge Douglas Field complained to the Press Complaints Commission that a front-page report of an inquiry by the Office for Judicial Complaints (OJC) into claims made against him was inaccurate and misleading. | The complaint was resolved when the PCC negotiated the prominent publication of the report of the outcome of the OJC inquiry, including a front-page reference, in addition to the removal of the original article from the newspaper's website.' | The Sun |
| 05/09/2011 | 3, 4 | Ms Pippa Middleton | Ms Pippa Middleton complained to the Press Complaints Commission through Harbottle & Lewis LLP that the newspaper had published a photograph of her sunbathing on a boat, taken five years previously, in a place where she had a reasonable expectation of privacy. The complainant's solicitors also alleged that the photographs had been obtained after the boat had been followed.' | The newspaper said that the set of photographs from which the photograph had been taken had been published on numerous occasions since 2006 without complaint. It also said that the boat had not been followed, arguing that the complainant did not have a reasonable expectation of privacy at the location in which the boat was situated. Nonetheless, the complaint was resolved when the newspaper removed the photograph from its website and agreed not to republish it. | Daily Mirror |

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| 05/09/2011 | 3, 4 | Middleton Family | Mrs Carole Middleton, Ms Pippa Middleton and Mr James Middleton complained to the Press Complaints Commission through Harbottle & Lewis LLP that the newspaper had published photographs of them on a boat, taken five years previously, in a place where they had a reasonable expectation of privacy. The complainants' solicitors also alleged that the photographs had been obtained after the boat had been followed.' | The newspaper said that the set of photographs had been published on numerous occasions since 2006 without complaint. It also said that the boat had not been followed, arguing that the complainant did not have a reasonable expectation of privacy at the location in which the boat was situated. Nonetheless, the complaint was resolved when the newspaper removed the photographs from its website and agreed not to republish them. | The Mail on Sunday |
| 05/09/2011 | 3, 4 | Middleton Family | Mrs Carole Middleton, Ms Pippa Middleton and Mr James Middleton complained to the Press Complaints Commission through Harbottle & Lewis LLP that the newspaper had published photographs of them on a boat, taken five years previously, in a place where they had a reasonable expectation of privacy. The complainants' solicitors also alleged that the photographs had been obtained after the boat had been followed.' | The newspaper said that the set of photographs had been published on numerous occasions since 2006 without complaint. It also said that the boat had not been followed, arguing that the complainant did not have a reasonable expectation of privacy at the location in which the boat was situated. Nonetheless, the complaint was resolved when the newspaper removed the photographs from its website and agreed not to republish them. | Daily Mail |
| 05/09/2011 | 5 | Mrs R Kallis | Mrs R Kallis complained to the Press Complaints Commission on behalf of the family of Mr Darrim Daoud that an article reporting on Mr Daoud's death was intrusive and insensitive.' | While the newspaper did not consider the article to be in breach of the Code, the matter was resolved when the PCC negotiated a private letter to the complainant expressing regret for any distress caused by the article. | Crawley News |

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| 05/09/2011 | 1 | Ms Tracy Bishop | Ms Tracy Bishop, Assistant Headteacher at Cedar Mount High School, Manchester, complained to the Press Complaints Commission about an article reporting on the handing down of an ASBO to a former pupil. The complainant was concerned that the article suggested that both the subject of the ASBO, and another boy referred to in the report, were current pupils of the school. | The matter was resolved when the newspaper published a correction, making clear that the boys had both left the school in September 2010. | Manchester Evening News |
| 05/09/2011 | 1 | Mr Bernard Fagan | Mr Bernard Fagan of the Avondale Residents' Association complained to the Press Complaints Commission about an article which reported on calls from residents of the Wellings, Fitzgerald and Glenister tower blocks to have newly installed windows reviewed following fears about their safety. The complainant was particularly concerned about the accuracy of a claim that the tenants had been 'fully consulted' on the new windows before fitting.' | The matter was resolved when the newspaper cooperated with the complainant on a follow-up article, in which he put forward his views on the adequacy of the local council's consultation process.' | Hayes and Harlington Gazette |

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| 05/09/2011 | 1 | Mr Brian Carroll | Mr Brian Carroll of Aberdeen complained to the Press Complaints Commission that an article reporting on strikes at Aberdeen Sheriff Court inaccurately claimed that only 8 members of staff were not at work on the day of the action. | The matter was resolved when, prior to the PCC's involvement, the newspaper published a correction making clear that 28 court staff were on strike and nine formed a picket outside the building.' | Press & Journal (Aberdeen) |
| 05/09/2011 | 1, 3, 5 | A woman | A woman complained to the Press Complaints Commission about an article which told the story of her father's eventual conviction for the murder of her mother. ' | The matter was resolved privately between the parties. | Take a Break |
| 05/09/2011 | 1 | Mrs Helen Hailstones | Mrs Helen Hailstones complained to the Press Complaints Commission about an on-line article reporting that Coronation Street actor, Bill Tarney, was continuing to smoke cigarettes despite being due to undergo heart surgery. The complainant was concerned that the newspaper had included a photograph of her posing for a picture with Mr Tarney after she and her husband had met him on holiday in Tenerife. However, the newspaper had incorrectly referred to her in the caption below as Mr Tarney's wife, Alma.' | The matter was resolved when the PCC negotiated the removal of the photograph and a private letter to the complaint, expressing regret for any embarrassment or distress caused. | Daily Mail |

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| 12/09/2011 | 1 | The Joint Council for the Welfare of Immigrants | The Joint Council for the Welfare of Immigrants complained to the Press Complaints Commission that the newspaper had published an article which inaccurately referred to a family of refugees as a family of asylum seekers. | The complaint was resolved when the PCC negotiated the amendment of the online article and the newspaper marked its cuttings with the assertion that the family were indeed refugees and as such entitled to help, and re-circulated the PCC's guidance note on this matter to its journalists. ' | Daily Mail |
| 12/09/2011 | 1 | Mr Jon Samuel | Mr Jon Samuel complained to the Press Complaints Commission that the newspaper had published an inaccurate story on its website that an individual had placed a £6,000 bet with Ladbrokes that the Duchess of Cambridge would wear the George III Tiara. The complainant contended that given the stringent bet limits imposed by bookmakers it was inconceivable that a bet of £6,000 would have been accepted by any bookmaker on what was a 'novelty' betting market. ' | Following confirmation from Ladbrokes that the bet had been declined, the PCC negotiated the addition of the following statement to the online article: Correction: Since this story was first posted it has been confirmed that although this bet was requested it was in fact declined by Ladbrokes. All bookmakers have a prerogative to decline requested bets. | Daily Mail |

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| 12/09/2011 | 1 | Samir Gharbaoui | <p>Samir Gharbaoui complained to the Press Complaints Commission on behalf of SOS Clothes Ltd, a textile recycling company, that the newspaper had published misleading material in breach of Clause 1 (Accuracy) of the Editors' Code of Practice. The newspaper had illustrated an article about organised gangs who steal clothing donations from charities with an image of an SOS Clothes Ltd leaflet asking for clothing donations. The complainant said that this was unfairly damaging to the company's reputation; it had been the main fundraiser for its charity partner for over three years.'</p> | <p>The newspaper said that it would be very difficult for anyone to recognise the company to recognise SOS Clothes Ltd specifically from the small image, which had been used to illustrate the general practice of clothing collection. It provided an example of a leaflet produced by a different organisation that looked similar. Nonetheless, the complaint was resolved when the PCC negotiated the publication of the following clarification: On 20th June we published a report into gangs who steal clothes which have been donated to charity and bogus charity collectors. We illustrated a fact box from that article with a leaflet from SOS Clothes Ltd. We would like to make clear that SOS Clothes Ltd is a genuine and licensed clothes collecting company which donates at least £4000 per month to the Tree of Hope children's charity and has donated over £120,000 so far. '</p> | Daily Mirror |
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| 13/09/2011 | 1 | Lucie Collier | Lucie Collier complained to the Press Complaints Commission that the newspaper's coverage of her fiancé's romantic proposal to her on Brighton seafront contained an inaccuracy relating to how they met.' | The complaint was resolved when the PCC negotiated the publication of the following published correction and the newspaper penned a private letter of apology to the complainant: Only their love The Argus would like to apologise to Lucie Collier and Joseph Batstone for inaccuracies in a story dated Tuesday May 31, 2011 with the inaccurate headline "A love of labour leads to romantic proposal". We would like to clarify that Miss Collier and Mr Batstone have never campaigned for the Labour Party or for any other political party and only their love for each other was what led to the romantic proposal. | The Argus (Brighton) |
| 14/09/2011 | 1 | Ms Johanna Hall | Ms Johanna Hall complained to the Press Complaints Commission that an article reporting on the outcome of an investigation into her conduct by the General Teaching Council was inaccurate, misleading and distorted. | The complaint was resolved when the PCC negotiated the publication of the following correction and apology in the newspaper: An article of 26 May (Headteacher guilty over SATs exam hints' at Wood Green School) reported that headteacher Ms Johanna Hall was sacked by her then employers, Haringey Council. In fact Ms Hall was not sacked but resigned from her position at the end of July 2007. We apologise for any distress caused.' | Tottenham & Wood Green Journal |