

PCC upholds complaint from former Eastender

The Press Complaints Commission has upheld a complaint from the actress Natalie Cassidy against Woman magazine.

An article in the magazine had claimed that Ms Cassidy visited a gym five times a week when 'preparing for' her weight-loss DVD. This information came from a confidential source and was denied by the complainant, who said she had lost weight exclusively by doing the exercises in her DVD, rather than by going to any gym.

The magazine was unable to provide any on-the-record corroboration of the claim and, since it could not reveal its source (who had spoken on condition of anonymity), it should have offered the complainant an opportunity to set out her position as soon as the accuracy of the story was questioned. The magazine's failure to do so resulted in a breach of Clause 1 (Accuracy) of the Code of Practice.

The Commission also criticised the magazine for taking "an unacceptable amount of time to deal with this relatively straightforward matter".

To see the full adjudication click [here](#)

ENDS

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