

MEMORANDUM

To: All Editorial Staff

From:

Date: 24 May, 2007

Re: Complaints

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It's essential that the Editor and the legal department (of the Daily or Sunday as appropriate) is made aware of all complaints, whether written or verbal, as soon as possible after we receive them.

There have been costly incidents where a journalist has kept quiet about a letter or telephone call of complaint in the vain hope it just goes away. Trust me, they don't – and delays in dealing with them can be extremely damaging.

Many thanks.

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Executive Director, Editorial