

Complaints procedure

Last updated: 20 August 2023, by LK

Dublin Inquirer's staff and freelancers adhere to the Press Council of Ireland's [code of practice](#).

If you believe we have breached this code, and wish to make a complaint, please write to us at lois@dublininquirer.com and info@dublininquirer.com.

What can I complain about?

1. You can complain about any article, in print or online, including words and images
2. You can also complain about the conduct of an employee or a freelancer of the publication in question, with reference to the specific breaches of the codes of conduct.

Who can complain?

1. Complaints must be made on behalf of a named individual, including where businesses or organisations are involved.
2. You must provide your full name, address, phone number and email

What to include in a complaint

If your complaint is about an article, please follow the following steps:

1. You must include the name and date of the article in question.
2. Please include a link to the article if possible.
3. Please include a detailed description of the complaint, with reference to specific words, phrases, images, instances, dates and records that are relevant, and ideally include which clauses of the code of practice you believe have been breached.

If your complaint is about conduct, please following the following steps:

1. Please include the clauses of the code that you believe have been breached.
2. Please include as much detail as possible as to the alleged misconduct, including any supporting documents or correspondence, and any dates and times.

Response process

1. We will confirm receipt of your complaint by email.
2. We will investigate the complaint to the best of our ability, and respond accordingly.
3. If we decide any action is necessary or helpful, we will inform you that we have taken it

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4. If you are not satisfied with the resolution, and the complaint concerns an article published in the last three months, we will suggest [filing a complaint directly](#) with the Press Council of Ireland

Data protection

All data will be handled in line with data protection legislation.