

The Samford Progress Association's free community newspaper printed continuously since 1977.

The VILLAGE PUMP

"Your Community Newspaper, owned by the Samford Community and produced for the benefit of the Samford Community."

COMPLAINTS HANDLING PROCESS

Complaints – Editorial/Advertising Content

If you wish to complain about editorial or advertising content in The Village Pump, please write or email to addresses below. Please clearly indicate COMPLAINT in the Subject Area and clearly outline your complaint, so we can attend to your request according to the Policy.

Mail: The Village Pump, PO Box 94, Samford QLD 4520.

Email: editor@villagepump.org.au.

Complaints will be accepted up to one month from the date the editorial/advertising content appears in The Village Pump. Complaints must include information about the relevant page and as much detail as possible, so that we can fully assess your complaint.

Complaints – Distribution

If your complaint relates to the distribution of the newspaper by our distribution contractor, your complaint will be managed by the Editor. If the complaint is not resolved and further action is required, the same complaints process as outlined below will apply.

What happens to your complaint?

Your complaint will be acknowledged within one week and will be assessed by the Editor, in conjunction with the Editorial Committee*. You agree to respond promptly to any request for further information. We will respond to all complaints in writing within 14 days of receiving all the necessary information to allow us to investigate. If we don't hear back from you in 7 days, we will consider your complaint closed.

When handling your complaint, we will treat you fairly, courteously and with respect. We may decline to consider any complaint that is abusive or gratuitously offensive.

If we accept that your complaint is valid, we will acknowledge the complaint to you in writing and print an apology in the next available edition.

Appeal process

If you are not satisfied with how we have handled your complaint, the Australian Press Council handles complaints about material published by an Australian newspaper, magazine or website. The Council does not consider complaints about advertising material, except where the complaint is that the material is not clearly identifiable as advertising. <https://www.presscouncil.org.au/making-a-complaint/>. If asked, we will provide all correspondence to them relating to your complaint.

Complaints relating to management of The Village Pump

If your complaint is regarding the conduct of the Editor, please send your complaint in writing to The Secretary, SDPPA, PO Box 94, Samford, Qld 4520, or email secretary@samfordprogress.org.au. Your complaint will be acknowledged within 7 days and reviewed by the SDPPA Management Committee. A response will be finalised within 28 days of receiving your complaint.

*The Editorial Committee is the elected Committee members of The Samford & District Progress & Protection Association (SDPPA) and includes the Editor of The Village Pump.