



## Preliminary data on outcome of complaints to the Australian Press Council, 2010-11

### Number of complaints received during the year

Carried over from 2009-10	50
Received in 2010-11*	566
Closed in 2010-11	570
Carried forward to 2011-12	46

### Outcomes of complaints finalised during the year

Considered by the Council	
- pursued by complainant to mediated outcome or adjudication	219
- not pursued by complainant to mediated outcome or adjudication**	222
Not considered by the Council	
- outside jurisdiction or referred elsewhere	<u>129</u>
	570

### Outcomes of pursued complaints

Some remedy provided by mediation or adjudication	194
Complaint dismissed on adjudication	<u>25</u>
	219

### Remedies for complainants

By mediation	
- apology (public or private)	16
- retraction published (including deletion from website)	26
- correction or clarification published	28
- other similar action	28
- response by complainant published	36
By adjudication	
- complaint fully or partly upheld and adjudication published***	<u>60</u>
	194

\* The 566 complaints received during the year compares with 529 in 2009-10, 506 in 2008-09 and an average of 418 over the preceding decade.

\*\* In many cases, the complaint was not pursued because the complainant was satisfied with the response obtained by the Council from the publisher. In other cases, however, the discontinuance may not reflect full satisfaction by the complainant even though he or she did not choose to pursue the matter to mediation or adjudication. The numbers in each of these categories are not precisely quantifiable.

\*\*\* The 71% of adjudications which upheld a complaint compares with 43% in 2009-10, 49% in 2008-09 and an average of 46% over the preceding decade.