



## COMPLAINTS PROCESS: REEF TODAY

Reef Today takes complaints about our content seriously. If you wish to complain about editorial content please follow the steps below.

Please note this policy only applies to complaints about editorial content in our publications and the digital services that we control.

### How to complain

Write or email with details of your complaint.

The address for written complaints is Shop 5, 1 Spence Street, Cairns, Queensland 4870, Australia. Our email is [stuart@calypsoproductions.com.au](mailto:stuart@calypsoproductions.com.au).

Complaints will be accepted up to four months from the date the first publication of the content that you are complaining about.

Complaints must include a link to the relevant webpage, if the complaint is about online material or the publication title, date, page and headline and any other documents that will help us assess your complaint.

### What happens to your complaint?

We aim to acknowledge your complaint within five working days of receipt. In making a complaint, you agree to respond promptly to any request for further information. If we receive multiple complaints about the same issue we may make one response to all. We will respond to all complaints within 28 days of receiving all the necessary information to allow us to investigate.

If we accept that your complaint is valid, we will seek to remedy the breach as quickly as possible with a correction or apology.

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. We do not accept anonymous complaints.

If at any stage of your complaint we do not hear back from you within 14 days, we will consider your complaint satisfied and closed.