



Nascon Media complaints handling procedure

Nascon Media Pty Ltd is committed to working within and adhering strictly to the Australian Journalism Code of Ethics.

However, if any person feels we have breached the code in any way and wishes to make a complaint, please submit your complaint, in writing to the editor via this address (admin@beefcentral.com) in accordance with the following steps.

All complaints must include the name and date of the publication, with reference to the specific article in question. Please include the URL of the article.

A detailed description of the complaint, with reference to specific words, phrases, images, instances, dates and records that are relevant, and which clauses of the Journalism Code of Ethics you believe the publication may have breached.

Who can complain?

Complaints must be made on behalf of a named individual only. This includes complaints where businesses and organisations are involved.

In submitting a complaint, please provide your full name, address, phone number and email.

Timeframe for lodging complaints

People wishing to make complaints are requested to do so within eight weeks after the item was published on a Nascon Media Pty Ltd platform. The publication will endeavour to respond to the complainant within 21 working days.

Complaints process

The editor will confirm receipt of the complaint within three working days by contacting the complainant via email.

All complaints will be dealt with by the editor of the publication that published the article.

The editor will investigate the complaint to the best of his/her ability, in respect of the Journalism Code of Ethics, and respond accordingly.

If we uphold your complaint, we will inform you of the remedial actions taken or to be taken.

If the complainant is not satisfied with the suggested resolution, they are free to seek the advice of a media lawyer.

Confidentiality

All information provided to Nascon Media Pty Ltd will be handled sensitively and within the boundaries of the Privacy Act 1988.