

## PJF PROCEDURE FOR COMPLAINTS

Complaints and demands for corrections should be handled politely, fairly, and quickly. In a non-defensive manner the person handling the call (or written communication) should listen carefully to the complainant's side of the story, agree to get back in touch, and inform an editor for PJF and for the Fauquier Times or other medium that carried the offending article. Disputed factual details and the entire context should be checked out.

If the complainant threatens a lawsuit, mentions libel, or uses a lawyer to call (or write), the caller should be referred to PJF's outside counsel for all communications. Statements made to a complainant might be usable in a later suit.

Clear errors should be corrected regardless of threats. But if the complaint relates to an ambiguous matter, an alleged implication, or incomplete treatment of one side, then the appropriate remedy might be a clarification, amplification, follow-up article, letter, or other response which PJF and the other medium will want handled with an awareness of possible litigation.

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