

Complaints & Escalation Policy

The Daily Round is committed to responsible, fair, and transparent journalism across the healthcare and social care sectors. We recognise that reporting can have significant impact on individuals, organisations, professionals, and communities, and we take concerns relating to our content seriously.

We welcome constructive feedback and are committed to reviewing complaints fairly, proportionately, and respectfully. Where concerns are raised regarding accuracy, fairness, editorial standards, or the presentation of content, our editorial team will assess the matter carefully in line with our published policies and editorial principles.

Our approach to complaints handling is guided by:

- accountability,
- editorial integrity,
- transparency,
- proportionality,
- and a commitment to constructive dialogue where appropriate.

We aim to handle complaints professionally and respectfully, including where individuals or organisations may disagree with our reporting. Raising a complaint will not negatively affect how concerns are reviewed, and all matters submitted will be considered on their individual merits.

The Daily Round believes that responsible journalism includes a willingness to review concerns openly and make appropriate amendments, clarifications, or corrections where necessary.

1. What Complaints Can Relate To

Complaints submitted to The Daily Round may relate to a wide range of editorial, publishing, or content-related concerns.

Examples may include concerns regarding:

- factual inaccuracies or incorrect information,
- misleading reporting or lack of appropriate context,
- unfair representation of individuals or organisations,
- the use or handling of anonymous sources,
- headlines or wording considered misleading or disproportionate,

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- the use of imagery, graphics, or visual content,
- privacy or confidentiality concerns,
- discriminatory, offensive, or inappropriate content,
- conflicts of interest or perceived bias,
- sponsored content, partnerships, or advertising transparency,
- attribution or quotation concerns,
- omissions of significant information,
- or concerns relating to editorial standards and fairness.

We recognise that healthcare and social care reporting can involve sensitive issues, including safeguarding, inspections, workforce matters, regulatory action, and operational concerns. For this reason, all complaints are reviewed with consideration for accuracy, proportionality, fairness, and public interest.

The submission of a complaint does not automatically mean content will be amended or removed. Each matter will be assessed individually by the editorial team in line with our editorial policies and standards.

3. How to Submit a Complaint

Complaints relating to content published by The Daily Round can be submitted directly to our editorial team via:

- editorial@dailyround.news

To help us review concerns efficiently and fairly, we ask that complaints include:

- the article headline or link,
- details of the concern or alleged issue,
- clarification on what information is believed to be inaccurate, misleading, unfair, or inappropriate,
- and any supporting evidence or documentation where available.

Supporting materials may include:

- official statements,
- screenshots,
- correspondence,
- regulatory information,
- reports,
- or other relevant evidence that may assist with the review process.

Where appropriate, complainants may also provide:

- contact details for follow-up,
- details of any direct involvement in the matter,
- and the outcome or resolution they are seeking.

Complaints should be submitted respectfully and in good faith. Abusive, threatening, discriminatory, or vexatious correspondence may not receive a response.

4. Initial Review Process

Upon receipt of a complaint, The Daily Round will carry out an initial editorial review of the concerns raised.

Where appropriate, complaints may be acknowledged by a member of the editorial team, particularly where additional information or clarification is required to assess the matter fully.

As part of the review process, we may:

- assess the published content internally,
- review supporting evidence or documentation provided,
- consider relevant source material and editorial records,
- request further clarification from the complainant where necessary,
- and evaluate the matter against our published editorial policies and standards.

Depending on the nature of the complaint, the review process may also involve:

- consultation with senior editorial staff,
- additional fact-checking or verification,
- discussions with the original author or contributors,
- or requests for comment from relevant organisations or individuals.

All complaints are reviewed with consideration for:

- fairness,
- accuracy,
- proportionality,
- public interest,
- and editorial integrity.

The submission of a complaint does not automatically mean content will be amended, removed, or corrected. Any decisions regarding editorial action will be made following internal review and assessment of the available information.

5. Possible Outcomes

Following review of a complaint, The Daily Round may take a range of editorial actions depending on the nature of the concerns raised, the available evidence, and the outcome of the internal assessment.

Possible outcomes may include:

- no further action,
- clarification of wording or context,
- correction of factual inaccuracies,
- updates to reflect new or verified information,
- amendment or partial removal of content,
- publication of an editor's note,
- or, where appropriate, the opportunity for a right of reply.

Where a complaint is upheld in full or in part, appropriate amendments may be made in line with our editorial policies, including our Corrections Policy.

In some circumstances, The Daily Round may decide:

- that the published content remains fair and accurate,
- that no editorial breach has occurred,
- or that the available evidence does not justify amendment or removal.

Where appropriate, articles may also be updated to include:

- additional context,
- official statements,
- provider responses,
- regulatory outcomes,
- or clarification intended to improve balance and reader understanding.

Any editorial action taken will aim to be proportionate, transparent, and consistent with our commitment to fair and responsible journalism.

6. Escalation Process

If a complainant remains dissatisfied following the initial review of their complaint, they may request that the matter be escalated for further editorial consideration.

Escalated complaints may be reviewed by a more senior member of the editorial team, including, where appropriate, the Editor-in-Chief or another designated senior editorial representative.

As part of the escalation process, The Daily Round may:

- conduct a further review of the published content,
- reassess supporting evidence and correspondence,
- consider whether editorial policies were applied appropriately,
- and determine whether any additional editorial action is required.

The escalation review may also consider:

- proportionality of the original reporting,
- fairness to all parties involved,
- verification standards,
- public interest considerations,
- and consistency with our editorial principles.

Following escalation review, a final editorial determination will be made regarding:

- whether any amendments, corrections, clarifications, or additional actions are appropriate,
- or whether no further action will be taken.

As The Daily Round continues to develop, we may introduce additional independent editorial advisory or review mechanisms to support transparency, accountability, and public trust in our journalism.

7. Legal & Threatening Complaints

The Daily Round aims to engage with complaints professionally, respectfully, and in good faith. We recognise that some concerns may involve sensitive issues, reputational impact, or legal considerations, and such matters will be handled appropriately by the editorial team.

However, abusive, threatening, discriminatory, harassing, or vexatious correspondence may not receive a response. This includes repeated complaints submitted without new information, attempts to intimidate staff, or communications containing aggressive or inappropriate language.

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Where legal concerns are raised, including allegations of defamation, privacy breaches, or other legal issues, The Daily Round reserves the right to:

- seek independent legal advice,
- pause editorial engagement while matters are reviewed,
- or refer communications to appropriate legal representatives where necessary.

The submission of legal threats does not automatically result in the removal or amendment of published content. Editorial decisions remain subject to internal review, verification standards, fairness considerations, and public interest principles.

Where appropriate, The Daily Round may:

- review content further,
- request additional evidence,
- offer an opportunity for clarification or response,
- or take proportionate editorial action in line with our policies.

We are committed to protecting the wellbeing of our contributors, editorial staff, and wider community while maintaining responsible and independent journalism.

8. Response Time

The Daily Round aims to review complaints promptly and fairly. Response times may vary depending on the nature, complexity, and sensitivity of the concerns raised.

Some matters may require:

- additional verification,
- internal editorial review,
- consultation with relevant parties,
- legal consideration,
- or further requests for clarification or supporting evidence.

Where appropriate, we may acknowledge receipt of a complaint while a fuller review is ongoing.

We aim to handle all complaints proportionately, responsibly, and in line with our editorial standards and published policies.

9. Editorial Independence

The Daily Round is committed to maintaining editorial independence across all areas of reporting, publishing, complaints handling, and editorial decision-making.

Commercial relationships, advertising partnerships, sponsorship arrangements, affiliate relationships, or other business interests do not determine the outcome of editorial complaints or influence decisions relating to corrections, clarifications, amendments, or publication standards.

All complaints are reviewed against the same editorial principles and policies, regardless of:

- advertiser status,
- commercial relationships,
- sponsorship involvement,
- organisational size,
- sector influence,
- or existing business relationships with The Daily Round.

Our editorial team aims to apply standards of fairness, proportionality, and accountability consistently across all reporting and complaints handling processes.

Where sponsored content, partnerships, or commercial relationships exist, we aim to maintain appropriate transparency with readers while ensuring editorial integrity remains protected.

Closing Statement

The Daily Round is committed to handling complaints fairly, responsibly, and with appropriate editorial oversight. We recognise that strong journalism also requires accountability, transparency, and a willingness to review concerns openly and professionally.

Our aim is to maintain a publication that is trusted by readers, respectful to the individuals and organisations we report on, and guided by principles of fairness, accuracy, and editorial integrity.

As The Daily Round continues to grow, we will continue reviewing and developing our editorial policies and complaints processes to support responsible journalism across the healthcare and social care sectors.