

If you have a complaint:

The Big Fix Inc. strives to create solutions-focused content and media, staying true to the standard set by our editorial guidelines. When we do not meet these standards, we hope as readers and users you will illuminate our errors. If you come up against an issue that needs to be addressed, please contact us by email, or by letter to our published address.

When contacting us to lodge a complaint, please indicate where and why the issue arose, what you feel is wrong with our representation of any published facts, any relevant contact details and what you would consider to be an appropriate correction. We investigate and take all complaints seriously and, as part of our follow through, will advise you of each step of our remediation process. We acknowledge every complaint as legitimate and will process it with respect and empathy, focusing on resolution.

Our first action is to decide whether the complaint is non-editorial or editorial.

Complaint Handling Policy

Non-editorial issues

If a complaint is non-editorial it will be sent to our IT manager who will decide whether the report is based on user-experience (eg. links not working), or is a breach of the Terms & Conditions that are signed on user registration. If it is a breach of our Terms and Conditions, an internal review will be held at the level of Senior Editor, in conjunction with our management committee, and the complainant will be advised of the outcome of that review.

Editorial issues

Editorial complaints will be first submitted to a Senior Editor who will determine the appropriate action to be taken and advise the complainant. The Editor will seek to understand the complaint in relation to the individual reader, the community's expectations and our published editorial guidelines.

A complaint about the submission of material for publication will be handled as an editorial complaint.

If the complaint is considered reasonable, the publishing Editor will be contacted in regards to the complaint and the ensuing conversation will identify what the issue is and what corrective action could be taken.

Appropriate resources and measures will be allocated according to the scale and magnitude of the issue. This will include (but not be confined to):

- A personal apology with an explanation of how the issue arose;
- If the published item is factually incorrect, an immediate correction will be made in any publishing format available for correction (eg. Website, downloadable PDF etc.);
- A correction will be published on either page 2 or 3 of the next print publication in the target area;
- In the case of a serious breach of our duty to our readers, any magazines or print items that have been distributed will be retrieved where it is possible to do so.

The complainant will be contacted in a timely manner to reassure that the problem has been addressed, and be offered a comprehensive analysis of what has been done to address the issue. Where possible systems will be put in place to avoid a repetition of the problem.

In the event that it has been decided that no action needs to be taken, the appropriate advice will be prepared and the complainant will be advised of the decision.

If they are not satisfied with this, even after further discussion, they will be advised (as a last resort) of their rights to pursue the matter through the appropriate authorities.

If a complainant indicates that they intend to take legal action in any form, their complaint will be forwarded to, and actioned, by our legal representative and we will advise the complainant that we have referred the matter to that person. In that event, any further correspondence will be forwarded to our legal representative who will assume the entire responsibility for ongoing communication.

Phone calls, while instructive to us, will not form the basis of a legal complaint unless a written submission is also made. This is to ensure a chain of proof is properly established.