



COMPLAINTS PROCEDURE

Competitive Brands Pty Ltd, the Publisher of Boat Gold Coast magazine, abides by the Australian Press Council's [Statement of General Principles](#) and [Statement of Privacy Principles](#).

Competitive Brands Pty Ltd will always endeavour to reach a settlement with a complainant at the first instance. In the event that a settlement cannot be reached, the matter may be submitted to the Australian Press Council for consideration and adjudication.

The following are the guidelines for making and receiving a complaint against any Competitive Brands Pty Ltd's published material:

1. Who can complain

1.1. A natural person who has a direct interest in published material may complain;

1.2. Third party complaints will be accepted if,

1.2.1. the person affected by the published material cannot act in his/her own name; or

1.2.2 good cause is shown.

1.3. A company, trust, association or other corporate institution which has a direct interest in published material may complain.

2. Minimum content of complaint

2.1. Every complaint shall be in writing.

2.2. Each complaint shall contain at least the following information:

2.2.1. Full particulars of the complainant;

2.2.2 The article or articles which contain the published material complained of;

2.2.3 The reasons for the complaint;

2.2.4 What rights of the complainant have been breached by the publication;

2.2.5 Any harm or damages that the complainant claims to have suffered as a consequence of the publication.

3. Settlement procedure

Once a complaint has been received the following procedure shall apply:

5.1. The complaint shall be referred to the Publisher.

5.2. The Publisher shall within 14 (fourteen) days of receipt of the complaint respond to the complainant in writing and endeavour to reach a settlement with the complainant.

Failing a settlement, Competitive Brands Pty Ltd shall submit the matter to the Australian Press Council and abide by the policies and rules of procedure set forth by said council.