Pro Bono News Complaints Process

Pro Bono News is a member of the Australian Press Council. Information about how a complaint can be referred to them about material published on our website can be found at: https://www.presscouncil.org.au/making-a-complaint/

Complaints process

We acknowledge the rights of our readers and the broader sector to make complaints about inaccurate, misleading or unethical content on Pro Bono News.

Complaints may relate to news reports, articles, opinion pieces, cartoons, images and other published material.

Complaints can be made in writing, either by email (to editor@probonoaustralia.com.au) or letter (Suite 306, 235 Queen Street, Melbourne, 3000) or by phoning the Pro Bono Australia office (03 8080 5650).

We will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.

We will ensure that:

(a) Complaints will be received by a responsible person in normal office hours (Monday to Friday 9am to 5pm) and receipt is acknowledged in writing.
(b) Complaints will be conscientiously considered, investigated if necessary, and responded to substantively as soon as possible.

(c) Complaints will be responded to in writing within 30 days of receipt.

(d) Complaints about editorial content will be investigated by the editor and referred to the CEO.

As per our Editorial Policies, we will provide a correction or other adequate remedial action if published material is significantly inaccurate or misleading.

Pro Bono News will seek to publish corrections promptly after they come to our attention. The change should be made within the article and the correction should be noted at the bottom. Corrections will be made for errors of fact — not misspellings or typos or broken links.

News items should not be deleted, unless it is required by law or in extreme cases. If there is information in an article that is incorrect or obsolete, it is acceptable to delete that information and add a brief correction or update explaining what was removed. In all cases the editor must be informed and should approve the correction and the method of correction.