

**Greg Callus**, the Financial Times' Editorial Complaints Commissioner, has produced his first Quarterly Report to the Appointments and Oversight Committee, since taking on the role upon the closure of the Press Complaints Commission in September 2014.

In the four months since appointment, seven complaints were received:

- Two did not concern editorial matters.
- Three complaints had not first been considered by the publication's editors, and so were referred to the editors of the Financial Times, Investors' Chronicle, and How To Spend It respectively: these complaints have not been appealed to the Commissioner. One of these complaints, to the Financial Times, resulted in a remedy being offered.
- One complaint was against the Financial Times following extensive correspondence with editors, but was withdrawn prior to an adjudication being made by the Commissioner.
- One complaint, against Investors' Chronicle, is still under consideration.

Therefore, no adjudications have yet been made, and consequently no breaches of the Editorial Code found. However, the Commissioner has recommended modest process improvements concerning the handling of complaints by editors as the Financial Times Ltd strives for excellence in its swift and amicable resolution of readers' complaints.