ORA NEWS · EDITORIAL DOCUMENTS

Regulation on Moderation, Corrections and Complaints

10 articles · Version 1.0 · Approved on [date]

ARTICLE 1

Subject

This Regulation sets out how ORA NEWS handles user-generated content, corrects inaccuracies and communicates with its audience on the platforms it administers.

ARTICLE 2

Principles of moderation

ORA NEWS respects freedom of expression, criticism and public debate. Moderation is carried out impartially and proportionately, and opinions are not removed simply because they criticise the channel or public figures.

ARTICLE 3

Content that may be restricted

Comments may be restricted if they contain threats, incitement to violence or hatred, discrimination, serious harassment, personal data published without authorisation, material that endangers minors, scams, spam or other illegal content. The measure taken depends on the nature and seriousness of the violation.

ARTICLE 4

Carrying out moderation

Moderation is carried out by the people authorised to administer the platforms. Disputed cases are referred to the responsible editor for assessment. Where feasible, users may request a review of a moderation decision through the official contact channel.

ARTICLE 5

Material submitted by the public

Photos, videos, testimonies and information sent in by members of the public are not published as verified fact without proper editorial checks. The newsroom examines their authenticity, their context, the safety of the people involved and the rights of use.

ARTICLE 6

Identifying and correcting errors

Errors may be identified by the newsroom, the public or the parties concerned. Once verified, factual inaccuracies are corrected within a reasonable time, according to their significance. A correction must not create a misleading impression of the original content.

ARTICLE 7

Corrections online and on television

Online, significant errors are corrected and accompanied by a clear note explaining the change. On television, the clarification or correction takes a form appropriate to the significance of the inaccuracy. Updating a story with new developments is distinguished from correcting an error.

ARTICLE 8

Complaints and correction requests

Anyone may submit a complaint or a request for correction, specifying the material concerned, the date of publication and the reasons for the request. Complaints are logged and forwarded to the responsible body for review. Responses are given according to the nature of the matter and the applicable legal deadlines.

ARTICLE 9

Right of reply

Requests to exercise the right of reply are considered separately, in accordance with the conditions and deadlines set by the legislation in force. When a request is accepted, the reply is published or broadcast in the manner set out in the legal framework.

ARTICLE 10

Contacts and responsibility

Official complaints channel: **redaksiaora@gmail.com**. Address: [Address], Tirana.