

Email analysis, Tuesday 1 November 2011: 96 emails

Complaint	No of calls	No of emails	Action
Analysis article re Occupy London at St Paul's, edited on desk to say the Cathedral had survived the Great Fire of London	4	10	fixed online + published correction
page 2 panel on funding given to Forgemasters "in Nick Clegg's Sheffield Hallam constituency" (they're not in his constituency)	0	4	fixed online + published correction
City of London Corporation rang to complaint about George Monbiot article	1		Response column offered
a complaint from a former staff member, City of London Corporation, about how the Corporation is being portrayed in news story	0	1	referred to author, informed reader of Response column offer
mining company rang to request correction, misleading reference in gold mine story	1	1	story not wrong, no action, complainant informed
Daily Telegraph complaint about reporting their thermal imaging of Occupy London tents at St Paul's	0	1	partial online clarification agreed
request for son's name to be removed from a Sport story re racist abuse on Twitter	1	1	rejected
disappearance of the FTSE 100 share price listings, Business pages	2	2	referred to City editor
online In Pictures gallery caption error	0	2	corrected
iPad app query	0	1	passed to User Help
G2 statistics error	0	1	corrected online
G2 article misleading	0	1	referred to author, no action
comment on Corrections and clarifications style	0	1	no action
photo or caption errors	0	2	corrected online
general comments or complaints	0	11	no action
Central Production queries re videos or articles taken down	0	3	authorized
request for Saturday edition promotional book of short stories, missing from polybag	0	2	sent spare copies
Jimmy Savile obituary, typo	0	1	corrected online
Fred Halliday clarification required	0	1	clarified online
general typos and use of English	0	6	typos corrected
book title wrong in an obituary	0	1	corrected online
currency conversion error	0	1	corrected online
centre spread public spending graphic errors	0	3	passed to Datablog for correction
price rise information from Commercial department Customer Service Executive	0	1	filed for future reference
research query/request	0	1	passed to Archivist
online profile photograph replacement request	0	1	passed to department
recommendation website investigation request	0	1	passed to Consumer

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music blog error	0	1	pending
TV channel error, Sport	0	1	corrected online
the Guide listings request	0	1	referred them to Press Association
legal department query re correction negotiation	0	1	replied
statistics query	0	2	rejected
geography error	0	2	corrected online
schools listing error, Education	0	1	passed to Education
Pakistan story, journalist requests a paragraph change	0	1	corrected online + published correction planned