**Greg Callus**, the Financial Times' Editorial Complaints Commissioner, has published his second Quarterly Report to the Appointments and Oversight Committee, covering the period 13 January to 31 March 2015.

In this period, there were six complaints properly received. One did not concern editorial matters; one was a legal complaint concerning alleged copyright infringement which has been referred to editors and to in-house counsel.

Of the remaining four complaints, all of which had first received reasoned decisions from senior editors, three have proceeded to adjudication under the FT Editorial Code of Practice.

- two adjudications on Clause 1 (Accuracy), neither found any breach;
- one adjudication on Clause 3 (Privacy) also found no breach.

The fourth complaint, dealt with by senior editors at first instance, will require further investigation, and an adjudication is expected to be produced before the third Quarterly Report at the end of June 2015.

Process improvements have been made, concerning both the visibility to the Appointments and Oversight Committee of complaints-handling by editors at first instance, and to the procedure to be applied by the Commissioner to adjudications. It appears clear that complainants are being regularly notified by editors of their right to appeal editorial responses to the Editorial Complaints Commissioner.