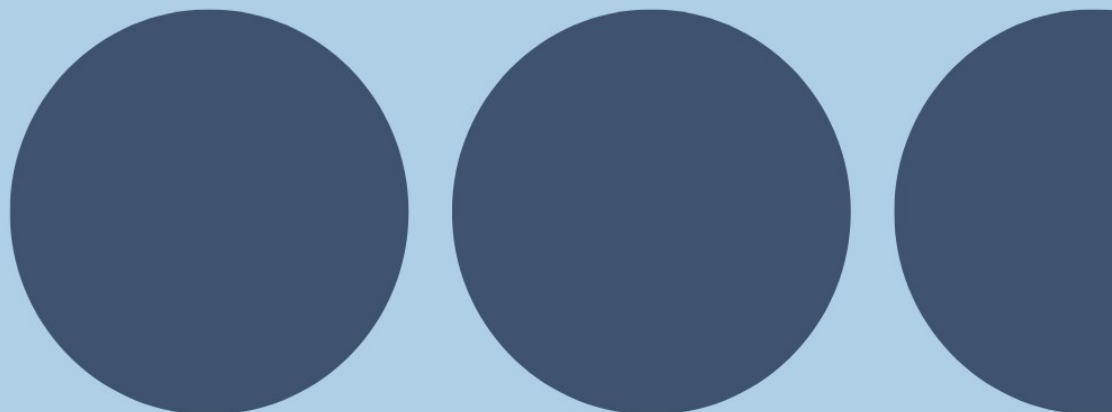




Chartered
Institute of
Editing and
Proofreading

Professional Practice Code

Including the Professional
Complaints Code





The Chartered Institute of Editing and Proofreading Membership Codes

As adopted by the Council on 15 January 2024.

Introduction

- 1 The Institute is established for the purposes set out in its Royal Charter, being:
 - 1.1 to encourage and foster in the public interest high standards of editing, proofreading and other editorial work;
 - 1.2 to develop and uphold the editorial profession, particularly editing and proofreading, by promoting honourable professional practice;
 - 1.3 to exchange and disseminate information on editorial work and associated matters; and
 - 1.4 to act as the authoritative body in matters of principles, practice, standards, education, training, qualifications, research and awards of the editorial profession.

- 2 The Institute's governing documents (comprising its Royal Charter, Bylaws and Regulations) contain provisions:
 - 2.1 empowering the Council to introduce and amend Regulations for the proper conduct and management of the Institute and its members, and for the purposes of prescribing the conditions of membership (Regulations); and
 - 2.2 allowing for the expulsion of members for 'conduct unbecoming', following the application of procedures set out from time to time in the Regulations.



- 3 On 15 January 2024, the Council adopted a set of principles-based Membership Codes that regulate the conduct of the Institute’s members. These include the following Codes:
 - General Code of Conduct and Disciplinary Code
 - Professional Practice Code and Professional Complaints Code

- 4 The Institute also maintains a Council Members’ Code to which all Council Members sign up on appointment (but which does not apply to the Institute’s members more broadly). It is supported by the Procedure for Handling Complaints against Council Members.

- 5 The Council shall determine any dispute or disagreement as to the interpretation of the Codes, and such determination shall be final.

Definitions

Capitalised terms not defined below will have the meaning given to them in the Institute’s Charter, Bylaws and Regulations.

In these Codes, unless the context requires otherwise, the following terms will have the meaning set opposite them below.

Appeal Panel	The panel of three individuals appointed by the Disciplinary Officer to hear an appeal against a finding of the Complaints Panel under the Professional Complaints Code.
Appellant	A Complainee who appeals the findings of the Complaints Panel under the Professional Complaints Code.
Chief Executive Officer	The Chief Executive Officer of the Institute from time to time.
Complainant	A person or organisation who makes a complaint under the Professional Complaints Code or the Disciplinary Code.
Complainee	A member who is the subject of a complaint under the Professional Complaints Code or the Disciplinary Code.

Complaints Lead	The person appointed by the Disciplinary Officer to manage a complaint made against a member under the Professional Complaints Code.
Complaints Panel	The panel of three individuals, including the Complaints Lead, appointed by the Disciplinary Officer to investigate a complaint made against a member under the Professional Complaints Code.
Council	The governing body of the Institute, as set out in its Royal Charter.
Data Protection Law	All applicable data protection and privacy legislation in force from time to time in the UK, including the General Data Protection Regulation ((EU) 2016/679) as applicable as a part of UK domestic law (UK GDPR); the Data Protection Act 2018; the Privacy and Electronic Communications Regulations 2003 (SI 2003 No. 2426) as amended; and any other UK or European Union legislation relating to Personal Data (as defined in UK GDPR); and the guidance and codes of practice issued by the Information Commissioner's Office.
Disciplinary Officer	A member of the Institute's staff, appointed from time to time by the Council, who is responsible for reviewing complaints on receipt and following the Professional Complaints Code.
Discrimination	Unfavourable treatment of someone on the basis of a Protected Characteristic, including: (a) Direct discrimination: treating someone less favourably because of a Protected Characteristic. Direct discrimination can include associative discrimination, where a person is treated less favourably because of their association with an individual with a Protected Characteristic, and perception discrimination, where a person is treated less favourably

	<p>because of the mistaken belief that they possess a Protected Characteristic.</p> <p>(b) Victimisation: retaliation against someone who has complained or has supported someone else's complaint about discrimination or harassment. This includes where someone mistakenly believes that the person victimised has done so.</p>
Examiner	An independent person with appropriate experience and expertise, appointed by the Disciplinary Officer or the Council to investigate complaints as set out in the Disciplinary Code.
Harassment	<p>Any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.</p> <p>A single incident can amount to harassment. It also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past.</p> <p>Unlawful harassment may involve conduct of a sexual nature (sexual harassment), or it may be related to certain Protected Characteristics.</p>
Hearing	A formal Hearing, held before the Council as part of a Council meeting, to consider a complaint that the Council (having considered the Examiner's report into such complaint) considers sufficiently serious to warrant formal consideration of the potential non-renewal or termination of a member's membership of the Institute in accordance with the Disciplinary Code.
Institute or CIEP	The Chartered Institute of Editing and Proofreading.

Membership Codes or Codes	These Membership Codes, as may be amended, superseded or added to by the Council from time to time (excluding the Council Members' Code), and 'Membership Code' or 'Code' means any one of them.
Privacy Policy	The Institute's privacy policy in force from time to time, which is available on the Institute's website.

Professional Practice Code

Ensuring editorial excellence

- 1 Members must comply with the Institute's **Professional Practice Code: Ensuring editorial excellence**.
- 2 This Code concerns the professional conduct of a member in their practice as an editorial professional.

The Professional Practice Code, Ensuring editorial excellence, is a valuable resource for editorial workers – editors, proofreaders and project managers, whether working freelance or in-house – and their clients and employers. Its purpose is to establish standards of best practice for CIEP members and help them maintain them and to encourage good professional relationships.

Good communication between client/employer and freelancer/employee is essential. Clear briefing and the agreement of terms are vital if high standards are to be maintained by both parties, and unsurprisingly they're emphasised by the Code.

In addition, the Code includes guidance on: the professional behaviour of both freelancer/employee and client/employer; standards for proofreading, editing and project management; and information on web editing, electronic file handling, email etiquette, confidentiality and computer security.

The Code is endorsed by the CIEP Council. Although it isn't a legal document, it is considered binding on members and Corporate Members.

The Code consists of six sections:

- Section 1 – Introduction
- Section 2 – Definitions
- Section 3 – Professional practice of the supplier or employee
- Section 4 – Professional practice of the client or manager
- Section 5 – Standards of editing and of proofreading
- Section 6 – Standards of editorial project management

1. Introduction

1.1 Purpose of the Code

The purpose of this Code is to establish and maintain standards of best practice for members of the Chartered Institute of Editing and Proofreading (CIEP).

1.2 The need for the Code

A member of the CIEP may act as a client or manager, commissioning services from self-employed or employed editors; or as a supplier of services to such a client or employer, often a publisher, whether in the mainstream publishing industry or other business or organisation.

This Code sets out standards of best practice both in the execution of editorial processes and in the operation of a professional business. To achieve best results, both client and supplier should make explicit their expectations and agree on how they are to be fulfilled. This document aims to codify the best practice of both parties and to suggest ways in which that may be implemented.

The Code therefore describes both the overall practice of publishing and the particular content of the work undertaken, in the following sections:

3. Professional practice of the supplier or employee
4. Professional practice of the client or manager
5. Standards of editing and of proofreading
6. Standards of editorial project management.

1.3 The status of the Code

This Code is endorsed by the CIEP Council and is representative of the views of the Institute.

The attention of members is drawn to regulation 5.1 of the Regulations of the Chartered Institute of Editing and Proofreading, which reads:

5.1.1 The Council shall publish codes of practice and other policies to establish standards of best practice for members and to help them maintain such standards and to encourage good professional relationships.

5.1.2 All members, upon payment of the joining fee and/or annual subscription, agree to be bound by the Bylaws, Regulations and codes of practice of the Institute.

5.1.3 If any member does not adhere to the standards set out in the codes of practice, action may be taken against the member in accordance with the Disciplinary Code or Professional Complaints Code, as appropriate.

All members of the Institute are therefore expected to adhere to this Code to the best of their ability.

2. Definitions

2.1 Professional roles

2.1.1 **Members** This term includes all Advanced Professional Members, Professional Members, Intermediate Members, Entry-Level Members, Retired Members and Corporate Members of the Institute, but excludes Friends of the Institute.

2.1.2 **Supplier** This term includes any member of the Institute, or other editor or proofreader, who may be contracted as a supplier of editorial services.

2.1.3 **Client** This term is used to define any member of the Institute or other publisher or client, whether in the mainstream publishing industry or other business or organisation, who commissions editorial services and who is responsible for the published product. It also includes students seeking help with written work and authors wanting an editorial professional to check through or comment on a manuscript before or during the publishing process.

2.1.4 References in this Code to the relationship between supplier and client are also intended to include, where applicable, the relationship between an employed editor or proofreader and their manager or employer.

2.2 Types of work

2.2.1 **Editing** In this Code, 'editing' embraces copyediting, proofreading and editorial project management. It is used as a general term for the range of work undertaken by members, in the context of printed or electronic publication.

To avoid confusion, the term 'copyediting' is reserved for the specific task of preparing a text for publication, including technical, stylistic, structural and substantive editing where applicable (see 5.1.3).

2.2.2 **Proofreading** This term is used in this Code to define a process of identifying typographical, linguistic, coding or positional errors and omissions on a printed or electronic proof, and marking corrections.

2.2.3 **Editorial project management** This term is used in this Code to describe the carrying out or overseeing of all agreed editorial aspects of a publishing project, which can be from a stage before submission of a manuscript, but not including commissioning, to the final checking stage before submitting the work to a printer or electronic publisher. It will usually include contact with the author(s) and may include responsibility for briefing others.

3. Professional practice of the supplier or employee

3.1 Professional standards

3.1.1 Members should in all working relationships endeavour to maintain standards of work and conduct consistent with their professional status and should not act in such a way as to bring their profession or the Institute into disrepute.

3.1.2 **Continuing professional development (CPD)** Members should make every reasonable effort to maintain, improve and update their skills and knowledge, especially where new technology creates changes in publishing practice. This could include reading trade journals and reference works, requesting feedback from clients, seeking advice from colleagues, taking training courses or attending conferences.

- 3.1.3 **Legal issues** Members should be familiar with the main provisions of the current relevant legislation in their own jurisdiction, and any policies published by the Institute, in particular relating to libel, obscenity, blasphemy, incitement to racial hatred, plagiarism and the reproduction of copyright material belonging to third parties. They should endeavour to ensure that these provisions are adhered to and bring any suspected infringement to the attention of the client.
- 3.1.4 **Self-promotion** Suppliers should give a true and fair representation of their qualifications, experience and skills when advertising or describing their services.
- 3.1.5 **Competence** Suppliers should not accept any job that they believe they cannot carry out to an acceptable standard, for whatever reason. Such reasons could include:
- a) the client allows inadequate time or remuneration for the amount of work required to complete the job to an acceptable standard
 - b) the supplier has insufficient time available to accommodate the amount of work required
 - c) the supplier has inadequate skills or knowledge for the type of work involved (although a supplier may accept such work on a 'trainee' basis, with the explicit agreement of the client).
- If a supplier accepts a job in good faith but subsequently discovers that they cannot carry it out to an acceptable standard or within a mutually acceptable timescale, they should inform the client as early as possible, and the supplier should be prepared to negotiate a settlement.
- 3.1.6 **Responsibility to clients** Suppliers are accountable for their services: they are responsible for making the best use of the time available for a job and expediting its completion to the required standard within the client's specified schedule, whenever possible.
- 3.1.7 **Presentation of work** Suppliers should present their work in a professional manner consistent either with normal trade practice or with a convention agreed with the client. Correspondence, additional text, lists of queries, cover sheets, illustration lists, invoices, etc should be typed or word-processed; any handwritten notes or corrections should be neat and legible.

3.1.8 **Management of electronic files** Original documents are usually supplied in electronic form, by email, by file transfer website, on disk (CD or DVD) or via a memory stick.

a) Files supplied by a client should be virus-checked on receipt. Edited/proofread files should be virus-checked again before being sent on.

b) The client's original files should not be overwritten, but copied and renamed before editing. A protocol should be agreed with the client or designer for the naming of electronic files.

c) Subject to any data protection obligations in the supplier's or client's jurisdiction, it is recommended that copies of completed work sent to the client should be retained in electronic format by the supplier for at least six months after the publication date of the work.

d) Files should be clearly labelled and dated so that they are easily identifiable.

3.1.9 **Original material and records** It is the responsibility of the client to insure against loss of original material by keeping copies, etc. However, suppliers should take all reasonable precautions to ensure the safe keeping of documents and original material belonging to or held on behalf of clients and, where indicated, should use the method of dispatch suggested by the client. They should keep copies of query lists and important correspondence with third parties, including email and records of phone conversations, for at least six months after publication, and should make these available to the client on request.

3.1.10 **Communication** While a job is in progress, suppliers should keep clients informed of their availability, by email (or by telephone if mutually agreed), giving alternative email addresses or other contact details where appropriate. Urgent email communications should be followed up to avoid the risk that email will remain unanswered.

3.1.11 **Email and online communications**

a) Members who advertise an email address should collect their email regularly and respond to it promptly.

b) Although they may be informal in style, emails should be written using correct grammar, spelling and punctuation.

c) Emails should be copied to the relevant people, where appropriate.

d) Members should be aware of email etiquette – for example:

- when replying to a message, trim any unnecessary material
- use plain text in preference to html
- do not send unsolicited attachments without first checking with the intended recipient
- identify or describe the content and nature of any attachment in the text of the email.

e) When participating in forums or email discussion groups, members should maintain appropriate standards and abide by the rules of the discussion group.

3.1.12 **Subcontracting** Suppliers should not subcontract work to others without the knowledge and consent of the client. When subcontracting work, suppliers should satisfy themselves that the subcontractor is competent and reliable. Suppliers remain responsible for the terms they agree with the client and for the quality of work supplied to the client.

3.1.13 **Independence** Self-employed members must take full responsibility for the running of their businesses and for their obligations to their tax authority and other official bodies. They should make their self-employed or limited company status known to clients.

3.1.14 **Working environment** Members should seek to ensure that they have an environment in which they can work efficiently and with appropriate concentration, and that they have access to the necessary equipment (including both computer hardware and software) and reference material for the type of work undertaken. Members should also make themselves aware of the health and safety legislation that applies to their working environment, and office equipment should be chosen and arranged with long-term health and safety in mind.

3.2 Working agreements and fees

3.2.1 **Agreement of terms** In their own interests, suppliers should ensure that the terms on which they accept a job are clearly defined at the outset, either by the supplier or by the client, and agreed between the

parties, preferably in writing. Any terms and conditions beyond those which ordinarily apply should also be agreed at the outset.

Any agreement should include:

a) the date(s) for delivery of the job, or instalments thereof, to the supplier

b) the date(s) for delivery of the completed job, or instalments thereof, to the client

c) an estimate of the work required, including due allowance for time spent assimilating the brief, preparing handover notes and correspondence, as agreed

d) the proposed fee for the job, or alternatively the rate per hour or page or per 1,000 words and, where possible, an estimate of the total

e) which expenses (for example, postage, paper, copying, travel) are to be borne by the client and, where possible, an estimate of their amount

f) any special dispatch requirements for material belonging to or held on behalf of the client by the supplier

g) the payment period from invoice date and any arrangement for payment by instalments

h) whether the copyeditor's or proofreader's work will be credited and whether they will be offered a complimentary copy of the published work.

3.2.2 **Progress reports** It is the supplier's responsibility to keep the client informed of progress as appropriate.

3.2.3 **Changes in circumstances** The supplier should make every reasonable endeavour to adhere to the agreed budget and schedule for a job. Whenever circumstances arise that make it fair and reasonable that the agreed terms be renegotiated – for example, where the work received is not of the standard, length or complexity envisaged – the supplier should inform the client at the earliest opportunity to agree on a strategy for completing and recosting the work.

3.3 Working relationships with clients, authors and colleagues

Members should be aware of their responsibilities with respect to personal data under the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

3.3.1 **General attitude** In all working relationships, members should treat their professional colleagues with due consideration and respect, and should cooperate with them to the best of their ability

3.3.2 Relations with clients

a) *Communication* In all dealings with clients, suppliers should recognise that they bear equal responsibility with the client for effective communication. Suppliers should be proactive in raising with the client or others matters that require attention.

b) *Briefing* (see 4.1.2) Suppliers should endeavour to obtain a clear and adequate brief for any job undertaken. The brief should set out the tasks to be carried out and the limits of the supplier's responsibility. While the onus rests on the client to provide essential information, suppliers should seek clarification of any points not covered by the brief.

3.3.3 **Relations with clients' authors** It is in the interest of both suppliers and clients for the supplier to build up satisfactory and mutually respectful working relationships with authors on whose texts they are working, and to respect their sensitivities. Suppliers should recognise authors' rights, including moral rights, and should use their best endeavours to avoid overstepping reasonable levels of editorial intervention within the context of the level of edit agreed with the client (see 5.1.3).

The supplier has the right to expect the client to have agreed with the author the terms of the brief, the level of editing or other intervention required and the schedule requirements, and to expect the client's reasonable support in relations with the author and others in the publishing process, particularly in the event of any dispute.

3.3.4 **Relations with subcontractors** Members who subcontract work to others thereby place themselves in the role of client in relation to these subcontractors and are under an obligation to fulfil the requirements of section 4 of this Code.

3.3.5 **Relations with third parties** Members should make every effort to maintain good relations with other professional colleagues, such as designers, web developers, picture researchers, typesetters and printers.

3.3.6 **Relations with the Institute and its members**

a) *General attitude* Members should endeavour to uphold and promote the objectives of the Institute as set out in its Royal Charter, Bylaws and Regulations. Members should feel able to call on colleagues for advice and information and should be prepared to reciprocate.

b) *Use of the Institute's name* Members are encouraged to make their membership of the Institute known to clients and colleagues. Members should always use their full grade name when referring to their membership of the Institute in communication with clients. For example, an Intermediate Member may use the words 'Intermediate Member of the Chartered Institute of Editing and Proofreading' on their stationery, website etc. Misleading descriptions such as 'Member of the Chartered Institute of Editing and Proofreading' and abbreviations such as 'MCIEP' or 'PMCI EP' are not permitted. Institute logos are made available to members, who are permitted to display only the correct logo specific to their membership grade for as long as they have a current membership subscription. Members should adhere to any further guidance on such matters published by the Institute.

c) *Membership Codes* Members are reminded of the requirements under the General Code of Conduct.

3.4 Confidentiality

3.4.1 **Relating to members** Members should respect the confidence of colleagues and refrain from discussing them by name with third parties (except with permission – for example, if asked to provide a reference).

3.4.2 **Relating to clients** In the course of dealings with clients, members may be privy to confidential information and have access to sensitive and/or unpublished material, whether contained in a text or in discussions and correspondence. Members should at all times

respect these confidences and in no circumstances disclose any such information to a third party without the express authorisation of the client. In all dealings with third parties, members should bear in mind that a supplier, in fulfilling their editorial obligation, is acting as the client's representative.

3.4.3 Relating to clients' authors Members should respect the confidence of the author and refrain from discussing individual authors by name, except with the client, before publication of the material.

3.4.4 Relating to documents Members should take all reasonable precautions to ensure the safe keeping and subsequent disposal or return of confidential documents, either in electronic format or on paper, including copies.

4. Professional practice of the client or manager

This section covers the process by which editorial work is placed by a client or manager.

4.1 Briefing and handover

4.1.1 Initial contact The client should provide an accurate initial description of the job to be placed, followed by a clear and comprehensive brief. The brief may be written or spoken, although a written brief is preferable. Where no written brief is forthcoming, suppliers are advised to confirm their understanding of the brief in writing. Clients should recognise that suppliers reserve the right not to accept work.

4.1.2 Nature of the work The brief should set out:

- the nature of the projected work
- the extent of contact between supplier and author or other contributors
- the name of any other individual with whom the supplier is expected to be in contact (for example, in-house staff at a company), with contact details.

The brief should also include the following details:

a) The level of edit or intervention to be carried out (see 5.1.3) and the scope and nature of the work to be performed on the document (for example, resolution of ambiguities, illogicalities and anomalies of style; editorial changes to take account of contractually specified length). Note: Copyeditors expect to render a text suitable for an educated native speaker of the language in which they are working, so if this is not the expected readership it is important to make this clear at brief stage.

b) Any specific requests from the author and any comments from expert readers (for example, attention to language level).

c) A copy of the client's house style (where applicable). This should indicate the style and design to be followed (for example, for consistency with related house works and series or pages elsewhere on a website), including electronic codes, tags or styles to use if appropriate.

d) Style to be used for specific parts of the work as applicable (for example, captions, tables, mathematics, references, appendices, glossaries, links).

e) Instructions for the presentation and listing of illustrations (photographs or half-tones, maps, diagrams, other artwork) and multimedia (animations, audio files, video files, interactive elements), and for the presentation of briefs for these, including labels on electronic files.

f) Instructions for listing items needing permissions and acknowledgements, and for handling these.

g) A list of any undelivered material that is to follow (for example, preface or foreword).

4.1.3 **Schedule** The client should specify the schedule for the job, allowing sufficient time for the requirements of the brief to be carried out. The schedule should take into account any undelivered material and include an expected delivery date for this material.

4.1.4 **Market requirements** The brief should give details of the intended market and readership, any projected foreign editions and any related house works, series, electronic media or websites.

4.1.5 **Presentation of the manuscript** The client should provide a complete manuscript. If the supplier is to work on hard copy, the

client should provide a clean print-out with appropriate space for mark-up, such as adequate margins and/or double spacing. Any electronic files supplied should correspond to the hard copy.

- 4.1.6 **Security** The client should ensure that all electronic files supplied have been virus-checked. In addition, as a further precaution, the recipient should virus-check the electronic files.

4.2 Working agreements and fees

- 4.2.1 **Agreement of terms** The client should set out clearly the terms agreed (see 3.2.1).
- 4.2.2 **Negotiation and estimates** The client should endeavour to give accurate estimates of the level or type of work and amount of work involved; it is helpful if the client indicates how such estimates are arrived at. The supplier has the right to negotiate staged payment or fee (or part-fee) in advance if appropriate and to have included in the fee an allowance for reasonable time spent assimilating the brief, writing up handover notes, attending meetings and so on.
- 4.2.3 **Changes in circumstances** The client should inform the supplier of any changes to schedules and may negotiate further (in terms of budgets or schedules) in the light of material changes in the circumstances of the job
- 4.2.4 **Prompt payment** The supplier shall expect to receive payment within a specified time, agreed in advance, from submission of the invoice, or within 30 days, as set out in the Late Payment of Commercial Debts Regulations 2013 and associated/subsequent legislation, or the relevant legislation in the contract jurisdiction.

The client should be aware that the supplier has a statutory right to interest and compensation in the event of late payment.

- 4.2.5 **Indemnity** It is the responsibility of the client to insure against all loss of or damage to all artwork, photographs, manuscripts, disks and marked proofs while in transit between client and supplier and while in the supplier's keeping. Where appropriate (for example, in the case of manuscripts and disks), the client will keep copies for at least six months after publication. It is the supplier's responsibility to keep copies of electronic files, author queries and correspondence relating to the work, also for at least six months after publication.

4.2.6 **Legal issues** The client bears ultimate responsibility for matters relating to libel, obscenity, blasphemy, incitement to racial hatred, plagiarism and the reproduction of copyright material belonging to third parties.

4.3 Working relationships with editors and authors

Where applicable, the client should have agreed the terms of the brief, the level of editing required and the schedule requirements with the author.

4.4 Loyalty and confidentiality

Clients should be aware of their responsibilities with respect to personal data under the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

The client should recognise that a supplier who is fulfilling their editorial obligation is acting as the client's representative, and has the right to expect the client's reasonable support in relations with the author and others in the publishing process, particularly in the event of any dispute.

The client should respect the confidence of the supplier.

4.5 Feedback

The client should be prepared to give constructive feedback to the supplier and to accept that one function of such feedback is to inform both parties about the level of success of the briefing process. As such, feedback is instrumental in initiating and maintaining a good relationship between client and supplier.

5. Standards of editing and of proofreading

5.1 Before accepting work as an editor

5.1.1 **Application of general editing skills** Members should take all reasonable care to ensure, by virtue of their skills, training and/or experience, that they are competent to fulfil the expectations implied by the use of the words 'editor' and 'copyeditor'. This should include

consultation with the client to confirm that the supplier has appropriate, secure, up-to-date computer and communications equipment and software to fulfil the commission. Clients should be able to approach potential suppliers in the reasonable expectation that this is the case.

5.1.2 **Application of level of edit** In deciding how much work to undertake on a text to impose order in terms of style and substance and what level of edit to apply to it (see 5.1.3), suppliers should consult with and be guided by the client and be prepared to work within the brief.

5.1.3 **Levels of copyediting** This Code subdivides copyediting into the three levels set out below, but it is acknowledged that a combination of levels may be appropriate in certain types of work (for example, multiauthor works). The supplier should establish that the client understands the difference between copyediting and proofreading.

- *Level 1: Technical editing* This is non-intrusive copyediting and the basic mark-up for the typesetter. The client wishes the material to be prepared for publication but is willing to accept the bulk of the text as received with minimal intervention. Inconsistencies and infelicities are nevertheless dealt with and copyediting includes the points listed in 5.4.
- *Level 2: Structural/stylistic editing* This is where more editorial intervention in language and phrasing may take place. It can often apply to multiauthor works when presentation is uneven. In addition to the requirements of the Level 1 copyediting, above, the publisher client will have agreed with the author that the text requires structural intervention for clarification. This work constitutes rephrasing as necessary rather than rewriting.
- *Level 3: Substantive/development editing* The publisher client will have agreed with the author (who is primarily an information provider and not necessarily an experienced writer) that reconstruction and rewriting are necessary in order to adapt the material for its defined market, as well as Level 1 copyediting and mark-up. Note: At any of the above levels, the publisher client may or may not wish the supplier to be directly involved with the author in order to settle queries.

5.2 Before accepting work as a proofreader

- 5.2.1 **Application of general proofreading skills** Members should take all reasonable care to ensure, by virtue of their skills, training and/or experience, that they are competent to fulfil the expectations implied by the use of the word 'proofreader'. This should include consultation with the client to confirm that the supplier has appropriate, secure, up-to-date computer and communications equipment and software to fulfil the commission. Clients should be able to approach potential proofreaders in the reasonable expectation that this is the case.
- 5.2.2 **Application of level of proofreading** In deciding how much work to undertake at the proof stage, suppliers should consult with and be guided by the client and be prepared to work within the brief.

5.3 Responsibilities of the editor and the proofreader

In exercising their responsibilities to themselves and their clients, suppliers should keep in mind the following points:

- The importance of obtaining an accurate brief, including level of copyediting or proofreading (see 5.1.3 and 5.2.2) and nature of the job – that is, whether it involves electronic files only, electronic files plus hard copy, or hard copy only.
- The importance of editorial exactitude, good communication and punctuality.
- The importance of obtaining constructive feedback.

5.3.1 **Brief from client to supplier** Suppliers should ensure that the client provides:

a) a brief that sets out the nature of the projected work, the extent of contact between supplier and author or other contributors and the name of any other individual with whom the supplier is expected to be in contact (for example, in-house staff at a company), with contact details

b) a copy of the client's house style (where applicable).

Suppliers should request a brief where this is not provided. It is important to make an initial assessment of the brief against the material provided before proceeding to the main part of the work

and, in particular, to evaluate whether the proposed schedule will allow sufficient time to carry out the requirements of the brief.

The brief should include the points listed in 4.1.2.

5.3.2 **Communication between supplier and client**

a) Good communication, editorial exactitude and punctuality are vital. It is the supplier's responsibility to raise any initial queries with the client. A fundamental requirement in the good handling of any material is to raise major queries without delay and other minor queries in batches as convenient to all concerned. If any matter in the brief or other documentation or in matters under discussion with the client is unclear, the supplier should seek clarification as early as possible in the process.

b) Early communication with the designer is desirable, if that comes within the editorial remit, and particularly if the material being edited is intended for a website.

c) Since the supplier is responsible neither for commissioning work nor for contracting with an author, the supplier cannot be held responsible for questionable material (whether factual or otherwise) or material where possible legal problems (for example, libel, infringement of copyright, plagiarism) may arise. However, a supplier becoming aware of any such problems in the material should bring these to the attention of the client. Any duty the supplier has to the client will be fully discharged by this process, and the client, while they may be guided or advised by the supplier, bears the whole responsibility for deciding what is to be done in these cases.

d) The supplier should make every reasonable effort to deliver completed work to schedule and should inform the client promptly if circumstances arise that make delay likely.

e) When handing over the work, the supplier should detail any material still outstanding from the client and provide for the client's use a list of style points specific to the work.

5.3.3 **Feedback** Suppliers should expect to be given constructive feedback from a client on the quality of the completed work and the client's level of satisfaction with it. This feedback may be sought following a first assignment from a new client, following an assignment of a different nature from an established client, or at any point in the

working relationship where the supplier and client agree it would serve a useful purpose.

5.4 Copyediting text publications: Basic skills

In the application of all three levels of copyediting (see 5.1.3), whether on hard copy or electronically, a copyeditor should be competent in the following skills:

- 5.4.1 **Publication** Understand the basic processes of producing a publication.
- 5.4.2 **Grammar and spelling** Identify and correct errors in grammar, spelling and punctuation and in usage and style
- 5.4.3 **Command of English** Possess a good command of English (or the working language) and an awareness of the constant evolution of language. Copyeditors should seek to establish and support good standards of clarity within the context of the work, and be conversant with the intended readership both geographically and in terms of language and understanding. Edit to the appropriate language level if necessary.
- 5.4.4 **Consistency** Establish a consistent style for the text, identify and eliminate or query inconsistencies and ensure that house style (where applicable) is followed. Where applicable, agree with the client which reference resource (for example, dictionary) should be used to dictate spellings. Create a copyeditor's style guide that can be passed on to the proofreader and typesetter to ensure consistency throughout the text.
- 5.4.5 **Accuracy and consistency of content** Raise questions of any factual inaccuracy noticed and of any internal inconsistency regarding names, dates, events, people, places and references to visual elements. Refer these to the client or author as appropriate
- 5.4.6 **Awareness of redundancy, ambiguity, etc** Delete irrelevancies, unnecessary repetitions and infelicities, and be able to correct ambiguities and to read for sense, clarifying as necessary and confirming alterations with the author(s) (see 5.1.3).
- 5.4.7 **Logic of textual structure** Ensure that the structure of the text is logical and consistent, including the hierarchy of headings. Establish and maintain consistency in the marking up of headings,

paragraphing, contents page(s) and, where appropriate, running heads, quotations, tables, figures, legends, lists, textual references to notes, footnotes, references, glossaries, bibliographies and any other parts of a text requiring special presentation. Use electronic means to achieve this as appropriate.

- 5.4.8 **Author queries** Raise queries for the author and present these intelligibly (not necessarily resolving them – see 5.1.3).
- 5.4.9 **Copyediting symbols** Use relevant copy-preparation symbols and margin notation. Copyeditors should be aware that not all designers (of either printed or digital materials) are familiar with symbols. This should be clarified at an early stage and an appropriate means of marking text agreed.
- 5.4.10 **Mark-up for formatting and typesetting** Use mark-up symbols and conventions according to the client's or designer's specification. This may be done electronically or on hard copy, as agreed with the client. Make appropriate use of templates, style sheets, tags, codes and other electronic processing tools.
- 5.4.11 **Handwriting** On hard copy, write neatly and legibly to minimise typesetting errors due to misreading.
- 5.4.12 **Pagination and page layout** Understand the use of signatures for layout and, where appropriate (for example, if working to a design and a planned extent), adjust text to achieve even workings. Even when the copyeditor is not working to a design, copy should be prepared so as to forestall layout difficulties (for example, with tabular and/or graphic material) that could lead to costly corrections at proof
- 5.4.13 **Prelim pages and endmatter** Understand the conventions for information that must or may be included, and prepare copy as necessary/required.
- 5.4.14 **Illustrative material** Where applicable, organise and relate illustrations and tables to the text, edit labels and legends in a manner consistent with the bulk of the text and key these correctly into the text. Prepare a list of captions and/or table titles if required. Prepare artwork briefs if required, using a standard template.
- 5.4.15 **Cross-references** Check the presence and correspondence of any cross-references systematically, including inconsistencies in the

spelling of names in the text, bibliographical references, tables, figures and footnotes.

- 5.4.16 **Index** Understand the basic principles of an index and be able to edit one.
- 5.4.17 **On-screen editing** Where applicable, be familiar with the use of computers in editing and the principles of on-screen editing (using electronic files) and web-page editing. Where applicable, make appropriate use of a computer for editing and to prepare the document for the design to be implemented. Cultivate awareness of general technological trends that may affect the editorial process.
- 5.4.18 **Copyright** Draw attention to elements that require copyright acknowledgement and permission, and know how to seek permissions and prepare acknowledgements.
- 5.4.19 **Legal issues** Report to the client any evidence or suspicion of matter which may contravene the laws regarding libel, obscenity, blasphemy, incitement to racial hatred or plagiarism.

5.5 Editing websites

Effective website editing requires the basic skills identified in 5.4. In addition, the editor may sometimes need to do the following:

- 5.5.1 **Editor's style guide** Amend or create a guide that describes the editorial style for all or part of a website.
- 5.5.2 **Making content web friendly** To make scanning (which web users tend to do) easier, create sentences and paragraphs that are shorter than the equivalent printed text and insert concise, factual subheadings every two or three paragraphs.
- 5.5.3 **Summarising** Write concise descriptive headings and summaries of web pages, which can be used on higher-level pages to link them to those web pages or as file descriptions (metadata) that can be found by a search engine.
- 5.5.4 **Link writing** Rewrite sentences so that the target (internal or external) of a linked word or phrase is clear, avoiding the use of 'Click here' or 'More' wherever possible. Check that all links work and whether the client wishes to include a disclaimer for the content of external sites.

- 5.5.5 **Splitting content** Advise on the splitting of content across additional linked pages (modules) to facilitate direct access to those additional pages from elsewhere on the site and from search engines.
- 5.5.6 **Multimedia** Access and comment on the functionality of multimedia files integrated with web pages – for example, audio, video, animations – and any associated text. Liaise with the author, designer or developer, depending on the editor’s content knowledge, to amend these elements if necessary
- 5.5.7 **Alternative descriptions (alt tags)** Write or edit text that describes images, other multimedia elements and links, for use when images are turned off or when a screen reader is being used by a visually impaired user
- 5.5.8 **Site mapping** Create a site map to describe all or part of a website or add to an existing one.
- 5.5.9 **Content management systems (CMSs)** Use the site owner’s CMS if one is available. Not only will text be edited within this but also links will be created, images and headings of different weights will be inserted and other tasks will be carried out that, in other circumstances, might be considered the responsibility of the web designer.

5.6 Proofreading text publications: Basic skills

Proofreaders should read first proofs of an edited document against previous marked copy when provided by the client, and second and any subsequent proofs against the preceding proofs. In many cases, the proofreader will be required to read ‘cold’ – that is, not to read against any previous copy – and so advice should be sought as to whether the client wishes to limit the number of amendments that may result from editorial rather than typesetting errors.

A proofreader should be competent in the following skills:

- 5.6.1 **Paragraphs and pagination** Ensure that the page sequence within the document is complete and that illustrations are present or appropriate space has been allowed. If paragraphs are numbered, ensure that the numbering sequence is correct.
- 5.6.2 **Typographical errors** Identify and correct typographical errors – for example, misspellings.

- 5.6.3 **Editor's style guide** Follow the editorial style guide (the list of spellings, etc adopted by the copyeditor and passed on to the proofreader) if provided. If this is not available, compile a style guide while reading the proofs. Do not seek to amend or 'improve' a copyeditor's work unless specifically asked to do so by the client. Errors and omissions should, of course, be corrected or queried.
- 5.6.4 **Proof-correction symbols** Use current relevant proof-correction symbols or terms, and colour coding for corrections (if required by the client) to permit accurate apportioning of costs. Proofreaders should be aware that not all typesetters (of either printed or digital materials) are familiar with symbols. This should be clarified at an early stage and an appropriate means of marking proofs agreed.
- 5.6.5 **Consistency** Identify internal textual, typographical and design inconsistencies, and query or correct as appropriate. Cross-check text with prelims and endmatter, identify inconsistencies and eliminate or query them.
- 5.6.6 **Accuracy** Ensure that textual and typographical alterations, including matter brought forward and/or taken back, are marked accurately and consistently and are set out in such a way as to minimise the cost of correction by the typesetter.
- 5.6.7 **Illustrations** Ensure that captions correspond to illustrations and are consistent with the text. Proofread labels in multipart illustrations if requested in the brief.
- 5.6.8 **Chapter and/or section titling** Ensure that chapter titles and subheadings in the contents page(s) and the body of the text correspond, and insert page numbers or ensure that, if present, they correspond. Check cross-references and illustration numbers and raise queries as necessary.
- 5.6.9 **Queries** Clearly identify and list queries and refer these to the client. Ensure that queries made in pencil on the proof are circled, so that the client retains the final decision about which changes to sanction.
- 5.6.10 **Running heads** Ensure that running heads are correct and correspond to the convention required.
- 5.6.11 **Headings** Check that type size, style and fonts all appear consistent.

- 5.6.12 **Fonts, alignment and line length** Identify erroneous font changes, misalignments and inappropriate line lengths and suggest corrected formats. Check alignment of columns in tables
- 5.6.13 **Colours** If reading colour proofs, check that all colours are used appropriately and consistently.
- 5.6.14 **Overall page design** Check bad word breaks and column breaks, and eliminate widows and orphans if required by the client. In books with a complex design layout (many illustrations, tables, etc), ensure that these are placed logically and that the text can be read easily.

5.7 Collation

Proofreaders may be required to collate proof-correction marks made by several individuals – for example, author, adviser, other proofreader. Where comments are in conflict, the proofreader/proof collator should be able to make justifiable judgements and amend appropriately, to maintain the required quality of the final product, the schedule, the budget and good author relations.

5.8 Proofreading online content

Effective proofreading of online content requires the basic skills identified in 5.6. In addition, the proofreader may sometimes be required to do the following:

- 5.8.1 **Technology** Use appropriate types of software to access text, images and multimedia contained in any web page that forms part of the work, including browsers and plug-ins.
- 5.8.2 **Page mark-up** Agree with the client the method to be used for marking up web pages – for example, annotating PDF copies or screenshots of a page, correcting html files or marking up hard copy using conventional proof-correction symbols.
- 5.8.3 **Communication** Agree with the client or designer a method for communicating corrections or amendments to web pages – for example, by emailing marked-up files to a named contact, using a file transfer website, or posting marked-up hard copy.
- 5.8.4 **Navigation and page location** Ensure that any navigational controls – for example, buttons, drop-down menus, jump-down lists or visual

representation of page location – work and that the text on them is consistent with that on the site map and with page titles and/or headings.

- 5.8.5 **Multimedia** Download and proofread multimedia files – for example, animation, audio, video – against the author’s or editor’s brief to the designer or web developer, paying special attention to captions and titles.
- 5.8.6 **Alternative descriptions (alt tags)** Ensure that ‘alt’, ‘title’ and ‘longdesc’ tags are correct and are editorially consistent.
- 5.8.7 **Links** Check that all internal and external links work and take the user where intended.
- 5.8.8 **Alternative versions** Check text-only and printer-friendly versions of web pages or other versions of the work – for example, PDF.
- 5.8.9 **Content management systems (CMSs)** If the client has one and allows access, proofread using a CMS and check the effects of your changes on the appearance of each web page.

6. Standards of editorial project management

6.1 Scope

- 6.1.1 **Brief** The project manager should, in discussion with the client, first define carefully the boundaries of their responsibility and obtain a brief. The project manager will need to carry out (or subcontract) many or all of the tasks listed in sections 6.2 and 6.3, but not all of these will be required in each case and the order of work may vary. The precise scope of editorial project management varies widely from client to client, and even from project to project. When a project manager is also the project copyeditor and/or proofreader, the relevant elements of section 5 apply.
- 6.1.2 **Schedule and budget** It is the project manager’s responsibility to ensure that the schedule and budget are adequate for producing a work of a stated quality, and to inform the client immediately of any potential shortfalls and their implications.
- 6.1.3 **Communication** It is the project manager’s responsibility to keep in contact with the author(s), volume editor(s) or web editor/developer

throughout the project and to keep copies or records of correspondence and supporting material.

6.2 Processes involved: Text publications

6.2.1 Initial checklist

a) *Evaluation* Inspect the received materials (hard copy and/or electronic typescript) to determine whether they are complete and conform to the contract and synopsis or to the client's stated requirements in all respects, including adequately addressing the subject, clear structure, accuracy and readability.

b) *Content* Check the overall length of the whole work, including references, illustrations, tables, index, prelims and other elements. Check that the presentation of materials conforms to the requirements of the determined production processes: that hard copy is clean and double spaced, that electronic files are compatible with the systems to be used and that the hard copy matches the electronic files.

c) *Irregularities* Inform the client of any omissions or deviations from the agreed brief, especially regarding estimated extent, and recommend action.

d) *Permissions* Ensure that text and illustration permissions are sought, and that accurate acknowledgements are prepared in accordance with the terms and conditions of the permissions.

e) *Level of copyediting* Assess materials to determine the level of copyediting required (see 5.1.3) and to ensure that the schedule and budget remain adequate.

f) *Assemble a team* Determine what jobs need to be done throughout the project and which ones will be delegated. Choose people with the relevant skills and equipment for all the delegated tasks, contact them a reasonable length of time in advance, negotiate fees within the budget, confirm the schedule for each job, and brief all team members and provide them with the necessary materials to enable them to do their jobs to the required level of quality. Keep each member of the team informed of any alterations to the schedule throughout the duration of the project.

g) *Revisions* Ensure that suggested changes are agreed with the author(s).

h) *Prelims and endmatter* Ensure that these are compiled and arranged in the correct order.

6.2.2 Illustrations

a) *Picture research and artwork* Ensure that the picture researcher, any other researcher and/or illustrators are briefed.

b) *Illustrations* Ensure that all illustrations required are supplied, have the correct editorial content and are checked for quality for reproduction.

c) *Photography* Brief the photographer, and oversee the photo shoot if required.

d) *Captions and legends* Ensure that the illustrations are correctly captioned and, where relevant, acknowledged in accordance with the conditions laid down by the copyright and/or material owner.

e) *Originating illustrations* Send all electronic files, transparencies, monochrome prints and line artwork to the originating house or pass to the client's production department.

6.2.3 Copy to typesetter or designer

a) *Marking up* Ensure that the text is coded/tagged for setting, on hard copy and/or electronically. Check whether the typesetter will be a native speaker of the language of the project and, if not, make appropriate allowance.

b) *Designer's brief* Brief the designer or typesetter on the layout required and on any style details deviating from those already agreed.

c) *Complete document* Ensure that the materials are complete, from prelims to endmatter, and arrange typesetting or deliver the materials to the client's production department.

d) *Jacket or cover copy* Where applicable, prepare cover copy and arrange for cover design. Ensure that a draft copy is seen by everyone specified by the client.

6.2.4 Proofs (text plus illustrations)

a) *First proofs* Ensure that the proofreader, author(s) and any other readers required by the client receive a set of first proofs.

b) *Illustration proofs* Ensure that all artwork is checked against original artwork briefs, that labels (annotations) are proofread and that colours are used appropriately. Check photo proofs, which may also have to be approved by the copyright and/or material owner.

c) *Collation* Ensure that corrections are collated on to the marked proofs (see 5.7).

d) *Return of proofs* Return the marked proofs, ensuring that the typesetting package is complete.

e) *Subsequent proofs* Ensure that all amendments requested at the previous proof stage have been made correctly and that any material set since then is proofread.

6.2.5 Index and other endmatter

a) *Index* Ensure that the index has been prepared, edited and marked up for setting and that it is sent to the typesetter, proofread and corrected on schedule.

b) *Endmatter* Ensure that any other matter, such as a new appendix, is marked up and is sent to the typesetter, proofread and corrected on schedule.

6.2.6 Management

a) Monitor each job at key stages to ensure that it is adequately prepared, and take any necessary action to correct errors, omissions and other shortcomings.

b) Monitor all work throughout the process to ensure that it is completed on time, within budget and to the required quality.

c) Warn all team members of potential delays and work with them to prevent or minimise the problem.

d) Warn the client, including their sales and marketing department, immediately if delay is unavoidable.

e) Initiate and maintain communications with all personnel involved in the project.

f) Provide constructive feedback to all members of the team.

6.3 Processes involved: Online content

6.3.1 Initial checklist

a) *Evaluation* Evaluate the content supplied in terms of the client's requirements – for adequately addressing the subject, for clear structure and for accuracy and usability. Bear in mind the range of users who will be accessing the site and identify any age, language, cultural or other barriers – such as physical or learning disability – to understanding and accessibility.

b) *Structure* Create a structure for the site, preferably in conjunction with the editor. Use graphic representation (for example, wireframes) to test out initial ideas and, if possible, carry out early usability testing with a few individuals.

c) *Content* If updating an existing site, on receipt of the URL, check that the site is working, whether it is clear which (if any) software or plug-ins are required to access multimedia elements and that all such files are available. Confirm with the client what hardware and software the likely audience for the site will have, and make sure that the web design is informed by that. Be aware that alternatives to multimedia files may have to be provided – for example, images in place of an animation, text as well as or instead of an image. Commission the required text.

d) *Permissions* Ensure that text, image and other permissions (for example, for audio or video) are sought, and that accurate acknowledgements are prepared in accordance with the terms and conditions of the permissions.

e) *Level of copyediting* Assess materials to determine the level of copyediting required (see 5.1.3) and to ensure that the schedule and budget remain adequate.

f) *Editing* Agree on how this will be done – for example, using original text or Word files, an html editor, web design software or a content management system (CMS). Allocate editing by agreement with the client. Ensure that the editor has the necessary skills, connectivity, hardware and software, and virus protection.

g) *Updating and upgrading* Discuss with the client suggested changes to the style guide, page templates or navigational controls.

6.3.2 Multimedia

a) *Image research* Find out whether the client has access to an image bank and if (and how) editors, designers and others can access it. Alternatively, brief a picture researcher, any other researcher and/or an illustrator for preparation of graphics and other multimedia items. Confirm whether, because the images will be used on a website, they need only be of a relatively low resolution. However, check whether the client also requires high-resolution images for print purposes – for example, marketing materials.

b) *Captions and legends* Ensure that, if necessary, images are correctly captioned and acknowledged in accordance with the conditions laid down by the copyright owner and/or image owner.

6.3.3 Copy to designer

a) *Designer's brief* Brief the designer on the layout required and on any style details already agreed with the client.

b) *Page designs and site structure* In conjunction with the designer, ensure that web page designs and the site structure and navigation are approved by the client.

c) *Accessibility* Liaise with the designer on issues of accessibility to multimedia content – for example, to make content accessible to users with sensory or motor disabilities. This is a legal requirement (Equality Act 2010 and associated/subsequent legislation in England and Wales, and similar requirements exist in other jurisdictions).

6.3.4 Proofreading and validation

a) *Proofreading* Ensure that the proofreader and any other readers (for example, author) required by the client receive the html files or are directed to a private URL, as appropriate.

b) *Collation* Ensure that corrections made by the author and others to text, graphics and dynamic or interactive features are collated into the final version (see 5.7). Make sure that the designer can understand what the amendments mean (for example, if proof-correction marks have been used).

c) *Subsequent proofs* Ensure that all amendments requested at the previous proof stage have been made correctly, that the pages are complete and that any material added since then has been proofread.

In particular, check navigation, headings, links, and the positioning, size and functionality of multimedia elements.

d) *Validation* Ensure that the proofreader has examined the website using at least three different (popular) browsers and, ideally, using both PCs and Macs, making sure that, within limits, all elements of the site work as intended.

6.4 Skills required

In order to carry out editorial project management efficiently and effectively, a project manager should be competent in the following skills:

- 6.4.1 **Restructuring** Recognise when work needs restructuring. Suggest cuts and additions where necessary, or provide guidelines for the author to cut or add. Ensure that the length of the work is as specified. Recognise when prose material would be better presented in another format (for example, table, diagram, bulleted or numbered list, animation) or vice versa. Make comprehensive notes and discuss changes with the author, or provide a list of queries for the client.
- 6.4.2 **Copyediting** Copyedit or, with the client's agreement, allocate the work to a copyeditor of known competence, ensuring that house style is followed, if appropriate.
- 6.4.3 **Design and production** Be familiar with the skills and requirements of others involved in the production process. Have a good working knowledge of that process, including, as appropriate, typesetting, picture origination, printing, web conventions and use of electronic tools including web design software, and be aware of the capabilities of standard multimedia authoring programs. Be aware of the implications of cuts or additions at book and journal proof stages.
- 6.4.4 **Proofreading** Proofread or allocate the work to a proofreader of known competence.
- 6.4.5 **Permissions** Recognise what is likely to be in copyright. Know how to request permission to use copyright material in print and electronic formats. Ensure that credits are correctly stated.
- 6.4.6 **Costs and schedules** Be aware of costs, including cost implications of design requirements over and above those already budgeted for. Know the possible consequences of delays to the schedule (costs;

time-collision with other projects, both client's and supplier's; sensitivity to the market).

6.5 Liaison with authors

To ensure the smooth running of the project, the project manager must be available to attend to the following:

- 6.5.1 **Liaison with the client's author** If required by the client to do so, liaise with the author during the period of writing or compiling the text. Respond to requests for help in tackling specific problems or general questions of coverage and organisation. Monitor progress and ensure that the author is aware of both schedule requirements and requirements relating to presentation of material. Notify the client if the deadline seems in danger of being missed.
- 6.5.2 **Agreeing changes** Discuss all significant changes to the text, illustrations and dynamic or interactive elements and secure the author's acceptance or refer to the client.
- 6.5.3 **Author's special requirements** Ask the author to specify any special requirements for the design and/or treatment of illustrations or other multimedia, their relative sizes and positions, etc.
- 6.5.4 **Proofs** Ensure that the author receives copies of proofs or is given access to digital content at appropriate stages and give guidance on the appropriate procedure for requesting changes, if required.
- 6.5.5 **Collation** Deal with any queries and collate the author's corrections on to the master version, minimising the cost of alterations wherever possible in discussion with the author. Secure the author's acceptance or refer to the client.
- 6.5.6 **Blurb** Where applicable, secure the author's acceptance of the blurb or refer to the client.
- 6.5.7 **Disagreements with an author** If a difference of opinion with an author regarding the text or other elements remains unresolved at any stage of production, bring this to the client's attention before the text proceeds to the next stage.

6.6 Liaison with others

Direct contact with others involved in the production process (author, editor, designer, illustrator, typesetter, web developer, web content editor) may be essential, and close contact between them highly desirable, throughout the execution of the brief.

The client should be expected to introduce team members to one another as appropriate, at the earliest opportunity. Thereafter it is up to the project manager to build up a productive working relationship. As close to the outset of the project as is feasible, an appropriate method should be devised to monitor the progress of the work and to ensure that all participants deliver on time and within budget.

Professional Complaints Code

- 1 This Professional Complaints Code applies to any complaints about the professional conduct of a member in their practice as an editor or proofreader. Such complaints may be made by (a) another member of the Institute, or (b) a client. For the avoidance of doubt, the Code does not apply to commercial disputes.

All complaints should, in the first instance, be sent to chiefexec@ciep.uk, which will be monitored by the Disciplinary Officer.

- 2 The Disciplinary Officer will be informed as soon as practicable about any complaint made to the Institute concerning a member's professional practice.
- 3 The Disciplinary Officer will ask the Complainant to provide any relevant documents or other evidence that supports their complaint. This might include correspondence between the Complainant and the Complainee, as well as samples of work that support the nature of the complaint. If the Disciplinary Officer considers that insufficient information has been provided to support the complaint, they may ask the Complainant for such further evidence as the Disciplinary Officer deems necessary.
- 4 The Disciplinary Officer will provide the text of the complaint, and any supporting documents provided by the Complainant, to the Complainee, and will ask the Complainee to provide a statement and any evidence by way of response to the complaint within 30 working days.
- 5 On receipt of the information provided under paragraphs 4 and 5, above, the Disciplinary Officer will take one of the following steps:
 - 5.1 dismiss the complaint, on the basis that the supporting material does not present any *prima facie* evidence of professional malpractice on the part of the Complainee; or
 - 5.2 appoint a person to act as the Complaints Lead to consider the complaint in more detail. The Complaints Lead will not be a Council Member but will be chosen by the Disciplinary Officer from among a body of Advanced Professional Members of the Institute who have been identified by the Disciplinary Officer as willing to serve on a Complaints Panel. A person is ineligible to be the Complaints Lead in respect of a complaint if the complaint (a) has been made about

them, or (b) otherwise concerns them, directly or indirectly. The identity of the Complaints Lead will not be disclosed to the parties to a complaint.

- 6 The Disciplinary Officer will give the Complaints Lead all the information provided by the Complainant and the Complainee under paragraphs 3 and 4.
- 7 The Complaints Lead will consider all the evidence provided and, if they see fit, ask (via the Disciplinary Officer) the Complainant and/or the Complainee to submit any other relevant information to them.
- 8 Having obtained and considered all the available evidence, the Complaints Lead will submit a written report to the Disciplinary Officer that makes a recommendation to either:
 - 8.1 dismiss the complaint; or
 - 8.2 appoint a panel to investigate the complaint fully and report its findings to the Council.
- 9 The Disciplinary Officer will consider the Complaints Lead's report and recommendation, and decide to either:
 - 9.1 dismiss the complaint; or
 - 9.2 appoint two further Advanced Professional Members who (a) are not Council Members, and (b) have been identified by the Disciplinary Officer as willing to serve on a Complaints Panel (in addition to the Complaints Lead) to conduct a formal inquiry to investigate the complaint fully and report their findings to the Council. A person is ineligible to be a member of the Complaints Panel in respect of a complaint if the complaint (a) has been made about them, or (b) otherwise concerns them, directly or indirectly.
- 10 The identities of all members of the Complaints Panel will remain confidential, and all information provided to them in connection with the investigation should be treated in strict confidence.
- 11 Where the Disciplinary Officer elects to appoint a Complaints Panel under paragraph 9.2, that Complaints Panel will consider all the evidence relating to the complaint that has been received by the Disciplinary Officer.

- 12 The Complaints Panel may request from the parties to the complaint (via the Disciplinary Officer) such further information as it deems necessary in order to come to an informed decision.
- 13 Following consideration of the evidence, the Complaints Panel will provide a written report of its findings to the Council, together with (if the complaint should, in the Panel's view, be upheld) a recommendation as to the appropriate sanction. Such sanctions may include one or more of the following:
 - 13.1 repayment of fee or reduction in fee paid by the client for editorial services;
 - 13.2 the issue of a written warning to the Complainee that contains suitable recommendations or requirements for preventing similar complaints in the future;
 - 13.3 a reduction in the membership grade of the Complainee for a period of between six months and two years, during which time the Complainee may not apply for a higher grade of membership, and after which time they can apply by email to the Disciplinary Officer to be reinstated to their former grade;
 - 13.4 a suspension of membership for such period as the Complaints Panel deems appropriate; and/or
 - 13.5 expulsion from the membership.
- 14 On receipt of the Complaints Panel's report, the Council will determine whether to (a) uphold or dismiss the complaint, and (b) (where relevant) implement the recommended sanction(s) set out in the Complaints Panel's report. In most cases the Council will follow the Complaints Panel's recommendations.
- 15 The Disciplinary Officer will inform the parties to the complaint of the Council's determination in writing as soon as reasonably practicable.
- 16 The outcome of any complaint determined under this Code (whether prior to or following an appeal) will be confidential.
- 17 Where a member has had their membership terminated, they may not reapply for membership for a period of at least three years from the date of termination.

Appeals

- 18 Complainees have the right to appeal against a decision of the Council regarding a complaint under this Code, in accordance with the following paragraphs of this Code.
- 19 The Appellant must submit a written appeal, including any supporting documents (other than those already submitted as part of the original complaint) to the Disciplinary Officer within 20 working days of the date they are notified of the outcome of the complaint, pursuant to paragraph 15. Such appeal must set out the grounds on which the Appellant is appealing against the Council's decision, and confirm whether the appeal relates to (a) the complaint having been upheld at all, and/or (b) the sanction imposed.
- 20 The implementation of any sanction against an Appellant may be paused pending resolution of the appeal (provided that the Council, if they deem it appropriate, provide the Complainee before resolution of such appeal with any recommendations or advice on how future complaints might be prevented).
- 21 The Disciplinary Officer is responsible for appointing an Appeal Panel, comprising three Advanced Professional Members of the Institute who (a) are not Council Members, (b) did not serve on the Complaints Panel in the same case, and (c) have been previously identified by the Disciplinary Officer as willing to serve on a Complaints Panel. The identities of the members of the Appeal Panel will remain confidential, and all information provided to them in connection with the investigation should be treated in strict confidence.
- 22 The Appeal Panel will regulate its proceedings as its members see fit.
- 23 The Appeal Panel, having considered all evidence available to it, and having sought (via the Disciplinary Officer) any further evidence from the parties to the complaint, will prepare a written report of its findings and recommendations, and provide this to the Council.
- 24 The Appeal Panel may recommend that the Council:
 - 24.1 reverse its original decision;
 - 24.2 change the sanction imposed on the Complainee; or
 - 24.3 uphold its original decision.

25 On receipt of the Appeal Panel's report and recommendations, the Council will decide whether to accept its findings and recommendations, and notify the parties to the complaint accordingly. In most cases the Council will accept the recommendations of the Appeal Panel.

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