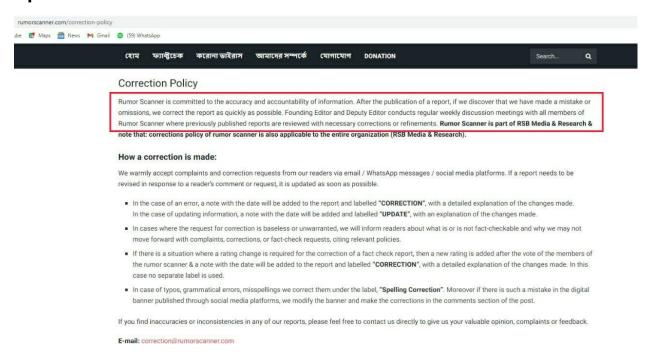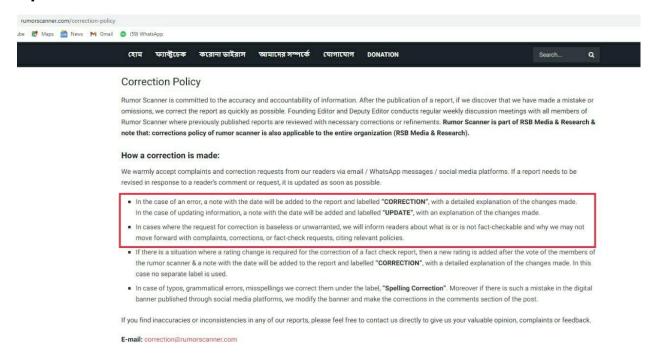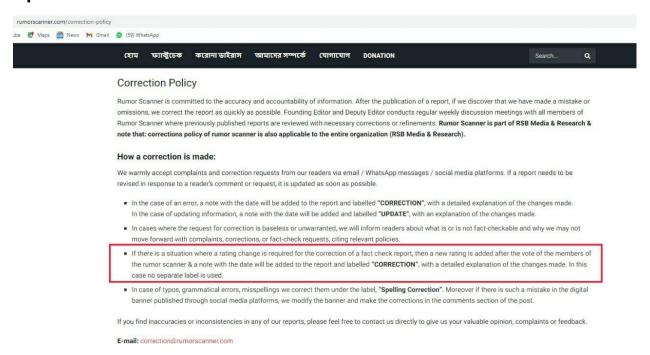# Criteria 6.2

Request Changes:

- Corrections Policy doesn't state the process that is followed by the Rumor Scanner staff to verify and investigate claims of inaccuracies, mistakes or omissions. More details are required on how and by whom is it handled and reviewed internally within the team.

Updated:

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Correction Policy

Rumor Scanner is committed to the accuracy and accountability of information. After the publication of a report, if we discover that we have made a mistake or omissions, we correct the report as quickly as possible. Founding Editor and Deputy Editor conducts regular weekly discussion meetings with all members of Rumor Scanner where previously published reports are reviewed with necessary corrections or refinements. **Rumor Scanner is part of RSB Media & Research & note that: corrections policy of rumor scanner is also applicable to the entire organization (RSB Media & Research).**

How a correction is made:

We warmly accept complaints and correction requests from our readers via email / WhatsApp messages / social media platforms. If a report needs to be revised in response to a reader's comment or request, it is updated as soon as possible.

- In the case of an error, a note with the date will be added to the report and labelled **"CORRECTION"**, with a detailed explanation of the changes made. In the case of updating information, a note with the date will be added and labelled **"UPDATE"**, with an explanation of the changes made.
- In cases where the request for correction is baseless or unwarranted, we will inform readers about what is or is not fact-checkable and why we may not move forward with complaints, corrections, or fact-check requests, citing relevant policies.
- If there is a situation where a rating change is required for the correction of a fact check report, then a new rating is added after the vote of the members of the rumor scanner & a note with the date will be added to the report and labelled **"CORRECTION"**, with a detailed explanation of the changes made. In this case no separate label is used.
- In case of typos, grammatical errors, misspellings we correct them under the label, **"Spelling Correction"**. Moreover if there is such a mistake in the digital banner published through social media platforms, we modify the banner and make the corrections in the comments section of the post.

If you find inaccuracies or inconsistencies in any of our reports, please feel free to contact us directly to give us your valuable opinion, complaints or feedback.

E-mail: correction@rumorscanner.com

- Corrections Policy should explicitly state how Rumor Scanner handles complaints or corrections, in cases where the request for correction is baseless or unwarranted. Provide a statement in the policy.

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- Corrections Policy should explain how it handles different categories of errors in fact-checks:

- 1. errors of fact that do not impact the rating or do not change the general outlook of the fact-check. How is the fact-check updated? Does it receive a separate kind of labelling?

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- 2. Typos, grammatical errors, misspellings - How are these corrected by Rumor Scanner? Are they marked with a correction label or not?

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