

Sunday Times apologises to DCC

On 20 February 2011 The Sunday Times published an apology and a correction after previously falsely reporting that DCC had “inflated” its bill for heating oil to a British Member of Parliament.

The Sunday Times accepts that it was entirely wrong about this claim, stating in its apology: “The article said it [the heating oil] was delivered in two batches, the second of which was charged at 25p a litre more than the price quoted for the order. This was incorrect. We now understand and accept that the second delivery was a separate order, and of gas oil, not kerosene, and the MP was charged the prices quoted for both orders. We apologise for the error.”

DCC welcomes this apology but is disappointed that the Sunday Times did not check this information with us ahead of publication.

DCC has a very clear policy that the price quoted to a customer is the price that the customer pays. In the very rare but inevitable instances of error, DCC’s policy is equally clear - to apologise to the customer and to promptly rectify any such error.

In the case cited by the Sunday Times, we had made no error. And so we had no option but to take action against the paper to obtain this apology and correction.