



Mistakes with Identities

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Elisabeth Ribbans

Elisabeth is Guardian News & Media's internal ombudsman, with responsibility for considering comments, concerns, and complaints about editorial content published by the Guardian, Observer, Guardian Weekly, Guardian US and Guardian Australia.

As a bridge between readers and journalists, the readers' editor reports directly to the Scott Trust (the Guardian's sole shareholder) maintaining independence and impartiality in the complaints processes.

She is a former managing editor of the Guardian and has also worked in regulation and in copyright.