



Complaint Form

Make a Complaint

Under Section 47(1) of the Broadcasting Act 2009, A broadcaster shall give due and adequate consideration to a complaint on one or more of the grounds specified in *section 48(1)*, made in writing by a person in respect of the broadcasting service provided by the broadcaster which, in the opinion of the broadcaster, has been made in good faith and is not of a frivolous or vexatious nature. The following categories apply under the act:

- 48(1) (a)** objectivity & impartiality in news;
- 48(1) (a)** fairness, objectivity & impartiality in current affairs;
- 48(1) (b)** harm & offence (Code of Programme Standards);
- 48(1) (b)** law & order;
- 48(1) (c)** privacy of an individual.
- 48(1) (d)** general commercial communications code
- 48(1) (d)** children's commercial communications code

Your complaint must be made no later than **30 days** after the date of the broadcast. Please note that if your complaint relates to two or more related broadcasts, it must be sent within 30 days of the later or latest of these broadcasts.

When submitting a complaint under b) harm & offence, complainants can refer to 'The BAI Code of Programme Standards'. This Code details a range of factors that may be taken into account when determining whether programme material is harmful or offensive. The main headings in the Code are:

Content Principles	Content Rules
<p>2.1 General Community Standards</p> <p>2.2 Due Care</p> <p> 2.2.1 audience information & guidance</p> <p> 2.2.2 identification with characters, actions and personal circumstances</p> <p>2.3 Protection for Children</p> <p>2.4 Assessment - programme material shall be assessed in whole and in context</p>	<p>3.1 Violent Programme Material</p> <p>3.2 Sexual conduct</p> <p>3.3 Coarse & Offensive Language</p> <p>3.4 Persons and Groups in Society</p> <p>3.5 Factual Programming – News, Current Affairs and Documentaries</p> <p>3.6. Children's Programming</p> <p>3.7 Drugs, Alcohol and Solvent Abuse</p> <p>3.8 Imitative Behaviour</p>

When submitting a complaint under d) commercial communications, a complainant may refer to the Children's Commercial Communications Code or the General Commercial Communications Code.

Commercial communication: *types of commercial communications include advertising, sponsorship, teleshopping and product placement but do not include public service announcements and charity appeals broadcast free of charge. Please refer to the General and Commercial Communications Codes for a complete definition.*

General Commercial Communications Code	Children's Commercial Communications Code
<p>Main Sections: -</p> <p>3 General principles and rules applying to all commercial communications (including the protection of the individual & society; offence, harm and human dignity; transparency; and assessment)</p> <p>4 General rules pertaining to all advertising</p> <p>5 Rules pertaining to specific advertising techniques</p> <p>6 Rules pertaining to sponsorship</p> <p>7 Rules pertaining to specific products and services</p> <p>8 Prohibited communications</p> <p>9 Appendix (a list of principal legislation that may affect commercial communications)</p>	<p>Main Sections: -</p> <p>5 Social values</p> <p>6 Inexperience and credulity</p> <p>7 Undue pressure</p> <p>8 Special protection for children in advertising</p> <p>9 General safety</p> <p>10 Violence</p> <p>11 Diet and Nutrition</p> <p>12 Parental responsibility</p> <p>13 Programme characters</p> <p>14 Children's advertising, sponsorship & product placement</p> <p>15 Prohibitions & Restrictions</p>

A copy of the Code is available on the Highland Radio website, www.highlandradio.com or from the Broadcasting Authority of Ireland, www.bai.ie

For office use only: Ref. No.

Details of complaint		Please complete these details in full.
Programme Title / Broadcast Item / Advert Title		
Date of Broadcast : dd/mm/yr		
Time of broadcast (if applicable)		

Is the complaint an infringement of:	Please select relevant category
48(1)(a) Objectivity & Impartiality in news	
48(1)(a) Fairness, Objectivity & Impartiality in current affairs	
48(1)(b) Harm & Offence (Code of Programme Standards)	
48(1)(b) Law & Order	
48(1)(c) Privacy of an individual	
48(1)(d) General Commercial Communications Code	
48(1)(d) Children's Commercial Communications Code (<i>advertising, sponsorship and product placement that promotes products, services or activities that are deemed to be of particular interest to children and/or are broadcast during and between children's programming. Children's programmes are programmes that are commonly referred to as such and/or have an audience profile of which over 50% are under 18 years of age</i>)	
Please complete this section briefly , summarizing the main points of your complaint (alternatively, you may attach your complaint to this form).	

For office use only: Ref. No.

Date (form completed):

Complainant:	Please complete these details in full.
Surname	
First Name	
Mr. / Mrs. / Ms.	
Address	
Daytime Phone Number	
Email (if applicable)	
Fax Number (if applicable)	

The personal contact details submitted are for use by Highland Radio only.

Is the matter complained of the subject of any proceedings in a court of law in the Republic of Ireland?

Yes	No

To finish, please read through the above form to ensure all your details are correct.

Please post, e-mail or fax this complaint form to Highland Radio.

The relevant contact details are: -

Managing Director
Highland Radio
Pine Hill
Letterkenny
County Donegal

Telephone: 07491 25000
Fax: 07491 25344
Email: complaints@highlandradio.com