

# Complaint Form - Programming Content

## **Making a Complaint**

You **must** complete this form **in full**.

If you would like further help or advice, please contact one of the station's staff on the number provided on this form or by e-mail, [radio@ucc.ie](mailto:radio@ucc.ie)

Under Section 48(1) of the Broadcasting Act 2009, any viewer or listener may refer a complaint to the BAI if they are unhappy about programme content on an Irish licensed broadcasting service, both radio and television, under the following categories:

- 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.

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 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><b>2.1</b> General Community Standards</p> <p><b>2.2</b> Due Care</p> <p style="padding-left: 20px;">2.2.1 audience information &amp; guidance</p> <p style="padding-left: 20px;">2.2.2 identification with characters, actions and personal circumstances</p> <p><b>2.3</b> Protection for Children</p> <p><b>2.4</b> Assessment - programme material shall be assessed in whole and in context</p>	<p><b>3.1</b> Violent Programme Material</p> <p><b>3.2</b> Sexual conduct</p> <p><b>3.3</b> Coarse &amp; Offensive Language</p> <p><b>3.4</b> Persons and Groups in Society</p> <p><b>3.5</b> Factual Programming – News, Current Affairs and Documentaries</p> <p><b>3.6.</b> Children's Programming</p> <p><b>3.7</b> Drugs, Alcohol and Solvent Abuse</p> <p><b>3.8</b> Imitative Behaviour</p>

A copy of the Code is available on the bai website, [www.bai.ie](http://www.bai.ie) or on request from the BAI's offices.

<b>Details of complaint</b>	<b>Please complete these details in full.</b>
Name of Station	
Programme Title / Broadcast Item	
Programme date: dd/mm/yr	
Time of broadcast (if applicable)	

<b><i>Is the complaint an infringement of:</i></b>	<b><i>Please select relevant category</i></b>
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	

Please complete this section **briefly**, summarising the main points of your complaint (alternatively, you may attach your complaint to this form).

***Date (form completed):***

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

***Your personal contact details submitted are for the purpose of complaint handling only.***

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

Yes	No

### **The Broadcasting Authority of Ireland**

Any viewer or listener who is not happy about broadcasting content on an Irish broadcasting service, whether in programme or advertisement form, has a right to complain about it and have their complaint handled by the Broadcasting Authority of Ireland.

The Broadcasting Authority of Ireland has been given the responsibility by the government to deal with all broadcasting complaints, which means the Authority looks at, considers and decides upon the nature of these complaints.

### **How to make a complaint**

All complaints **must**

- be in writing, preferably by completing the relevant 'Complaint Form' for programmes or advertising/commercial communications.
- be made no later than 30 days after the date of the broadcast, or in the case of related broadcasts of which at least 2 are made on different dates, the later or latest of those dates
- relate to a broadcast by an Irish broadcasting service
- come within the relevant broadcasting codes and/or legislation
- include a short detailed summary of what concerned you

*All complaints considered by the Authority are made publicly available, including the name of the complainant. However, in the event that a complainant has valid concerns relating to privacy issues in making a complaint, in particular under Section 48(1)(c)(Privacy of an Individual), the Authority may consider requests from the complainant for anonymity.*

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

**You may post, e-mail or fax this complaint form to the station. The relevant contact details are: -**

UCC98.3FM,  
Áras na MacLéinn,  
Student Centre,  
UCC,  
Cork.

Telephone: 021 4902170

Email: [radio@ucc.ie](mailto:radio@ucc.ie)

Website: <http://www.ucc.ie/services/ccr/>