



Broadcast Complaint Form

Please complete the following to allow us to address your complaint.

| | |
|--|--|
| Your name | |
| Your address | |
| Name of Programme/ advertisement/commercial communications | |
| Time of broadcast | |
| Date of broadcast | |

Please refer to the codes of practice (*General Commercial Communications Code*, *BAI Children's Commercial Communications Code* or *BAI Code of Programme Standards*) available from the Broadcasting Authority of Ireland (www.bai.ie) or from the BAI offices. 2-5 Warrington Place, Dublin 2. See also our complaints policy available from: <http://www.claremorriscommunityradio.ie>

| <i>Is the complaint an infringement of:</i> | <i>Please select relevant category</i> |
|---|---|
| 48(1)(a) Objectivity & Impartiality in news | |
| 48(1)(a) Fairness, Objectivity & Impartiality in current affairs | |
| 48(1)(b) Harm & Offence (BAI Code of Programme Standards) | |
| 48(1)(b) Law & Order | |
| 48(1)(c) Privacy of an individual | |
| Advertising / Commercial Communications (BAI General Commercial Communications Code or BAI Children's Commercial Communications Code) | |

Date of Broadcast. Time of Broadcast.

Please return to:

Station Manager, Claremorris Community Radio, Town Hall, Claremorris. Co Mayo

If your complaint concerns a breach of the *General Commercial Communications Code*, *BAI Children’s Commercial Communications Code* or *BAI Code of Programme Standards* please specify what section of the relevant code.

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>2.1 General Community Standards</p> <p>2.2 Due Care</p> <p style="padding-left: 20px;">2.2.1 audience information & guidance</p> <p style="padding-left: 20px;">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> |

A copy of the Code is available on the bai website, www.bai.ie or on request from the BAI’s offices.

When submitting a complaint concerning a commercial communication, 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 and teleshopping</p> <p>5 Rules pertaining to specific advertising techniques</p> <p>6 Rules pertaining to sponsorship</p> <p>7 Television product placement</p> <p>8 Rules pertaining to specific products and services</p> <p>9 Prohibited communications</p> <p>10 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> |

Please return to:

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The name of the programme, news item or advertisement/commercial communication that you have heard and which is the subject of your complaint.

Please detail exactly what, in the broadcast, concerned you;

Please use additional paper if required

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