

Classic Hits 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 below or by e-mail complaints@classichits.ie

Under Section 48(1) of the Broadcasting Act 2009, any listener may refer a complaint to the Classic Hits if they are unhappy about programme content on our 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

- 2.1** General Community Standards
- 2.2** Due Care
 - 2.2.1 audience information & guidance
 - 2.2.2 identification with characters, actions and personal circumstances
- 2.3** Protection for Children
- 2.4** Assessment - programme material shall be assessed in whole and in context

Content Rules

- 3.1** Violent Programme Material
- 3.2** Sexual conduct
- 3.3** Coarse & Offensive Language
- 3.4** Persons and Groups in Society
- 3.5** Factual Programming – News, Current Affairs and Documentaries
- 3.6.** Children's Programming
- 3.7** Drugs, Alcohol and Solvent Abuse
- 3.8** Imitative Behaviour

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

Details of complaint	Please complete these details in full.
Name of Station	
Advert Title / Broadcast Item	
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	

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

Please note: complaints concerning station programme promotions, including film trailers should be submitted on a 'programme complaint form' under harm & offence – The Code of Programme Standards.

Date (form completed):	
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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 the station only.
All complaints considered by the Authority are made publicly available, including the name of the complainant only.*

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

Yes	No

Copies of programming codes are available on the BAI website, www.bai.ie or on request from the BAI's offices.

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 Classic Hits

The relevant contact details are: -

Classic Hits,
Castleforbes House,
Castleforbes Road,
Dublin 1,
D01 A8N0

Tel: +353 1 4255400

complaints@classichits.ie