

Complaint Form Programming Content

Making a Complaint

You must complete this form in full.

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 42(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:

- 42(2)(a) objectivity & impartiality in news;
- 42(2)(b) fairness, objectivity & impartiality in current affairs;
- 42(2)(c) harm & offence (Code of Programme Standards);
- 42(2)(c) law & order;
- 42(2)(d) 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 BCI/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: -

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	 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

For	office	use	only.	Ref	Nο



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

Is the complaint an infringement of:	Please select relevant category
42(2)(a) Objectivity & Impartiality in news	
42(2)(b) Fairness, Objectivity & Impartiality in current affairs	
42(2)(c) Harm & Offence (Code of Programme Standards)	
42(2)(c) Law & Order	
42(2)(d) Privacy of an individual	

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

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 FM104 only.

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

Yes	No

Telephone: 01 500 6600 Fax: 01 668 9545

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 FM104. The relevant contact details are: -

Complaints Officer, FM104 Dublin's Hit Music Station, Macken House, Upper Mayor Street, North Wall

North Wall

Dublin 1.

Email: complaints@fm104.ie

Website: www.fm104.ie