**Complaint Form**

Programming & Commercial Communications

(including advertising, sponsorship & product placement)

**Making a complaint**

This form

* Requires you to provide the detail of your complaint, including the section of the Broadcasting Act and the relevant BAI Code that you believe the broadcast infringed.
* Requires you to provide your name and your contact details, address, email, phone contact details. Your contact details will not be shared with any third party.

**This form should be sent to** [complaints@clare.fm](mailto:complaints@clare.fm) **no later than 30 days after the date of the broadcast complained about.**

The BAI has developed a guide to the complaints process. This details how broadcasters and the BAI will handle your complaint. It is recommended that you read this document before making a complaint or completing this form. This document is available on the BAI website. A copy of the document is also available from the BAI upon request by emailing [**complaints@bai.ie**](mailto:complaints@bai.ie) or by phoning 01 644 1200.

If you would like further help or advice on making your complaint or completing this form, please contact us on the number provided on this form or by e-mail, [complaints@clare.fm](mailto:complaints@clare.fm)

**Section 1 – Details of your complaint**

Please provide the details of the programme and the reason you believe the content did not comply with the Broadcasting Act and/or the BAI’s Codes.

|  |  |
| --- | --- |
| ***Details of complaint*** | ***Details must be completed in full.*** |
| Programme Title / Broadcast Item |  |
| Programme date: dd/mm/yr |  |
| Time of broadcast (if applicable) |  |
| Broadcaster |  |

***Reason(s) for complaint***

**When selecting your reasons, we would also ask that you also specify which section of the BAI’s broadcasting code(s) applies.** The Codes can be accessed using the links to the BAI website below.

|  |  |
| --- | --- |
| ***Please specify the reason for your complaint by entering the section of the Code/s that you think best fits your complaint.*** | ***Section of Code*** |

|  |  |
| --- | --- |
| 1. I did not think a **news** programme was objective or impartial. See [**here**](http://www.bai.ie/en/codes-standards/) for the *Code of Fairness, Objectivity and Impartiality* applying to **news** content. Please indicate in the box opposite, which section of the code applies. |  |

|  |  |
| --- | --- |
| 1. I did not think the **current affairs** programme was fair, objective or impartial. See [**here**](http://www.bai.ie/en/codes-standards/) for the *Code of Fairness, Objectivity and Impartiality* applying to **current affairs** content. Please indicate in the box opposite, which section of the code applies. |  |

|  |  |
| --- | --- |
| 3. I am of the view that the content would cause **harm** and **undue offence**. See [**here**](http://www.bai.ie/en/codes-standards/) for the *Code of Programme Standards* which details the requirements concerning **harm and undue offence**. Please indicate in the box opposite, which section of the code applies. |  |

|  |  |
| --- | --- |
| 4. I am of the opinion that the content would be likely to **promote, or incite to, crime** or would tend to **undermine the authority of the Irish state**. See [**here**](http://www.bai.ie/en/codes-standards/) for the *Code of Programme Standards* which details the requirements concerning this type of content. Please indicate in the box opposite, which section of the code applies. |  |

|  |  |
| --- | --- |
| 5. The content infringed my **privacy.** Please note that this relates only to **your privacy** or the privacy of a person over whom you have legal guardianship e.g. a child. See [**here**](http://www.bai.ie/en/codes-standards/) for the *Code of Programme Standards* which details the requirements concerning **privacy**. Please indicate in the box opposite, which section of the code applies. |  |

|  |  |
| --- | --- |
| 6. The content was an **advertisement** or **other commercial communications** and I believe it did not comply with the BAI’s **General and Children’s Commercial Communications Codes.** See [**here**](http://www.bai.ie/en/codes-standards/) for a copy of the Codes that set out the requirements in this area. Please indicate in the box opposite, which section of the code applies. |  |

**Section 2 – Contact Details**

|  |  |
| --- | --- |
| **Please provide your personal contact details** | |
| **Contact Details** | **Please complete in full** |
| First Name |  |
| Surname |  |
| Mr. / Mrs. / Ms. |  |
| Address |  |
| Daytime Phone Number |  |
| Email (if applicable) |  |

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

**You may post, e-mail this complaint form to** [complaints@clare.fm](mailto:complaints@clare.fm)

**The relevant contact details are: -**

Complaints Officer Telephone: 068 682 8888

Clare FM, Francis Street, Ennis, Co Clare Website: [www.clare.fm](http://www.clare.fm)

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_