

## Programming Content Complaint Form

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

Your complaint must be made no later than **30 days** after the broadcast.

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 48(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:

- 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 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: -

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 Shannonside website, [shannonside.ie](http://shannonside.ie) or from Coimisiún na Meán.

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

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

<b>Date (form completed)</b>	
------------------------------	--

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

***The personal contact details submitted are for use by Shannonside only.***

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

YES	NO

***Please read through the above form to ensure all your details are correct.***

***Please post or email this complaint form to Shannonside.***

**General Manager  
Shannonside FM  
Unit 1E, Mastertech Business Park,  
Athlone Rd, Townparks,  
Longford,  
N39 RR67**

**Email: [complaints@shannonside.ie](mailto:complaints@shannonside.ie)**

**Tel: 0818 22 77 77**