

Complaint Form Programming Content

Making a Complaint

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

If you would like further help or advice, please LifeFM on the number provided on this form or by e-mail: complaints@lifefm.ie

Under Section 48(1) of the Broadcasting Act 2009, any viewer or listener may refer a complaint to the LifeFM if they are unhappy about programme content on our broadcasting service under the following categories:

- **Harm, offence, incitement, and authority of State (section 46J)**
- **Privacy (section 46K)**
- **News and Current Affairs (section 46L)**
- **Advertising (sections 46M(2) or (3), 106(3) and 127(6))**
- **Retention of copies of programme material (section 46P(1) or (2))**
- **Media service codes and rules**
 - 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	Content Rules
2.1 General Community Standards	3.1 Violent Programme Material
2.2 Due Care	3.2 Sexual conduct
2.2.1 audience information & guidance	3.3 Coarse & Offensive Language
2.2.2 identification with characters, actions and personal circumstances	3.4 Persons and Groups in Society
2.3 Protection for Children	3.5 Factual Programming – News, Current Affairs and Documentaries
2.4 Assessment - programme material shall be assessed in whole and in context	3.6. Children's Programming
	3.7 Drugs, Alcohol and Solvent Abuse

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	3.8 Imitative Behaviour
<i>A copy of the Code is available on the Coimisiún na Meán website: www.cnam.ie or on na Meán offices tel 01 644 1200</i>	
For office use only: Ref. No.	

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

<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 (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).

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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 Life Fm only.

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

Yes	No

How to make a complaint

All complaints **must**

- be in writing, preferably by completing the relevant 'Complaint Form' for programmes or advertising/commercial communications.
- be made no later than 30 days after the date of the broadcast, or in the case of related broadcasts of which at least 2 are made on different dates, the later or latest of those dates
- relate to a broadcast by LifeFM
- come within the relevant broadcasting codes and/or legislation
- include a short detailed summary of what concerned you

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

You may post or email this complaint form to the LifeFM. The relevant contact details are: -

The Station Manager
LifeFM
Unit 7
Exchange Business Park
Churchfield
Cork
T12 CT86
Phone: 021 - 496444
Email: complaints@lifefm.ie
Website: www.lifefm.ie