

## LIFE FM

### ADVERTISING / COMMERCIAL COMMUNICATIONS COMPLAINT FORM

This form is provided in accordance with the Broadcasting Act 2009 (as amended) and Media Service Codes and Rules issued by Coimisiún na Meán.

#### Making a Complaint

Under the [Broadcasting Act 2009](#) (as amended), any listener may refer a complaint to Life FM if they believe a commercial communication broadcast by Life FM:

- Breaches a Media Service Code ([Section 46N\(1\)](#))
- Breaches a Media Service Rule ([Section 46O\(11\)](#)), or
- Fails to comply with statutory duties under Part 3B of the Act.

Your complaint must be made within 30 days of the broadcast.

Contact: [complaint@lifefm.ie](mailto:complaint@lifefm.ie) | 021 4964444

#### 1. Broadcast Details

Advert / Commercial Communication Title: \_\_\_\_\_

Date of Broadcast (dd/mm/yyyy): \_\_\_\_\_

Time of Broadcast (if known): \_\_\_\_\_

Programme during which broadcast occurred (if known): \_\_\_\_\_

#### 2. Grounds of Complaint

- Breached the [Commercial Communications Code](#) (Section 46N(1))
- Breached the [Children's Commercial Communications Code](#) (Section 46N(1))
- Breached a [Media Service Rule \(Section 46O\(11\)\)](#)
- Failed to comply with [statutory duties under Part 3B of the Act](#)

Relevant issue (if applicable): \_\_\_\_\_

#### 3. Summary of Complaint

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#### 4. Complainant Details

Surname: \_\_\_\_\_

First Name: \_\_\_\_\_

Title (Mr / Mrs / Ms / Other): \_\_\_\_\_

Address: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Email: \_\_\_\_\_

#### 5. Declaration

This complaint is made within 30 days of the broadcast.

The information provided is accurate to the best of my knowledge.

Signature (if submitting by post): \_\_\_\_\_

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

#### Important Information

Life FM will acknowledge your complaint within 7 working days and issue a written decision within 20 working days.

If dissatisfied, you may refer the matter to Coimisiún na Meán within 14 days of receiving Life FM's response or within 14 days of the date a response was due if not received on time.

Further information: [www.cnam.ie](http://www.cnam.ie)

#### Submit Complaint To:

The Station Manager

Life FM

Unit 7, Exchange Business Park

Churchfield, Cork, T12 CT86

Telephone: 021 4964444

Email: [complaint@lifefm.ie](mailto:complaint@lifefm.ie)

Website: [www.lifefm.ie](http://www.lifefm.ie)