**Complaint/Complaint Referral Form**

Programming & Commercial Communications

(including advertising, sponsorship & product placement)

**Making a complaint**

This form should only be used if you have already made a complaint to a broadcaster or where you believe you have grounds to make a complaint directly to the BAI (see section 4 below). If this is not the case, please contact the broadcaster in the first instance.

This form has four sections:

* + Please complete **section 1** **if you have made a complaint to a broadcaster** and either you have received no response from the broadcaster or you are unhappy with their response.
* **Section 2** 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.
* **Section 3** 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.
* Please complete **section 4** if your complaint concerns anonymity, your privacy or where you believe there is a particular or exceptional reason(s) why the complaint should not be referred to the relevant broadcaster in the first instance for consideration.

You **should** complete this form **in full** and, where relevant, attach copies of all previous correspondence between you and the relevant broadcaster. **This form should be sent to the BAI no later than 14 days after the date on which you received a response from the broadcaster or the date by which a response was due**.

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 here. 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 one of the BAI’s staff on the number provided on this form or by e-mail, **complaints@bai.ie**.

**Section 1 – Referral process**

**Only complete this section if you have already made a complaint to the broadcaster** and are not satisfied with their response or have not received a response.

Date initial complaint made to broadcaster (dd/mm/yy): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Did you receive a response from the broadcaster within the timeframe, included in their *Code of Practice*?

Please indicate **yes** or **no** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section 2 – 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 or you can contact us for a copy or for advice on completing this section.

|  |  |
| --- | --- |
| ***Please specify the reason by ticking the box that you think best fits your complaint & the 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 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 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 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 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 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 which section of the code applies. |  |

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

Please indicate **yes** or **no \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**When submitting this form, please enclose a copy of all correspondence between you and the broadcaster about your complaint.**

**Section 3 – Contact Details**

|  |  |
| --- | --- |
| **Please provide your personal contact details. Contact Details submitted are for use by the BAI only.** | |
| **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 or fax this complaint form to the BAI. The relevant contact details are: -**

Complaints Officer Telephone: 01 644 1280

Broadcasting Authority of Ireland Fax: 01 644 1299

2 – 5 Warrington Place, Email: complaints@bai.ie

Dublin 2. Website: [www.bai.ie](http://www.bai.ie).

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

**Section 4 – Complaint directly to BAI**

Please complete this section **if you believe there are any particular or exceptional reason(s) why the complaint should not be referred to the relevant broadcaster in the first instance** for consideration in accordance with their ***Code of Practice for Handling Complaints***? For example, the complaint relates to **privacy** or **anonymity**. Please provide details of the reasons why you would not wish your complaint to be so referred to the broadcaster.

|  |
| --- |
|  |