

East Coast FM - Complaint Form

Advertising / Commercial Communications

Making a Complaint

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

Under Sections 48(1)(d) Children’s Commercial Communications Code & General Commercial Communications Code of the Broadcasting Act 2009, any viewer or listener may refer a complaint to the BAI if they are unhappy about advertising / commercial communication content on an Irish licensed broadcasting service, both radio and television.

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

When submitting a complaint concerning a commercial communication, a complainant may refer to the Children’s Commercial Communications Code or the General Commercial Communications Code.

A commercial communication is defined as ‘any form of announcement on radio and television coming within the recognised character of advertising, sponsorship and teleshopping and any other form of commercial promotion.’

General Commercial Communications Code	Children’s Commercial Communications Code
<p>Main Sections: -</p> <p>3 General principles and rules applying to all commercial communications (including the protection of the individual & society; offence, harm and human dignity; transparency; and assessment)</p> <p>4 General rules pertaining to all advertising and teleshopping</p> <p>5 Rules pertaining to specific advertising techniques</p> <p>6 Rules pertaining to sponsorship</p> <p>7 Television product placement</p> <p>8 Rules pertaining to specific products and services</p> <p>9 Prohibited communications</p> <p>10 Appendix (a list of principal legislation that may affect commercial communications)</p>	<p>Main Sections: -</p> <p>1 Social values</p> <p>2 Inexperience and credulity</p> <p>3 Undue pressure</p> <p>4 Special protection for children in advertising</p> <p>5 General safety</p> <p>6 Violence</p> <p>7 Diet and Nutrition</p> <p>8 Parental responsibility</p> <p>9 Programme characters</p> <p>10 Product prohibitions and restrictions</p> <p>11 Identification and separation</p> <p>12 Insertion of advertising</p>

For office use only: Ref. No.

Details of complaint	Please complete these details in full.
Advert Title / Broadcast Item	
Date of Broadcast: dd/mm/yr	
Time of broadcast (if applicable)	

Is the complaint an infringement of:	Please select relevant category
48 (1)(d) General Commercial Communications Code	
48 (1)(d) Children’s Commercial Communications Code (<i>Children’s advertising refers to advertising that promotes products, services or activities that are deemed to be of particular interest to children and/or are broadcast during and between children’s programming. Children’s programmes are programmes that are commonly referred to as such and/or have an audience profile of which over 50% are under 18 years of age</i>)	

Please complete this section **briefly**, summarising the main points of your complaint (alternatively, you may attach your complaint to this form).

Please note: complaints concerning station programme promotions, including film trailers should be submitted on a ‘programme complaint form’ under harm & offence – The Code of Programme Standards.

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 the Authority only.

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

Yes	No

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 East Coast FM - The relevant contact details are:

East Coast FM
Radio Centre,
Killarney Road
Bray

Telephone: 01 272 4700
Fax: 01 272 4701
Email: complaints@eastcoast.fm
Website: www.eastcoast.fm