

BROADCASTING COMPLAINTS PROCEDURES

The Communications Commission has responsibility for licencing local radio stations and ensuring that they adhere to the licence conditions and the Commission's Broadcasting Codes.

If your complaint refers to a programme broadcast on a local radio station the relevant code can be found here: <https://www.iomcc.im/media/1006/broadcasting-programme-code.pdf>.

All licensed radio stations on the Island must comply with the Commission's Code on Advertising and Sponsorship: <https://www.iomcc.im/media/1005/code-of-advertising-and-sponsorship.pdf>.

If your complaint refers to programme content broadcast by an off-island broadcaster, such as the BBC or ITV etc., you should raise it with either the BBC and/or Ofcom: <http://consumers.ofcom.org.uk/complain/tv-and-radio-complaints/>

For complaints regarding radio or TV adverts broadcast by off-Island broadcasters, you should contact the Advertising Standards Authority in the UK: <https://www.asa.org.uk/>

If you have a complaint regarding the content of a broadcast item, in most instances, complaints should be raised directly with the Broadcaster in question. However, if you are dissatisfied with their response, you can then raise the matter with the Commission. Complaints should, if at all possible, be submitted within 21 days of the item being broadcast.

You can either email cc@iomcc.im or write to the Communications Commission, Ground Floor, Murray House, Mount Havelock, Douglas, IM1 2SF or telephone 01624 677022

All complaints should include sufficient detail about the matter complained of. Specifically, complaints should include

- the name / title of the programme or advert complained about;
- the date and time of the programme or advert;
- the station on which it was broadcast;
- the nature of the complaint and (where possible) the particular parts of the programme or advert complained about;
- the complainant's full contact details (including e-mail address where appropriate); and
- whether (and, if so, when) the complainant has submitted a complaint to the relevant broadcaster.

The inclusion of these details (or as many of them as possible) will enable us to investigate the complaint.

Upon receipt of a complaint, the Commission Executive will consider each one individually and will decide whether an investigation is required. The Commission Executive will liaise with the Broadcaster involved and consideration will be given to both sides of the complaint. The Broadcaster would be expected to submit a written response in relation to the complaint

to the Commission within ten days of receipt of notification of the complaint from the Commission Executive.

You should be aware that if an investigation takes place, it may be necessary to contact you and you may be asked for additional information. If a response is not received to the request for additional information within 14 days, the Commission Executive may take this to mean that you no longer wish to pursue your complaint and the complaint may therefore be closed.

The Commission endeavours to have any complaint resolved within 28 days of receipt and will inform you of the outcome of the complaint.

Licensees are obliged to report to the Commission on how they deal with complaints from the public which they receive directly. The Commission takes all complaints seriously and, where it feels a complaint to be justified, will take action with the licensee concerned.

If the Complainant or Broadcaster disagrees with any actions arising from the complaint, they can submit an appeal against the decision within 14 days of receipt of notification. The appeal will be considered by the Members of the Communications Commission and their decision will be final.

Date: 12 January 2017

