



# Clare 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 listener may refer a complaint to Clare FM if they are unhappy about advertising / commercial communication content on our service. 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 Advertising Code or the General Advertising 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 Advertising Code	Children’s Advertising Code
<p>Main Sections: -</p> <ul style="list-style-type: none"> <li><b>3</b> General principles and rules applying to all commercial communications (including the protection of the individual &amp; society; offence, harm and human dignity; transparency; and assessment)</li> <li><b>4</b> General rules pertaining to all advertising</li> <li><b>5</b> Rules pertaining to specific advertising techniques</li> <li><b>6</b> Rules pertaining to teleshopping</li> <li><b>7</b> Rules pertaining to sponsorship (including competitions)</li> <li><b>8</b> Rules pertaining to specific products and services</li> <li><b>9</b> Prohibited communications</li> <li><b>10</b> Appendix (a list of principal legislation that may affect commercial communications)</li> </ul>	<p>Main Sections: -</p> <ul style="list-style-type: none"> <li><b>1</b> Social values</li> <li><b>2</b> Inexperience and credulity</li> <li><b>3</b> Undue pressure</li> <li><b>4</b> Special protection for children in advertising</li> <li><b>5</b> General safety</li> <li><b>6</b> Violence</li> <li><b>7</b> Diet and Nutrition</li> <li><b>8</b> Parental responsibility</li> <li><b>9</b> Programme characters</li> <li><b>10</b> Product prohibitions and restrictions</li> <li><b>11</b> Identification and separation</li> <li><b>12</b> Insertion of advertising</li> </ul>

For office use only: Ref. No.

Details of complaint	Please complete these details in full
Name of Show	
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 Advertising Code	
48 (1)(d) Children's Advertising Code (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)	

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)

The personal contact details submitted are for use by Clare FM Only.

Any correspondence relating to this complaint with the relevant broadcaster should be attached to this form.

**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 or e-mail this complaint form to Clare FM.

The relevant contact details are: -

The Chief Executive,  
Clare FM,  
Francis Street,  
Ennis,  
County Clare  
V95 FN40

Telephone: 065 682 8888

Email: [complaints@clare.fm](mailto:complaints@clare.fm)

Website: [www.clare.fm](http://www.clare.fm)