

## Introduction

At SIS Media Limited (“SIS”) we aim to deliver a high quality, engaging and relevant service to our listeners. We also aim to ensure that our programming is compliant with the requirements set out in the [Broadcasting Act 2009](#), as amended by the [Online Safety and Media Regulation Act 2022](#).

SIS welcomes and will engage with all feedback, both negative and positive, from our listeners and followers concerning any aspect of our service.

We are obliged under the Broadcasting Act, 2009 and the Online Safety and Media Regulation Act 2022 to have in place a Code of Practice for handling complaints from our listeners and followers. This Code of Practice sets out and explains our complaint process for listeners and ensures that we deal with complaints in an effective and efficient manner. It should be noted that the Code of Practice only relates to certain categories of complaints as detailed below.

### 1. What can I complain about?

You may submit a complaint to us if you are of the opinion that a broadcast or part of a broadcast on our service has breached one or more of the following obligations:

- Harm, offence, incitement, and authority of State (section 46J)
- Privacy (section 46K)
- News and Current Affairs (section 46L)
- Advertising (sections 46M(2) or (3), 106(3) and 127(6))
- Retention of copies of programme material (section 46P(1) or (2))
- Media service codes and rules

### 2. How do I make a complaint?

If you are satisfied that your complaint is covered by this Code of Practice, you should submit the following details in writing (letter or email):

- your name and address;
- the category of complaint; (please refer to the categories of complaints in ‘What I can complain about?’ above)
- the date, time of the broadcast;
- the name of the programme, news item or advertisement/commercial communication that you have heard and which is the subject of your complaint;
- detail exactly what, in the broadcast, concerned you;

If, by reason of disability or other good reason, you are unable to submit the complaint in writing, please contact us and we will assist you to do so.

**We will not accept complaints that we deem to be of a frivolous or vexatious nature.**

### 3. Where should I send my complaint?

You should submit your complaint to the following address:

6<sup>th</sup> Floor, South Bank House

Barrow Street

Dublin 4

Ireland

Email: [legal@sis.tv](mailto:legal@sis.tv)

#### **4. What will happen to my complaint?**

Once we have accepted your complaint, we will work to resolve the issue/s as soon as possible. Your complaint will be carefully considered, investigated if necessary, and responded to in writing.

- We will write to you to acknowledge receipt of your complaint within 7 working days.
- We will consider the issues raised in your complaint.
- We will watch to the broadcast item identified in your complaint.
- Where appropriate, we will consult with any party to which your complaint relates, for example, the presenter or the programme maker, to give that party an opportunity to provide observations and comments in relation to the issues raised by you.
- We will provide a response to your complaint which will, as far as possible, address all of the issues/concerns you have raised. We will set out the reasons for our decision on your complaint.

This response will be sent to you within **20 working days** from receipt of your complaint.

#### **5. The role of Coimisiún na Meán**

Coimisiún na Meán's role is to regulate broadcasters and online media.

If we for any reason we have not responded to your complaint within 20 working days or if you are not satisfied with our response, you can refer your complaint to Coimisiún na Meán. You have 14 days from the date of response or the date a response was due to refer your complaint. An Coimisiún na Meán will consider the complaint and may carry out an independent review of the complaint and our response. Information on how to refer a complaint to Coimisiún na Meán is available on Coimisiún na Meán's website at [www.cnam.ie](http://www.cnam.ie) or from the following address:

Complaints Officer

Coimisiún na Meán

2 – 5 Warrington Place, Dublin 02 XP29

Phone: (01) 644 1200

Fax: (01) 6441 299

E-mail: [complaints@cnam.ie](mailto:complaints@cnam.ie)

## **6. Record of Complaints**

We are required under the Broadcasting Act, 2009 as amended by the Online Safety and Media Regulation Act 2022 to keep a record of all complaints submitted in accordance with this Code of Practice for two years. We are also obliged to provide these records to Coimisiún na Meán if requested.

Our records will include copies of your complaint, our response/s and the audio copies of the broadcast material.

## **Codes of Practice/Right of Reply Scheme:**

Right of Reply Scheme

Code of Programme Standards

General Commercial Communications Code

Code of Fairness, Objectivity and Impartiality in News and Current Affairs

Children's Commercial Communications Code