

BLAST106 & BLASTXTRA COMPLAINTS PROCEDURE

As a Community Radio Station we do our very best to represent our entire community. However, we recognise that, no matter how hard we try, sometimes we may make honest mistakes. We welcome your feedback and any complaints you may have, about the content of our broadcasts or the way in which we operate, will be treated seriously & respectfully."

We are a Community Radio Station which means that we are community owned and operated on a voluntary basis.

We try our very best to represent the entire student & youth community, to be your voice, your forum for expressing your ambitions for our city.

We adhere to the very highest professional standards in broadcasting and community journalism, complying at all times to the provisions of the Broadcasting Code and we subscribe fully to the Charter of the Community Media Council for Northern Ireland.

No matter how hard we try, we acknowledge that at times we will make honest mistakes. We will treat seriously and respectfully any complaint you may have about the content of our broadcasts or the way in which the station operates. Any complaints or feedback will always be treated in the strictest confidence except in the interests of fairness, or compelled by the Regulator or a Court to divulge your identity.

We take this opportunity to outline how you should submit a complaint and how your complaint will be dealt with.

1. Please submit your complaint in writing to the Chairman of the Board of Directors, ensuring that the complaint and the envelope are marked "Private & Confidential". Please enclose a stamped addressed envelope.
2. We will acknowledge your complaint in writing and advise you how the complaint will be handled including the estimated timescale for resolution. We will also request any additional clarifying information we require at this stage.
3. Generally speaking, most complaints will be dealt with by the voluntary Board of Directors. However, if we feel that your complaint is about, or involves, the Board of Directors or their stewardship of the station we may seek external assistance in the handling of your complaint. This may include the Council of Blast106, the Community Media Council for Northern Ireland or, if appropriate, Ofcom.
4. We will respond to you, notifying you of our findings and, if applicable, our proposals to resolve your complaint. We will also provide details of how you can appeal our findings, decision or proposed resolution.

Please Note: *Our complaints procedure is not designed to diminish your ability to the national regulator for the Broadcasting and Communications sector (Ofcom). You can of course complain directly to them, but often issues that concern you can be dealt with to your satisfaction quicker if you contact us directly.*