

RIGHT OF REPLY POLICY

As a Community Radio Station we do our very best to represent people and organisations in a fair and balanced way. However, we recognise that, we have a responsibility to address matters of public interest and to highlight issues of relevance to the community which we serve – both positive and negative.

An important aspect of Community Media is to give a voice to the community. We facilitate the expression of opinion and provide a forum for expressing complaints and raising issues of concern.

This will often involve people complaining about local District Councils & Officials, Government Departments and Goods and Services from the private and voluntary sector.

We are committed to affording those about whom complaints are made the right of reply by which they can explain their position and be questioned about their explanation.

If possible we will contact people in advance of airing any issue, although the nature of complaints means this may not always be possible. In maintaining the highest ethical and journalistic standards we will always do our utmost to ensure and verify the authenticity of articles featured.

Regarding Written Statements which are often supplied when an organisation does not make anyone available to answer complaints or questions, we have a strict policy. We will acknowledge that a written statement has been sent but we will NOT read the statement on-air. As we have no opportunity to question the provider of the statement as to its accuracy, authenticity or honesty we do not feel it appropriate that Community Media should be used to read out promotional statements from organisations against whom our audience have made complaints.

We would always recommend that organisations make someone available to answer complaints and address issues on-air. We may at times pre-record this if it proves more suitable to all concerned from a time perspective but no editorial rights may be transferred if this option is taken.

From a Customer Service perspective, we would remind organisations and individuals that complaints are often an opportunity to win over customers or to explain why matters, which may be out of your control, are the way they are.

The opinions raised by listeners or volunteer presenters do not necessarily reflect the policy or opinion of our station and should not be construed as doing so.

If you would like further clarification on our policy on people's/organizations' Right of Reply, please write to:

The Chairman
Blast106 & BlastXtra
5th Floor
Howard House
1 Brunswick Street
Belfast.
BT2 7GE.

(Please ensure that you include a Stamped Addressed Envelope if you wish to receive a written response.)