

Eirewave's Code of Practice for Handling Complaints in Ireland

Eirewave is regulated by **Coimisiún na Meán** in Ireland. We are required not to broadcast content that is unfair, harmful, or likely to cause offence.

What can I complain about?

You may submit a complaint if you believe that a broadcast on Eirewave has breached specific sections of the Online Safety and Media Regulation Act 2022 or any relevant codes published by **Coimisiún na Meán**. Complaints may relate to the following:

- Harm, offence, incitement, and authority of the State (Section 46J)
- Privacy (Section 46K)
- News and current affairs (Section 46L)
- Advertising (Sections 46M(2) or (3), 106(3), 127(6))
- Retention of broadcast material (Section 46P(1) or (2))
- Compliance with media service codes or rules

Full details of the sections and the Online Safety and Media Regulation Act 2022 can be found [here](#)

How do I make a complaint?

If you hear something that you believe is inaccurate or inappropriate, please don't hesitate to get in touch — we'd like the opportunity to put things right. You can reach our Content Director via the [Contact](#) page by selecting "*Feedback on our Programmes*" from the list of options.

Please ensure your complaint includes:

- Your full name, postal address, and email address
- The nature of your complaint, citing the relevant section of the Act or Coimisiún na Meán code
- A clear explanation of what concerned you and why
- The date and time of the broadcast
- The name of the programme, news item, advertisement, or other broadcast content

When should I make my complaint?

Complaints must be submitted within **30 days** of the relevant broadcast:

- For a single broadcast: within 30 days of the date it aired
- For unrelated broadcasts: within 30 days of the earliest broadcast
- For related broadcasts on different dates: within 30 days of the latest broadcast

Complaints submitted after these timeframes cannot be considered.

What happens after I make a complaint?

We will acknowledge receipt of your complaint within **7 working days**. It will be reviewed thoroughly and, if necessary, investigated. Where appropriate, we may consult relevant individuals, such as the presenter or advertiser, to provide context.

You will receive a written response within **21 days** of us receiving your complaint. This response will address the issues raised and explain our decision.

If your complaint is upheld, we will take appropriate steps to resolve the matter. This may include a correction, clarification, apology, or right of reply.

If you're not satisfied

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. You can do this via their online complaints portal, by emailing complaints@cnam.ie, or by post:

**Coimisiún na Meán
2 – 5 Warrington Place
Dublin 02 XP29**

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.

Further information is available on their website: [**www.cnam.ie/broadcasting**](http://www.cnam.ie/broadcasting)