**ATHIANI HOLDINGS**

**LIMITED – ATHIANI FM**

**COMPLAINTS HANDLING**

**PROCEDURE FOR**

**FOR BROADCAST**

**CONTENT**

**AHL/PRG/2017/01**

**ATHIANI HOLDINGS LIMITED**

**COMPLAINT HANDLING PROCEDURE**

**ANNEX 1**

**FORM AHL/PRG/2017/01 - NOTICE OF COMPLAINT**

|  |  |  |
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| **PARTICULARS OF COMPLAINANT** | | |
| Name: | | |
| ID No./Passport No./Company Registration No: | | Office No:  Mobile:  Email address : |
| Postal Address: | | |
| **Particulars of offending Broadcaster** | | |
| Name of company: | | |
| Postal Address: | | |
| Email Address: | | |
| Physical Address: | | |
| Have you referred the complaint to any of the following parties (please tick **(√)**:  [ ] Athiani Holdings Limited (ATHIANI FM)  [ ] Media Council of Kenya  [ ] Communications Authority of Kenya  [ ] Others/specify ……………………………………… | | |
| Contact Person authorized to receive and handle complaints | | |
| Complaint Details: | | |
| Sections of Regulations/Code you believe have been breached:/Grounds of complaint: | | |
| Supporting Documents: | | |
|  | | |
| Remedy sought: | | |
| **COMPLAINANT DECLARATION** | | |
| I/We hereby agree that the information provided is/are true.  Date ………………………………………  Signature/ ………………………………………  **(insert company rubber stamp or seal)** | | |
| **FOR OFFICIAL USE ONLY** | | |
| Complaint No…………………………………………………………………………………….  Date Case Received………………………………………………………………………………  History of Resolution (tick**(√)**  [ ] Dissatisfied with ATHIANI FM’s remedy  [ ] No response from ATHIANI FM  [ ] Has not first contacted ATHIANI FM  Recommended way forward:  [ ] To be attended to by COMMUNICATIONS AUTHORITY OF KENYA (CA)  [ ] Not complete. Request complainant to submit Missing Information  ……………………………………………………………………………………………………  ……………………………………………………………………………………………………  [ ] Rejected (To be first referred to the ATHIANI HOLDINGS LTD – ATHIANI FM)  [ ] Others………………………………………………………………………………………… | | |
| **Date:** | **Name & Signature of Authorized officer** | |

**GUIDE TO FILLING-IN FORM AHL/A/BCAST/COMP-01 – INSTRUCTIONS TO COMPLAINANT**

**1. Particulars of Complainant**

(a) The complainant shall fill in his/her name in full, details of identity documents (ID/Passport Number) telephone number and mailing address.

(b) If the complainant is a corporate body, the claimant shall provide the registered company name, company registration number, registered address and business address.

**2. Particulars of Broadcasting Station**

(a) The complainant shall fill in the particulars of the broadcasting station namely: Name of the broadcasting station, name of service, broadcasting area, and address in the column provided. **Complaint Details**

(a) The complainant should provide a general explanation as to the origin of the complaint including a brief statement of facts in chronological order and the points at issue. Where relevant, if the complainant is a corporate body or a business, please provide the details of the business address or branch which raised the complaint.

**3. Supporting documents**

(a) Please enclose all relevant documents including but not limited to any letters, contract or agreement as proof if any which relates to the complaint.

(b) The supporting documents shall include any correspondence or document as proof of prior attempts to resolve the matter with broadcaster.

(c) Where a complaint is with respect to broadcast content, the complainant must indicate the date/time/programme name / and location. Where possible clauses of the Regulations/Code, or recordings of the broadcasts may be included.

**4. Remedy**

(a) The complainant shall fill in the remedy sought from the broadcaster.

(b) The complainant is reminded that the remedy sought should be reasonable and realistic.

**5. General**

(a) If the space provided is insufficient, please continue on a separate sheet of paper and write “see overleaf”. Any separate sheet of paper used should be attached to this Form and duly signed.

(b) Having filled in the form, the complainant shall sign this Form personally. In the case of corporate body, this Form shall be signed by a duly authorized officer of the Company. The company rubber stamp should also be affixed to the signature accordingly.

(c) The Form shall be delivered to the Authority’s office either by hand/post/fax. Scanned copies of dully signed forms may be sent by email.