



## Complaint Procedure Form

- You are kindly requested to submit your complaint in writing using the official language and others commonly used in the region.
- Anonymous complaints are not admissible;
- It is recommended that your complaint does not exceed eight pages, excluding enclosures.
- You are kindly requested not to use abusive or insulting language.

### I. Information concerning the author (s) of the communication or the alleged victim (s) if other than the author

Individual       Group of individuals       NGO       Other

Last name: .....

First name(s): .....

Nationality: .....

Address for correspondence on this complaint: .....

Tel and fax: (please indicate country and area code) .....

E-mail: .....

Website: .....

Submitting the complaint:

On the author's own behalf:

On behalf of other persons:  (Please specify: .....

### II. Information on the Program concerned

Name of the program concerned and, as applicable, name of personnel responsible for the alleged violation(s): .....

**III. Facts of the complaint and nature of the alleged violation(s)**

You must send your formal complaint to the broadcaster in the first instance. This gives the broadcaster an opportunity to answer your complaint first – you might be satisfied with their answer and decide not to go any further with the complaint.

**Please note that the complaints process does take some time.** It is unlikely you will get an instant answer or resolution. How long the process takes will depend on how far you choose to take your complaint.

Please detail, in chronological order, the facts and circumstances of the alleged violations including dates, times and alleged perpetrators and how you consider that the facts and circumstances described violate your rights or that of the concerned person(s).

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**VI. Request for confidentiality**

In case the communication complies with the admissibility criteria set forth by the broadcaster, kindly note that it will be transmitted to the party/Authority concerned so as to obtain the views of the latter on the allegations of violations.

Please state whether you would like your identity or any specific information contained in the complaint to be kept confidential.

Request for confidentiality (*Please tick as appropriate*):    Yes                       No

Please indicate which information you would like to be kept confidential

Date: .....

Signature: .....

N.B. The blanks under the various sections of this form indicate where your responses are required. You should take as much space as you need to set out your responses. Your complaint should not exceed eight pages.

## VII. Checklist of supporting documents

Formal complaints must be in writing (post, email or online form) and need to be lodged with the broadcaster within 20 working days of the broadcast.

You need to provide the following details about the program:

- the **date** of the broadcast
- the **time** of the broadcast
- the **title** of the program
- the **channel or station** which broadcast the program

You also need to explain which broadcasting standards you think have been breached, and why.

For an overview of the standards:

## VIII. Where to send your communications?

**HYPE RADIO LIMITED**  
61 A, FREEDOM AVENUE, PARKLANDS,  
KITWE.  
CELL: +260764 624 777  
E-mail: [marketing@hypefmzambia.com](mailto:marketing@hypefmzambia.com)  
Website: [www.hypefmzambia.com](http://www.hypefmzambia.com)