

## Community Radio Kilkenny City Mission Statement

- Community Radio Kilkenny City is a community based, volunteer-led, station promoting the aims and ideals of the communities it serves in Kilkenny City and environs through either direct participation or listenership.
- Community Radio Kilkenny City is primarily a volunteer operated station, supported by a small executive team under the control of the Board of KCCCS and a number of sub-committees comprised entirely of volunteers.
- Community Radio Kilkenny City is dedicated to enhancing the listening choice of all people in Kilkenny City and environs through a diverse range of programming content, thus reflecting all the communities it serves.
- Community Radio Kilkenny City actively encourages the direct involvement of all communities, organisations, societies, groups, etc... in Kilkenny City and environs in the delivery of diverse programming presentation and output.
- Community Radio Kilkenny City actively encourages and promotes the up-skilling of individuals who wish to undertake a career in radio broadcasting through professionally organised training courses. We will afford such individuals an opportunity to use the radio station to gain valuable on-air experience.

### Ownership / Management:

We operate on a basic philosophy of equality and democracy. Over the years we have tried to use terms that are less hierarchical to describe what we do. However, it can be confusing for new, and indeed longer serving volunteers and staff. Here is a brief outline of the ownership and management structures of Community Radio Kilkenny City, which we hope may help:

### Board of Management.

This is the group of volunteers that manage the affairs of Community Radio Kilkenny City. This group meets every month and sets policy. The members of this Board are elected at the Co-op's A.G.M. Only shareholding members of the Co-op can stand for election to the Board of Management. This Board is the legal management body of the project.

### Chairman

Cathal Cullen, Gartylough, Bamford, Kilkenny (Category B).

### Secretary

Doctor Miriam Hogan, St. Anthony's, Newpark, Kilkenny (Category B)

### Committee Members

Ann Tobin, Ballinaboola, Maddockstown, Co. Kilkenny (Category A)  
Dermot Kearney, The Racecourse, Kells Road, Kilkenny (Category A)  
Pat Fitzpatrick, Cloghpook, Ballyfoyle, Co. Kilkenny (Category A)  
Jim Gibbons, Kilcreene Road, Kilkenny (Category A)  
Kay Sheehy, Kin-Ross, Waterford Road, Kilkenny (Category B)  
Ann M. Gibbons, Kilree, Kilkenny (Category C)  
Jimmy Guiry, Slieverue, Co. Kilkenny (Category C)  
Joseph Reidy, Parliament House, Parliament Street, Kilkenny (Category D)  
Ber Scott, Walkin Street, Kilkenny (Co-opted)  
Fr. Willie Purcell C.C., Callan, Co. Kilkenny (Category F)  
Nickey Brennan, Suttonsraath, Jenkinstown, Co. Kilkenny (Co-opted)

#### Staff.

Community Radio Kilkenny City have contracted out the day to day running of the station to a Manager & Production Co-Ordinator. We also have a Sponsorship & Funding Co-Ordinator.

#### Shareholders.

Anyone wishing to support the ideals of democratic ownership of media may apply to become a shareholder. Shares cost €15 for an individual. Shareholders can attend and vote at the AGM. Each member has only one vote. Application for membership is open to anyone supporting the ethos of Community Radio Kilkenny City with particular emphasis of those living in or working in Kilkenny City & its environs. It's your place for you to tell a story and let your users know a little more about you.

#### Code of Practice on Complaints Handling

##### Introduction

We aim to deliver the best possible service to our listeners. We also aim to ensure that our programming is compliant with the requirements set out in the Broadcasting Act, 2009 and broadcasting codes published by the Broadcasting Authority of Ireland.[1]

We welcome and will engage with all feedback, both negative and positive, from our listeners concerning any aspect of our service.

We are obliged under the Broadcasting Act, 2009 to have in place a Code of Practice for handling complaints from our listeners. This Code of Practice sets out and explain

our complaint process for listeners and ensures that we deal with complaints in an effective and efficient manner. It should be noted that the Code of Practice only relates to certain categories of complaints as detailed below.

What can I complain about?

You may submit a complaint to us if you are of the opinion that a broadcast or part of a broadcast on our service has breached any of the Broadcasting Act 2009[2]

### Programmes

We will ensure that our programming does not contain any content which may reasonably be:

- causing harm or offence;
- tending to promote, or incite crime;
- tending to undermine the authority of the State; or
- unreasonably encroach upon the privacy of an individual.

We also will ensure programming is in compliance with the BAI Code of Programme Standards [http://www.bai.ie/pdfs/bci\\_cops\\_Mar07.pdf](http://www.bai.ie/pdfs/bci_cops_Mar07.pdf)

Where should I send my complaint?

You should submit your complaint to the following address:

The Station Manager,

Community Radio Kilkenny City

32 Hebron Ind Est

Ph: 056 7762777

Email: [admin@communityradiokilkennycity.ie](mailto:admin@communityradiokilkennycity.ie)

The role of the Broadcasting Authority of Ireland

If we have not responded to your complaint within 21 days, or if you are not satisfied with our response, you can refer your complaint to the Broadcasting Authority of Ireland. The BAI will consider the complaint and may carry out an independent review of the complaint and our

response. Information on how to refer a complaint to the BAI is available on the BAI website at [www.bai.ie](http://www.bai.ie) or from the following address:

Complaints Officer

Broadcasting Authority of Ireland

2-5 Warrington Place, Dublin 2

Phone:(01) 6441200

Fax: (01) 6441299

E-mail: [complaints@bai.ie](mailto:complaints@bai.ie)