

# Horizon Radio

Question	Your response
<p><b>Consultation question 1:</b> Do you agree with our proposed administrative priorities framework? Please provide further information and/or evidence in support of your response.</p>	<p>Confidential? –N</p> <p>No, I believe Ofcom’s time should not be taken up with processing complaints that are not made by genuine listeners (I have had experience in Northampton of complaints being made by a member of staff at a community radio station who was making strategic malicious complaints). I do not see any reason why listener complaints should not be made to the broadcaster initially and then escalated to Ofcom if a satisfactory outcome cannot be reached. There should also not be the opportunity for complainants to remain anonymous (except for reasons of personal safety or legal reason) as this will deter malicious complaints.</p>
<p><b>Consultation question 2:</b> Do you agree with our proposal to share a summary of the issues raised with the broadcaster rather than the full text of the complaint apart from in exceptional circumstances? Please provide further information and/or evidence in support of your response.</p>	<p>Confidential? – N</p> <p>No, I think the broadcaster should be able to see the full un-redacted complaint including the details of the complainant unless there are exceptional circumstances.</p>
<p><b>Consultation question 3:</b> Do you agree with our proposal to not share the name of the complainant with the broadcaster, apart from in exceptional circumstances? Please provide further information and/or evidence in support of your response.</p>	<p>Confidential? – N</p> <p>No, I think the broadcaster should be able to see the full un-redacted complaint including the details of the complainant unless there are exceptional circumstances.</p>
<p><b>Consultation question 4:</b> Do you agree with our proposal to no longer notify the complainant of the outcome of their complaint? Please provide further information and/or evidence in support of your response.</p>	<p>Confidential? – Y</p> <p>[X]</p>

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<p><b>Consultation question 5:</b> Do you agree with our proposal that complaints should be made within 20 working days of the broadcast of the relevant content? Please provide further information and/or evidence in support of your response.</p>	<p>Confidential? – N</p> <p>Yes</p>
<p><b>Consultation question 6:</b> Do you have any comments on our proposed additional changes to the General Procedures?</p>	<p>Confidential? – N</p> <p>I think there needs to be more detail about what the criteria are for what constitutes a ‘substantive issue’.</p>
<p><b>Consultation question 7:</b> Do you agree with Ofcom’s assessment of the impacts of its proposed changes, set out in the sub-sections above (including potential impacts on specific groups of persons including equality impacts)? Please provide further information and/or evidence in support of your response.</p>	<p>Confidential? – N</p> <p>Yes</p>
<p><b>Consultation question 8:</b> Are there any impacts of these proposals which Ofcom has not recognised in this document?</p>	<p>Confidential? – N</p> <p>Not that I’m aware of.</p>
<p><b>Consultation question 9:</b> Do you agree with our assessment of the potential impact of our proposals on the Welsh language? Please provide further information and/or evidence in support of your response.</p>	<p>Confidential? – N</p> <p>I have no view on this.</p>
<p><b>Consultation question 10:</b> Do you think our proposal could be formulated or revised to ensure, or increase, positive effects, or reduce/eliminate any negative effects, on opportunities to use the Welsh language and treating the Welsh language no less favourably than English?</p>	<p>Confidential? – N</p> <p>I personally don’t think the issue of the use of the Welsh language should be a priority for Ofcom resources.</p>

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<b>Consultation question 8:</b> Please tell us how you came across this consultation.	X	Email from Ofcom
	<input type="checkbox"/>	Saw it on social media
	<input type="checkbox"/>	Found it on Ofcom's website
	<input type="checkbox"/>	Found it on another website
	<input type="checkbox"/>	Heard about it on TV or radio
	<input type="checkbox"/>	Read about it in a newspaper or magazine
	<input type="checkbox"/>	Heard about it at an event
	<input type="checkbox"/>	Somebody told me or shared it with me
	<input type="checkbox"/>	Other (please specify)

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