

# Broadcasting Content Complaint Process



## STEP 1

### Submission of a Complaint

The complainant submits a complaint to the Authority via any one of the following methods:

- ▶ Submitting a broadcasting content complaint form to either of the offices in Trinidad or Tobago or via the Authority's website
- ▶ In writing or in person at either of the offices in Trinidad or Tobago
- ▶ By telephone via 800-TATT (8288), facsimile at (868) 674-1055 or e-mail to [info@tatt.org.tt](mailto:info@tatt.org.tt)



## STEP 2

### Investigation

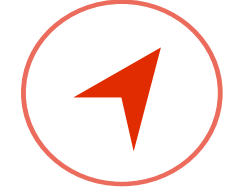
The Authority retrieves a copy of the recording based on the complaint and conducts a review to determine if there is a possible breach of the Concession. If a possible breach is found the broadcaster is asked to provide written representations



## STEP 3

### Consideration and Determination

The Authority considers and renders decision on complaint and sanctions, if applicable



## STEP 4

### Advising of Outcome

Correspondence sent to the complainant and broadcaster advising of the Authority's decision

#### **D9 of the Concession states the broadcaster shall not:**

- (a) transmit any programme, information or other material which degrades or portrays in a negative manner or discriminates against or encourages discrimination against any person or group by reason of race, origin, class, religion or sex;
- (b) transmit any programme, information or other material which is hostile to any country; or,
- (c) broadcast programme, information or other material which endangers the security of the Republic of Trinidad and Tobago, violates any law, is of a defamatory nature, is subversive to peace or public order or is otherwise contrary to the laws of Trinidad and Tobago."

