



OIFIG AICMITHE SCANNÁN NA HÉIREANN
IRISH FILM CLASSIFICATION OFFICE

Complaints Procedure

1. Introduction

Any member of the public who is dissatisfied with the rating or advice issued by the Irish Classification Office (IFCO) may complain in writing directly to IFCO.

This document explains how the complaints procedure works and is effective from **February 1st 2024**. IFCO reserves the right to update this document based on operational experience at its absolute discretion. Any updated procedure will be published on the IFCO website, www.ifco.ie.

2. Who Can Make a Complaint?

Any member of the public can make a complaint.

Please note, IFCO will only accept complaints regarding content which has already been classified.

3. How Can I Complain?

For a complaint to be considered, it must be sent in writing via email to info@ifco.gov.ie or by post to IFCO, Blackhall Walk, Smithfield, Dublin 7 D07 NRR6.

Complainants must include their name and address with their complaint. This information is for internal records only and will not be published. It will be retained for a maximum of 12 months after the complaint process has finished. Anonymous correspondence will not be considered.

4. What Can I Complain About?

IFCO's classification decisions and advice relate to the following:-

- I. Theatrical content released in cinemas (including trailers) in the Republic of Ireland, and
- II. Home Entertainment content which has been sold physically on DVD/Blu Ray format in retail stores in the Republic of Ireland.
- III. PEGI 18 rated videogames for physical sale in retail stores in the Republic of Ireland.

IFCO cannot consider complaints about classification decisions or advice in relation to other content.

IFCO will only accept complaints regarding content where the relevant classification decision and/or advice has been issued in the previous twelve calendar months. Comments in relation to decisions and advice that fall outside this timeframe will be considered as feedback. IFCO will consider complaints in the context of the relevant legislation and Classification Guidelines in force at the time the Classification decisions were made. Complaints about issues which do not relate to these matters will be considered as feedback.

If the complaint relates to a theatrical trailer, please include details of the film with which the trailer played, and the name and location of the cinema you visited.

5. Processing Complaints

IFCO will acknowledge receipt of correspondence within 5 working days. At this time, it will indicate if it is being treated as a complaint or feedback. If it is being treated as a complaint, IFCO will consider the issues raised in the context of the relevant legislation and Classification Guidelines in force at the time the classification decisions were made and will respond within 20 working days from the date of receipt of the initial correspondence.

The complainant will have 20 working days from the date of the IFCO response to submit any relevant follow-up query or relevant observation. IFCO will consider any such correspondence in the context of the initial complaint. If further responses are deemed necessary, the timeframes set out above will continue to apply. If IFCO considers that no response is required, the complaint will be considered closed once the relevant response time has elapsed.

If IFCO, at its sole discretion, decides that it is necessary to contact any third party in relation to a complaint or feedback (e.g. a distributor or exhibitor) the complainant's personal information will not be shared and only the relevant parts of any such correspondence will be shared with the third party. In such situations a similar timeframe for response will apply.

6. Publication of Complaints

IFCO will publish all completed complaints on its website every three months. All personal information will be redacted from such publications.

Please note IFCO is an FOI body, and all complaints are subject to The Freedom of Information Act, 2014.