

Reprezent Key Commitments & Character of Service

Purpose

This document summarises how Reprezent monitors delivery of its Key Commitments / Character of Service for its broadcast output and ensures ongoing compliance.

What we monitor

- **Delivery of our Key Commitments / Character of Service** (as set out in our current [Ofcom Licence \(CR000224\) - Reprezent 107.3 FM](#)).
- **Schedule integrity and output consistency** (including simulcast output).
- **Editorial & compliance standards** (including adherence to Ofcom Broadcasting Code)

How we monitor (process)

1. **Ownership**
Station output and compliance oversight are overseen by the Radio Manager and our designated Compliance Lead.
2. **Content oversight - Rolling checks and review**
As a training-led station, we conduct rolling checks of output & schedule delivery and carry out regular reviews against our Character of Service and Key Commitments. These checks inform programme support, briefing and schedule decisions.
3. **Issue escalation:**
Any item that may relate to the Ofcom Broadcasting Code or safeguarding is escalated to the Compliance Lead promptly (where necessary the same day).
4. **Logging and audit trail:**
We keep an internal log of issues raised and actions taken, including dates, owners and outcomes.
5. **Continuous improvement:**
Learning from issues and feedback is used to improve briefing, onboarding and ongoing presenter support.

Feedback and accountability

Please provide suggestions or criticisms via feedback@reprezent.org.uk.

Messages are logged and responded to within **5 working days**. Feedback is reviewed regularly and changes are implemented through the next schedule update where relevant.

Last updated: 4th March 2026

Contact: feedback@reprezent.org.uk