



Complaints Policy

In accordance with the Community Broadcasting Association of Australia's directions, the responsibility for handling complaints about program content rests with our station. However, Code 7 of the Community Broadcasting Code of Practice outlines the procedures that need to be undertaken to handle complaints

1. 88.9FM acknowledges the right of our listeners, members and volunteers to comment and make complaints in writing concerning:
 - a) alleged non-compliance with both the licence conditions under the Broadcasting Services Act 1992 (the Act) and the requirements outlined in the Codes,
 - b) program content, and
 - c) the general service provided to the community.
 2. We broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.
 3. 88.9FM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
 4. 88.9FM will ensure that:
 - a) complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible,
 - b) complaints will be responded to in writing within 60 days of receipt (as required in the Act), and the response will include a copy of the Codes,
 - c) complainants are advised in writing that they have the right to refer their complaint about a Code matter to the Australian Communications and Media Authority (ACMA) provided they have first:
 - i. formally lodged their complaint with the licensee, and
 - ii. received a substantive response from the licensee and are dissatisfied with this response or did not receive a response from the licensee within 60 days after making the complaint.
 5. A written complaint or response can be a letter, fax or email.
 6. A responsible officer of the licensee will maintain a record of complaints and responses for a period of at least one years from the date of the complaint.
 7. The record of complaints and responses will be made available to ACMA on request.
- Reporting and Record Keeping

To ensure the station can make a full response to ACMA, if requested, the station must keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation, for one year, including:



1. the date and time the complaint was received,
2. the name and address of the complainant,
3. the substance of the complaint, and
4. the substance and date of the licensee's response.

SAMPLE COMPLAINTS SHEET

Sample Complaints Sheet

COMPLAINTS SHEET	
<p>Remember to be polite when taking a complaint from a member of the public. The person would not bother to make the call unless they held a genuine interest in their community radio station and felt they had legitimate concerns. Do not be dismissive of their decision to approach the station. Assure them that their complaint will be taken seriously and will be dealt with professionally.</p>	
<p>Nature of Complaint A complaint should relate to a license condition, the Code of Practice or station Policy.</p>	
<p>Program associated with complaint : _____</p>	
<p>Date and Time of program broadcast : _____</p>	
CONTACT DETAILS	
<p>Name of person making complaint : _____</p>	
<p>Address : _____</p>	
<p>Telephone: Contact : (B) _____ (H) _____</p>	
COMPLAINTS PROCESS	
<p>This process must be completed within six weeks from the date on which the complaint was made</p>	
<p>The appropriate person in the Station :</p>	<p>Date</p>
<input type="checkbox"/> Receives the verbal complaint
<input type="checkbox"/> Receives the formal complaint in writing
<input type="checkbox"/> Checks the logged program material (and keeps the log for 60 days from date of complaint)
<input type="checkbox"/> Sends written station response to complainant
<input type="checkbox"/> Organises follow-up with complainant
<input type="checkbox"/> Provided ACMA contact details to complainant
<input type="checkbox"/> Files all paperwork for future reference
<p>RESULT</p>	
<p>The complaint is ... <input type="checkbox"/> resolved <input type="checkbox"/> unresolved</p>	
<p>Name of station representative : _____</p>	
<p>Position : _____ Signed : _____</p>	