

## **POLICY/PROCEDURES FOR DEALING WITH ALL COMPLAINTS**

It is a requirement under Code 10 that the station provide regular on-air information about the Community Broadcasting Code of Practice and how the audience may obtain a copy.

The Board of Directors has determined that this information should be broadcast twice weekly staggered over the program grid.

### **Receiving Complaints**

Community feedback is an important way to connect with your listeners. Complaints don't need to be viewed as wholly negative, and in many cases the complaint may be constructive and to the station's advantage.

Ensure that the complaint is promptly passed on to the Secretary, the Chair or another member of the Board of Directors who will arrange for the investigation of the complaint and co-ordinate a response.

It is most important to be polite when taking a complaint. The person would not bother to make the call unless they felt they had a legitimate concern. 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.

It is reasonable and appropriate for the station to request that complaints be made in writing and relate to a specific condition of license or the Codes of Practice or Station Policy.

### **Responding to Complaints**

The station must respond to a written complaint within 60 days from the date the complaint is received.

After due consideration of the available information (including the log of the material in, the appropriate person should determine the station's response. This may involve the suspension of the presenter being counselled, retrained or suspended and/or a written apology to the complainant (NB: this should not occur in the event of a potential defamation action), or maybe a diplomatic response confirming the station's commitment to the broadcast of the material in question.

In most cases, proper consideration and an appropriate response by the station will satisfy the complainant. The letter should contain an invitation to the complainant to discuss the matter further if required.

### **Resolving Complaints**

If the complainant is dissatisfied with the station's written response then a number of actions may be taken, for example;

- further consideration of the complaint and a further response
- no further response as the initial response was appropriate
- the option of attending a meeting on the matter.

If the complainant wishes to participate in a meeting, this should involve the presenter concerned, the person dealing with the complaint and the Chair of the Board or nominee.

### **Unresolved Complaints**

The station is required to inform the person of their right to take their complaint to the Australian Communications and Media Authority (ACMA) if the complainant is unhappy with the station response or if a response has not been received within the 60 day period

For unresolved complaints correspondence should be addressed to

**Australian Communications and Media Authority**  
**PO Box Q500**  
**Queen Victoria Building**  
**Sydney, NSW, 1230.**  
**Tel:(02) 9334 7700**

## RECORD OF COMPLAINT HANDLING

### Nature of Complaint

A complaint should relate to a licence or Code of Practice condition.

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### Program associated with complaint

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### Date and Time of Program Broadcast

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### Person taking complaint

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### Contact Details

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Name of person making the complaint: \_\_\_\_\_

Address: \_\_\_\_\_

Contact Details: email \_\_\_\_\_

Phone: (B) \_\_\_\_\_ (H) \_\_\_\_\_ (M) \_\_\_\_\_

### Complaints Process

This process must be completed within 60 days from the date on which the complaint was made.

Date that the appropriate person at the station \_\_\_\_\_ [name]

- Receives the verbal complaint \_\_\_\_\_
- Receives the formal complaint in writing \_\_\_\_\_
- Checks the logged program material  
(and keeps the log for 60 days if appropriate) \_\_\_\_\_
- Sends written station response to complainant \_\_\_\_\_
- Organises follow-up with complainant (eg. meeting) \_\_\_\_\_
- Provides ACMA contact details to complainant, if necessary \_\_\_\_\_
- Files all paperwork for future reference \_\_\_\_\_

Name of station representative:

Position:

Signed:

Date: