

**[Station Name] COMPLAINTS POLICY**

**BACKGROUND**

Code 7 outlines how to formally handle complaints from the general public.

**PURPOSE**

The purpose of this policy is to outline the most appropriate way for **[Station Name]** to respond to complaints, and other comments from members of the public.

1. **[Station Name]** acknowledges the right of its audience to comment and make complaints in writing concerning:
  - a) compliance with the CBAA Codes of Practice or a condition of the licence;
  - 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 Community Radio Codes of Practice and where listeners can get a copy.
3. **[Station Name]** will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.
4. **[Station Name]** will ensure that:
  - a) complaints will be received by a responsible person in normal office hours;
  - b) complaints will be conscientiously considered, investigated if necessary and responded to as soon as practicable; and
  - c) complaints will be responded to in writing within 60 days of receipt (as required in the BSA Section 14B), and will include a copy of the Community Broadcasting Code of Practice.
  - d) complainants are advised in writing that they have the right to refer their complaint to the ACMA provided they have first:
    - I. formally lodged their complaint with the licensee
    - II. received a substantive response from the licensee and are dissatisfied with this response
5. A record of complaints form will be maintained in a permanent, for a period of at least two years by a responsible officer of the licensee.
6. The record of complaints will be made available to ACMA on request, in a format advised by ACMA.

**Reporting and Record Keeping**

To ensure stations can make a full response to ACMA if requested, the station is advised to include in their procedures the following steps:

To 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;
4. the substance and date of the licensee's response.

**[Station Name] COMPLAINTS PRO-FORMA**

Remember to treat all complaints from the public in a serious and polite manner. The person would not bother to make the call unless they held a genuine interest in the station and felt they had legitimate concerns. Do not be dismissive of their approach the station. Assure them that their complaint will be taken seriously and will be dealt with professionally and according to established policy.

**Nature of Complaint**

A complaint should relate to a licence or Code of Practice condition. **NB:** Complaints relating to potentially defamatory material must be relayed to your insurance company immediately.

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Program associated with complaint:

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Date and Time of Program Broadcast:

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**Contact Details of Complainant**

Name of person making the complaint:

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Address:

.....  
.....

Telephone: (B)..... (H).....

**Complaints Process**

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

The appropriate person at the station

Name: .....

Date: .....

ACTION	Y	N	DATE
Receives the verbal complaint <u>NOTES:</u>			
Receives the formal complaint in writing <u>NOTES:</u>			
Checks the logged program material (and keeps the log for 60 days from date of complaint) <u>NOTES:</u>			
Sends written station response to complainant <u>NOTES:</u>			
Organises follow-up with complainant (eg: meeting) <u>NOTES:</u>			
Provides contact details for ACMA to complainant * <u>NOTES:</u>			
All relevant documents in Complaints File <u>NOTES:</u>			

\* Contact Details for ACMA are as follows:

Assistant Manager, Investigations Section  
 Australian Communications & Media Authority  
 PO Box Q500, Queen Victoria Building  
 Sydney NSW 1230 Fax: (02) 9334 7799 Email: [broadcasting@acma.gov.au](mailto:broadcasting@acma.gov.au)

