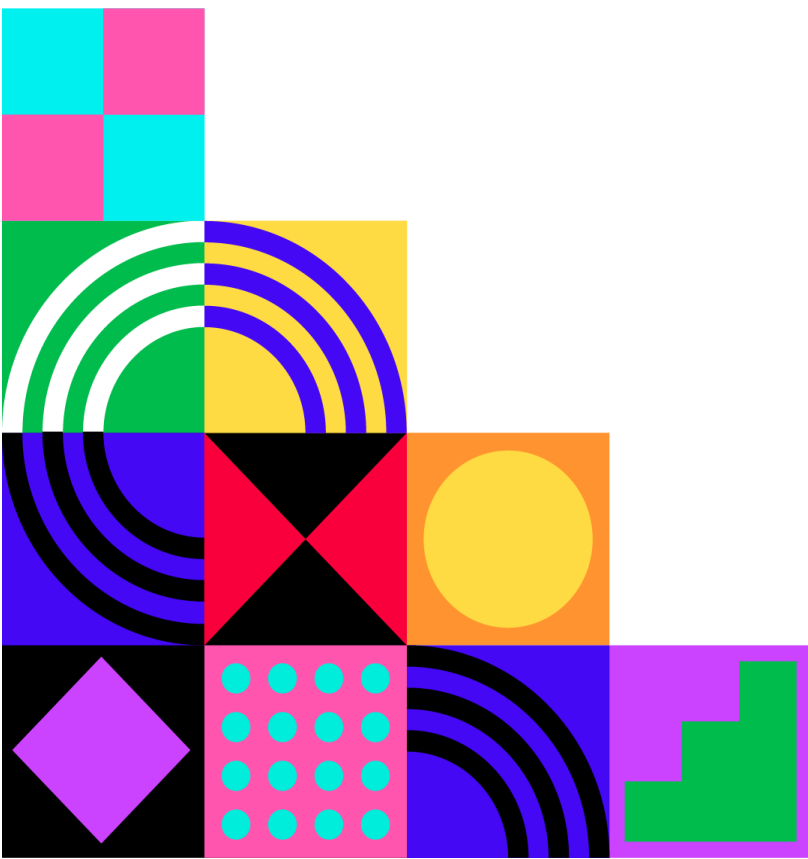


CBAA

Complaint Management Policy

April 2024



1. Introduction and Purpose

This policy is intended to ensure that we handle complaints fairly, efficiently, transparently, and effectively, allowing members and stakeholders to provide feedback and raise concerns in an open and transparent manner.

It provides guidance to our staff on the key principles and procedures of our complaint management process.

2. Scope

This policy applies to all staff (paid, volunteer or contractors) receiving or managing complaints from our members or stakeholders about us, regarding CBAA products, services and staff, or our complaint handling process. The CBAA is not responsible for managing complaints about community radio stations. Complainants should be referred to the station in question in the first instance.

3. Guiding Principles and Responsibilities

An effective complaint management system must be modelled on the principles of fairness, accessibility, responsiveness, efficiency and integration into organisational culture. We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

3.1 Transparency

People making complaints will be:

- provided with information about our complaint handling process and how to access it
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for redress or review.

We accept anonymous complaints if there is a compelling reason to do so and will carry out a confidential investigation of the issues raised where there is enough information provided.

We will ensure that information about how and where complaints may be made to or about us is well publicised on our website. We will ensure that our systems to manage complaints are easily understood and accessible to everyone, particularly people who may require assistance.

If a complainant prefers or needs another person or organisation to assist or represent them in the making and/or resolution of their complaint, we will communicate with them through their representative if requested. Anyone may represent a person wishing to make a complaint with their consent (e.g. advocate, family member, legal or community representative, Member of Parliament, another organisation).

We will inform people who make complaints to or about us, about external review options available to them from regulatory bodies.

3.2 Responsiveness

We will promptly acknowledge receipt of complaints.

We will assess and prioritise complaints in accordance with the urgency and/or seriousness of the issues raised. If a matter concerns an immediate risk to safety or security, the response will be immediate and will be escalated appropriately.

We are committed to managing people's expectations, and will inform them as soon as possible of:

- the complaints process
- the expected timeframes for our actions
- the progress of their complaint and reasons for any delay
- their likely involvement in the process, and
- the possible or likely outcome of their complaint.

We will advise people as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

We will also advise people as soon as possible when we are unable to meet our timeframes for responding to their complaint and the reason for our delay.

3.3 Fairness and confidentiality

We will address each complaint with integrity and in an equitable, objective and unbiased manner.

CBAA's Complaint Officer will ensure that the person handling a complaint is different from any staff member whose conduct or service is being complained about.

Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular, internal reviews of how a complaint was managed will be conducted by a person other than the original decision maker.

We will protect the identity of people making complaints where this is practical and appropriate.

Personal information that identifies individuals will only be disclosed or used by us as permitted under the relevant privacy laws, secrecy provisions and any relevant confidentiality obligations.

3.4 Internal commitment to robust complaint management

CBAA expects staff at all levels to be committed to fair, efficient and transparent complaint management. The following table outlines the nature of the commitment expected from staff and how that commitment should be implemented.

WHO	COMMITMENT	HOW
Executive Team & CEO	Promote a culture that values complaints and an effective resolution	<ul style="list-style-type: none"> • Manage Complaints Register and report to CBAA Board biannually. • Provide adequate support and direction to key staff responsible for handling complaints. • Regularly review complaints for recurring issues. • Encourage all staff to be alert to complaints and assist those responsible for handling complaints to resolve them promptly. • Encourage staff to make recommendations for system improvements. • Support recommendations for service, staff and complaint handling improvements arising from the analysis of the Complaints Register.
Member and Stakeholder relations staff and managers	Demonstrate exemplary complaint management practices	<ul style="list-style-type: none"> • Treat all people with respect, including complainants. • Assist people to make a complaint, if needed. Comply with our policy and associated procedures. • Provide regular feedback to management on issues arising from complaints. • Provide suggestions to management on ways to improve the complaints management system. • Implement changes arising from individual complaints reviewed within the Complaints Register as directed by management. • Model good complaints handling and good governance for our members.
All staff	Understand and comply with complaint management practices	<ul style="list-style-type: none"> • Treat all people with respect, including complainants. • Be aware of the complaint handling policies and procedures. • Assist people who wish to make complaints by providing information on the process. • Be alert to complaints and assist staff handling complaints so the matter is resolved promptly.

4. Accountability and ongoing improvements

We will ensure that complaints are recorded in a systematic way so that information can be easily retrieved for reporting and analysis by management.

Regular analysis of these reports will be undertaken to monitor trends, measure the quality of our customer service and make improvements.

Both reports and their analysis will be provided to our CEO and the executive team for review annually.

We will monitor our complaint management system to ensure effectiveness in responding to and resolving complaints, as well as identifying opportunities for improvement in the process. Complaints will be retained within the relevant management system for the life of the business.

5. Terms and Definitions

Complaint

An expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

Complaint management practices

All policies, procedures, practices, staff, hardware and software used by us in the management of complaints.

Dispute

An unresolved complaint escalated either within or outside of our organisation.

Feedback

Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, to or about us, about our services or complaint management process where a response is not explicitly or implicitly expected or legally required.

Policy

A statement of instruction that sets out how we should fulfil our vision, mission and goals.

Procedure

A statement or instruction that sets out how our policies will be implemented and by whom.

6. Contact us – queries and complaints

If you have any queries, comments or complaints with respect to this Policy, please contact the CBAA as follows:

Enquiries – May be made by phone (or in writing) at 02 9310 2999.

For hearing or speech assistance, contact us through the [National Relay Service](#) then ask for 02 9310 2999. For languages other than English, call [the Translating and Interpreting Service](#) on 131 450 then ask for 02 9310 2999).

Complaints – Please submit in writing if you can, by:

- Completing this [online enquiry form](#), or
- Post via: Support Officer CBAA PO Box 564, Alexandria NSW 1435

7. Policy and review details

Prepared by	Jana Gibson, Declan Kelly, Holly Friedlander Liddicoat
Approved by	Jon Bisset, Chief Executive Officer (CEO)
Issue Date	1 May 2022
Other Relevant Policies	CBAA Privacy Policy; CBAA Whistleblower Policy
Version	2024-01