



Millicent Community Access Radio

COMPLAINTS POLICY – Code 1.6 & Code 7

PURPOSE

The purpose of this policy is to outline the most appropriate way for 5THE-FM to respond to complaints, and other comments from members of the public.

1. 5THE-FM acknowledges the right of our listeners, members and volunteers to comment and make complaints in writing concerning:

- alleged non-compliance with both the licence conditions in *the Act* and the requirements outlined in the Codes,
- program content, and
- 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. 5THE-FM 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. 5THE-FM will ensure that:

- complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible,
- 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,
- complainants are advised in writing that they have the right to refer their complaint about a Code matter to 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.

A written complaint or response can be a letter, fax or email.

5. A responsible officer of the licensee will maintain a record of complaints and responses for a period of at least two years from the date of the complaint.

6. The record of complaints and responses will be made available to ACMA on request

REPORTING AND RECORD KEEPING

When a complaint – verbal or written is received, the Chairman of 5THE-FM must be advised – either by telephone or email.

Similarly, the Presenter against whom a complaint has been made must be advised.



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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, and
4. the substance and date of the licensee's response.

COMPLAINTS REPORT – (NB - exists as a separate form)

Remember to treat all complaints from the public in a serious and polite manner. The person would not bother to make the complaint unless they held a genuine interest in the station and felt they had legitimate concerns. Do not be dismissive of their approach to 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 Code of Practice. 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:

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

Email:

COMPLAINTS PROCESS

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

Complaint Form (NB exists as a separate form)

The appropriate person at the station

Name:

Date:



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ACTION	Y	N	DATE
Receives Verbal complaint			
NOTES:			
Receives the formal complaint in writing			
NOTES:			
Checks the logged program material (and keeps the log for 60 days from date of complaint)			
NOTES:			
Sends written station response to complainant			
NOTES:			
Organises follow-up with complainant (e g: meeting)			
NOTES:			
Provides contact details for ACMA to complainant *			
NOTES:			
Formal report to Board			
NOTES:			
Advises Presenter of the Outcome in writing			
NOTES:			
All relevant documents in Complaints File			
NOTES:			

* Contact Details for ACMA are as follows:

Community Broadcasting Group Australian Communications and Media Authority
 PO Box Q500, Queen Victoria Building Sydney NSW 1230
 Fax: (02) 9334 7799
 Email: communitybroadcasting@acma.gov.au

RESULT

The complaint is resolved unresolved (Circle One)

Name of station representative:

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Position:

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Signed:

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Date:

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