

<b>POLICY : POL09</b>	<b>COMPLAINTS POLICY</b>
<b>Reference</b>	<b>CBA Code of Practice : Code 7</b>

**BACKGROUND**

Fraser Coast Community Radio Inc recognises that legitimate complaints must be acknowledged and acted upon in a professional manner. The Complaints Policy is to be applied in relation to other documents informing volunteers and the general public of their rights and responsibilities.

The Complaints Policy adheres to “Community Radio Codes of Practice - Code 7”, which outlines the legal requirements relating to complaint handling.

**PURPOSE**

The purpose of this policy is to outline the most appropriate way for Fraser Coast Community Radio Inc to respond to complaints and other comments from members of the public. It will enable complaints to be handled in a professional and timely manner.

**POLICY**

1. Fraser Coast Community Radio Inc 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 in *the Act* and the requirements outlined in the Codes,
  - b) program content, and
  - c) the general service provided to the community.

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

2. Fraser Coast Community Radio Inc will treat all complaints from the public in a serious, polite and professional manner according to established policy. The Station will not be dismissive of the complainant’s issue.
3. Fraser Coast Community Radio Inc 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. Fraser Coast Community Radio Inc 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 ACMA provided they have first:
    - \* formally lodged their complaint with the licensee; 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 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. Fraser Coast Community Radio Inc will keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation, for one year. These will detail:
  - A. the date and time the complaint was received,
  - B. the name and address of the complainant,
  - C. the substance of the complaint, and
  - D. the substance and date of the licensee's response.
7. Fraser Coast Community Radio Inc will broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.

**FRASER COAST COMMUNITY RADIO INC COMPLAINTS REGISTER**

**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: .....

**FRASER COAST COMMUNITY RADIO INC.**

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**Complaint 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: .....

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

\* Contact Details for ACMA are as follows:

**Community Broadcasting Group, Australian Communications & Media Authority**

**PO Box Q500, Queen Victoria Building, Sydney NSW 1230**

**Fax: (02) 9334 7799 Email: [communitybroadcasting@adma.gov.au](mailto:communitybroadcasting@adma.gov.au)**

**Result**

The complaint is:            **RESOLVED**                            **UNRESOVLED**

Name of station representative: .....

Position: .....

Signed: .....

***This Complaint Sheet was developed by the CBAA***