



COMPLAINTS HANDLING

Policy number	17	Version	1.0
Drafted by	Jeanette Shepherd	Approved by Board on	2019
Responsible person	Board	Scheduled review date	2021

INTRODUCTION

8CCC Community Radio actively seeks to have a transparent and easy to access complaints process.

PURPOSE

The purpose of this policy is to outline the most appropriate way for 8CCC to respond to complaints, and other comments from members of the public.

1. 8CCC 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. 8CCC will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.
3. 8CCC 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.
4. A record of complaints will be maintained for a period of at least two years by a responsible officer of the licensee.
5. 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.

AUTHORISATION

Jeanette Shepherd Secretary	JS	Veronica Judge President	VJ
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8CCC COMPLAINTS FORM

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)

8CCC 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 a verbal complaint			
NOTES			

ACTION	Y	N	DATE
Receives a formal complaint in writing			
NOTES			

ACTION	Y	N	DATE
Checks the logged program material (and keeps the log 60 days from date complaint received)			
NOTES			

ACTION	Y	N	DATE
Sends written station response to complainant			

NOTES	

ACTION	Y	N	DATE
Organises follow-up with complainant (i.e. meeting)			
NOTES			

ACTION	Y	N	DATE
Provides contact details to ACMA to complainant			
NOTES			

ACTION	Y	N	DATE
All relevant documents appropriately filed			
NOTES			

RESULT

The complaint is: resolved unresolved

Name of station representative:

Position:

Signed:

Date:

