



COMPLAINTS HANDLING POLICY-PROCEDURE

Code 1.6

In accordance with the Community Broadcasting Association of Australia's directions, the responsibility for handling complaints about program content rests with CROW FM 90.7.

However, Code 7 of the Community Broadcasting Code of Practice outlines the procedures that need to be undertaken to handle Complaints. If a member of the public has a complaint about program content on CROW FM, then the complaint must first be made directly and addressed in the first instance to the stations General Manager.

Handling Complaints

The overall process for complaint handling should include issues such as:

- *informing our listening audience about our complaints process (recorded announcement)*
- *informing our announcers of their responsibilities under the codes*
- *receiving complaints and filling out complaints handling paperwork*
- *responding to complainant's grievance.*
- *resolution*

- *unresolved complaints*
- *notification of complaints.*

Informing Our Listening Audience

It is a requirement under Code 7 that all radio stations provide regular on air information about the Community Broadcasting Code of Practice and how the audience may obtain a copy of the Code. This can be heard during the stations daily programming and updated when changes occur. The station management has agreed that the promo “Code of Practice is to be broadcast twice in a 24 hour period.

Informing Broadcasters

The stations Board of Management takes responsibility for informing all announcers (volunteer and staff) as to what constitutes unacceptable program content. This is communicated during induction training and supported by documented station policies and a copy of the Community Broadcasting Code of Practice.

Receiving Complaints

Community feedback is a vital way to connect with our listeners.

Complaints can be viewed in a constructive manner and can function to improve how the station broadcasts information.

It is vital to ensure that all complaints are forwarded on to the stations General Manager immediately and in the first instance and imperative to ensure that the complaint is dealt with properly. Assuring the complainant that their complaint will be taken seriously and will be dealt with professionally by Management.

It is reasonable and appropriate for the station to request that complaints be made in writing and relate to a specific breach as deemed by the complainant.

Responding to Complaints

Management must respond to a written complaint within 60 days from the date the complaint is received. The Program Director or General Manager can listen to a log of the material in question to determine the nature of the content.

After due consideration of the available information, the stations Board of Management should determine the stations response.

This may involve the disciplining (e.g. suspension) of the Volunteer/staff member, as well as a written apology to the complainant (this should not occur in the event of a potential defamation action).

In most cases, proper consideration and an appropriate response by the station will satisfy the complainant. The formal letter should contain an invitation to the complainant to discuss the matter further if required.

Resolving Complaints

If the complainant is dissatisfied with the station's written response, then a number of actions may be taken, for example;

- *further consideration of the complaint and a further response,*
- *no further response as the initial response was appropriate, or*
- *the option of attending a meeting on the matter.*

If the complainant wishes to participate in a meeting, the presenter concerned and the station's General Manager should be invited to attend. The CBAA Handbook includes a chapter on Conflict Resolution for guidance on how to conduct such a meeting.

Unresolved Complaints

CROW FM is required by law to inform the person of their right to take their complaint to the Australian Communications Media Authority (ACMA) if the complainant is unhappy with the stations response, or if a response has not been received within the 60 day period.

For unresolved complaints, any correspondence should be addressed to:

*The Manager
Codes and Conditions Section
Australian Communications
Media Authority
PO Box Q500
Sydney, NSW, 1230
Tel: (02) 9334 7700
Fax: (02) 9334 7799*

Or Email Via the ACMA website



COMPLAINTS FORM

Nature of Complaint

A complaint should relate to a licence or Code of Practice condition.

Program associated with complaint

Date and Time of Program Broadcast

Person taking the complaint

Contact Details:

Name of person making the complaint

Address

Version 1

Last revised 2019

Telephone Contacts

(B/H) _____

(A/H) _____



MANAGEMENT COMPLAINT RESOLUTION FORM

Complaints Process

The whole complaints process must be completed within 60 days from the date on which the complaint was first made.

Nature of Complaint:

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Against:

.....By:

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The appropriate person at the station is to insert dates:

- Received the verbal complaint _____
- Received the formal complaint in writing

- Checked the logged program material _____
- Sent written station response to complainant _____

Organised follow-up with complainant (e.g. meeting) _____

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Provided ACMA contact details to complainant, if necessary

- Filed all paperwork for future reference _____

Name of Station Representative:

Position: _____

Signed: _____ Date:
