

## POLICY AND PROCEDURE - COMPLAINTS

### **POLICY AND PROCEDURE - COMPLAINTS**

#### **Informing Audiences**

In compliance with the Community Broadcasting Code of Practice, ALIVE 90.5 will ensure that its audience is aware of the Code and how to obtain copies of it.

Community Service Announcements will be made on a regular basis informing the public of the availability of the Code.

The announcement shall be along the following lines:

“This station subscribes to the Community Broadcasting Code of Practice. The Code of Practice outlines matters relating to program content such as news and current affairs, Australian music, sponsorship and complaints about program material. If you would like a copy of the Code of Practice, call us on 9831 5700.”

#### **Informing Broadcasters**

ALIVE 90.5 will ensure that all its on-air presenters are adequately informed of what constitutes unacceptable program content, both with respect to media law and station policy.

The standard training and orientation program for new on-air staff will ensure that they are informed clearly of their obligations to uphold both media law and station policy.

#### **Receiving Complaints**

ALIVE 90.5 recognises that feedback from listeners, both positive and negative, is important and needs to be responded to in good faith and in a timely manner.

Complaints received by telephone will be recorded on the Complaints Sheet and referred to the most appropriate person for response.

Complainants who use the telephone as an initial means of contact with ALIVE 90.5 over the matter will be encouraged to submit their complaint in writing.

As a general rule, complaints must deal with specific issues related to any special conditions on ALIVE 90.5's license, the Community Broadcasting Code of Practice or the station's Policies & Procedures.

So far as is practicable, complainants should receive a response to their complaint within six weeks of ALIVE 90.5 receiving the complaint.

The station has a statutory obligation to keep logs of all material broadcast for a minimum of six weeks. This is extended to sixty days for any programs about which a complaint has been lodged.

## POLICY AND PROCEDURE - COMPLAINTS

Investigation of the complaint should include a check of the log of the particular program, consideration of possible alternatives that were available and a statement of station Policy as it relates to the complaint.

Official responses to complaints shall always be in writing, detailing the steps that were taken to investigate the matter, and the conclusions arrived at. They shall also include an invitation to discuss the matter further if required.

Should the complainant be dissatisfied with the official response the following alternatives could be considered:

- Further consideration of the complaint and a further response.
- A meeting to consider the issues of concern.
- No further response because the initial response is deemed to be adequate.

If the complainant is still dissatisfied with the response, ALIVE 90.5 will inform them of their right to take the complaint to the [Australian Communication and Media Authority].

### **Records and Notification**

ALIVE 90.5 will maintain a record of all complaints received, the investigations that were made into them and the responses made. Reports will be made to the Australian Communications and Media Authority at the times and in the format advised by the ACMA.

# POLICY AND PROCEDURE - COMPLAINTS

## Sample Complaints Sheet

### COMPLAINTS SHEET

Remember to be polite when taking a complaint from a member of the public. The person would not bother to make the call unless they held a genuine interest in **their** community radio station and felt they had legitimate concerns. Do not be dismissive of their decision to approach the station. Assure them that their complaint will be taken seriously and will be dealt with professionally.

#### Nature of Complaint

A complaint should relate to a license condition, the Code of Practice or station Policy.

Program associated with complaint : \_\_\_\_\_

Date and Time of program broadcast : \_\_\_\_\_

### CONTACT DETAILS

Name of person making complaint : \_\_\_\_\_

Address : \_\_\_\_\_

Telephone: Contact : (B) \_\_\_\_\_ (H) \_\_\_\_\_

### COMPLAINTS PROCESS

**This process must be completed within six weeks  
from the date on which the complaint was made**

The appropriate person in the Station :

Date

- |                          |  |       |
|--------------------------|--|-------|
| <input type="checkbox"/> | Receives the verbal complaint  | ..... |
| <input type="checkbox"/> | Receives the formal complaint in writing   | ..... |
| <input type="checkbox"/> | Checks the logged program material<br>(and keeps the log for 60 days from date of complaint) | ..... |
| <input type="checkbox"/> | Sends written station response to complainant  | ..... |
| <input type="checkbox"/> | Organises follow-up with complainant   | ..... |
| <input type="checkbox"/> | Provided ACMA contact details to complainant   | ..... |
| <input type="checkbox"/> | Files all paperwork for future reference   | ..... |

### RESULT

The complaint is ...  resolved  unresolved

Name of station representative : \_\_\_\_\_

Position : \_\_\_\_\_ Signed : \_\_\_\_\_