



# Complaints Handling Policy

Adopted by The Committee of Management:    /    /20

## 1. Introduction

- 1.1. Community Radio is required to follow a Code of Practice dedicated to managing conflicts within station. Community Radio Code of Practice #1 (1.6) requires all stations to have a policy for the handling of complaints.

## 2. Purpose

- 2.1. The purpose of this policy is to outline the most appropriate way for Casey Radio to respond to complaints, and other comments from members of the public
- 2.2. Casey Radio acknowledges the right of our listeners, members and volunteers to comment and make complaints in writing concerning:
  - 2.2.1. alleged non-compliance with both the licence conditions in the Act and the requirements outlined in the Codes,
  - 2.2.2. program content, and
  - 2.2.3. the general service provided to the community.

## 3. Scope

- 3.1. This policy applies to:

Presenters	CoM members	Volunteers	Guests	Contractors
✓	✓	✓	✓	✓

## 4. Policy

- 4.1. Casey Radio will ensure:
  - 4.1.1. every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
  - 4.1.2. that this policy and associated procedure is freely available
  - 4.1.3. complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible,
  - 4.1.4. 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,
  - 4.1.5. 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.

- iii. A written complaint or response can be a letter, fax or email.
- 4.2. 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.
- 4.3. The record of complaints and responses will be made available to ACMA on request.

#### **5. Reporting and Record Keeping.**

- 5.1. Casey Radio will ensure that:
  - a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation will be retained for one year, including:
  - the date and time the complaint was received,
  - the name and address of the complainant,
  - the substance of the complaint, and
  - the substance and date of the licensee's response.

#### **6. Contact information**

Should you require further information or assistance, please contact the Secretary:

**secretary@caseyradio.com.au**