



COMPLAINTS & DISPUTES POLICY

Adopted by The Committee of Management: October 23 2025

1. Introduction

Community Radio is required to follow a Code of Practice dedicated to managing conflicts within the station. Community Radio Broadcasting Codes of Practice 2025 requires all stations to have a policy for the handling of complaints.

2. Purpose

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.

Casey Radio acknowledges the right of our listeners, members and volunteers to comment and make complaints in writing concerning:

- i. alleged non-compliance with both the licence conditions in the Act and the requirements outlined in the Codes of Practice,
- ii. program content, and
- iii. the general service provided to the community.

3. Scope

This policy applies to:

Presenters	CoM Members	Volunteers	Guests	Contractors
✓	✓	✓	✓	✓

4. Policy

Casey Radio will ensure:

- 4.1. Complaints will be handled fairly, objectively, and confidentially in a timely manner
- 4.2. Persons making complaints will be:

- a) listened to, treated with respect by our workers and actively involved in the complaint process where possible and appropriate; and
 - b) provided with reasons for our decisions
- 4.3. every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
- 4.4. that this policy and associated procedure is freely available
- 4.5. complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible,
- 4.6. complaints will be responded to in writing within 60 days of receipt as required in the Codes of Practice 2025, and the response will include a copy of the Community Radio Broadcasting Codes of Practice,
- 4.7. complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
- 4.7.1. formally lodged their complaint with the licensee, and
 - 4.7.2. 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.
 - 4.7.3. A written complaint or response can be provided via a letter, fax or email.
- 4.8. 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.
- 4.9. The record of complaints and responses will be made available to ACMA on request.

5. Reporting and Record Keeping.

Casey Radio will ensure that:

- 5.1. a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation will be retained for 24 months, including:
 - ii. the date and time the complaint was received,
 - iii .name and address of the complainant,
 - iv. the substance of the complaint, and

- v. the substance and date of the licensee's response
outcome of the complaint

6. Code Complaints

- 6.1. Complaints that we have breached these Community Radio Broadcasting Codes of Practice, should first be addressed to us and will be dealt with in accordance with our complaints and disputes policy or procedure stated above.
- 6.2. Casey Radio will acknowledge receipt of Code Complaints promptly in writing.
- 6.3. Code Complaints must:
 - a) be received within 30 days of the relevant broadcast, if about material broadcast;
 - b) be made via email or letter;
 - c) contain the name and contact details of the complainant;
 - d) include sufficient detail of the complaint (e.g., date, time, program, and description of the material, which Code alleged to be breached).
- 6.4. Casey Radio will reply to Code Complaints in writing as soon as is practicable, and at the latest, within 60 Days of the receipt of the complaint. Our reply will respond to the concerns raised in the Code Complaint and inform the complainant of their right to refer the complaint to the ACMA if they are unsatisfied with our response.

7. Complaints about a breach of a Licence Condition or the *Broadcasting Services Act 1992*

- 7.1. Complaints that are about a breach of a Licence Condition or the *Broadcasting Services Act 1992* may be addressed to us or go directly to the ACMA. If addressed to us, we will acknowledge receipt promptly in writing and inform the complainant of their right to complain directly to the ACMA.

8. Contact information

Should you require further information or assistance, please contact the Secretary:
secretary@caseyradio.com.au