



INTERNAL COMPLAINTS POLICY

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INTERNAL COMPLAINTS POLICY

1.0 Background

This policy, 'Internal Complaints Policy', applies to complaints from people internal to the organisation e.g. presenters, volunteers, staff.

The policy should be read in conjunction with the following sections of the MAINfm Constitution

- i. Section 10 - "Resolution of Internal Disputes"
- ii. Section 11 - "Disciplining of Members"
- iii. Section 12 - "Right of Reply of Rejected Applicant or Disciplined Member"
- iv. Section 13 - "Right of Appeal of Rejected Applicant or Disciplined Member"

2.0 Purpose

This policy and related procedures (refer: 'Internal Complaints Procedure' document) ensure MAINfm has a documented system for receiving and acting on complaints that are clear, consistent, transparent and expedient.

3.0 Policy Statement

- All people have the right to make a complaint without fear of reprisal.
- At the first Committee of Management meeting after the AGM, the Committee shall reinstate or appoint a Complaints Officer.
- Information about the Complaints Procedure should be made available to all members upon joining the organisation.
- All complaints, whether verbal or in writing, will be taken seriously and investigated, where practicable, by the Complaints Officer within 7 days of receiving the complaint.
- All complaints will be expediently handled and must be resolved internally with the assistance of an external advocate (where appropriate) within two months.
- The Complaints Officer should take steps to ensure that complainants feel comfortable to continue with their role in the station whilst the complaint is being processed.
- All person/s affected by the complaint should be fully informed of all facts and given the opportunity to put their case.
- Complaints against a member of the Management Committee may be investigated by an impartial person designated by the Committee if it is deemed inappropriate for the Complaints Officer to handle the matter.

4.0 In Practise

4.1 Principles for Dealing with Complaints

In dealing with complaints MAINfm will be guided by the following principles:

- all matters are treated seriously
- actions will be prompt
- non-victimisation or disruption of service for the person who makes the complaint
- support is provided for both parties
- neutrality - the person/s investigating the complaint should be neutral, and have the confidence of both parties
- both parties are kept informed, particularly if there are delays
- confidentiality is maintained
- the complaint and key actions are documented
- the person against whom the complaint has been made must be treated as innocent until proven otherwise and given a chance to explain their version of events.

4.2 Provision of Information

- At the commencement of involvement with the station all presenters, volunteers and staff members will be provided with information on how to receive and record a complaint.
- This information will be provided verbally and in print, in concise and accessible language.