



EXTERNAL COMPLAINTS POLICY

1. BACKGROUND

1. This policy should be read in conjunction with Section 10 of the Constitution "Resolution of Internal Disputes" and the 'Internal Complaints Policy'.
2. Grievances are deemed in the Constitution to apply to disputes between:
 - a. a member and another member
 - b. a member and the Committee
 - c. a member and the Association
3. Disputes between the above parties will be handled according to the processes outlined in the Constitution and the 'Internal Complaints Policy'.
4. This policy, **External Complaints Policy**, applies to complaints from people external to the organization e.g. listeners, the general public.

2. PURPOSE

The purpose of this policy is to outline the most appropriate way for MainFM to respond to complaints, and other comments from members of the public.

3. POLICY

1. MainFM acknowledges the right of its audience to comment and make complaints in writing concerning:
 - a. compliance with the CBA Code of Practice or a condition of the licence;
 - b. program content
 - c. the general service provided to the community.
2. We broadcast at least one on-air announcement each week that contains information about the Community Radio Code of Practice and where listeners

can get a copy.

3. MainFM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.
4. MainFM does not commit to vet and ensure all lyrics of music played by the station meet current public standards. We will however try our best to ensure political correctness.
5. MainFM will ensure that:
 - a. complaints will be received by a responsible MainFM person;
 - b. complaints will be conscientiously considered, investigated if necessary and responded to as soon as practicable;
 - c. complaints will be responded to in writing within 60 days of receipt (as required in the Broadcasting Services Act (BSA Section 14B) and will include a copy of the Community Broadcasting Code of Practice.
 - d. complainants are advised in writing that they have the right to refer their complaint to Australian Communications and Media Authority (ACMA) provided they have first:
 - formally lodged their complaint with the licensee
 - received a substantive response from the licensee and are dissatisfied with this response
6. A record of complaints forms will be maintained for a period of at least two years by a responsible officer of the licensee.
7. The record of complaints will be made available to ACMA on request, in a format advised by ACMA.

SEP

4. Reporting and Record Keeping

To ensure stations can make a full response to ACMA if requested, the station will include in their procedures the following steps:

- a. Keep a broadcast record of material relating to complaints, including logging tapes or audio copies of material, and written documentation for one year.
- b. Record the date and time the complaint was received; the name and address of the complainant; the substance of the complaint; the substance and date of the licensee's response. See attached Pro-forma.



MainFM COMPLAINTS PRO-FORMA

Remember to treat all complaints from the public in a serious and polite manner. The person would not bother to make the call unless they held a genuine interest in the station and felt they had legitimate concerns. Do not be dismissive of their approach to the station. Assure them that their complaint will be taken seriously and will be dealt with professionally and according to established policy.

Nature of Complaint

A serious complaint should relate to a licence or Code of Practice condition. The Complaints Officer may need to establish this after taking the complaint. Note: Complaints relating to potentially defamatory material may result in an insurance claim.

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Program associated with complaint:

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Presenter/s

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Date and Time of Program Broadcast:

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Contact Details of Complainant:

Name of person making the complaint:

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Address:

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Telephone: (Mobile)..... (H).....

Email:

Complaints Process

This process must be completed within 60 days from the date on which the complaint was made.

The appropriate person at the station who took the complaint:

Name:

Date:.....

ACTION	yes	no	DATE
Received the verbal complaint			
NOTES:			
Received the formal complaint in writing			
NOTES:			
Checked the logged program material (and keeps the log for 1 year from date of complaint)			
NOTES:			
Sent written station response to complainant			
NOTES:			
Organises follow-up with complainant (e.g. meeting)			
NOTES:			
Provides contact details for ACMA to complainant *			
NOTES:			

All relevant documents in Complaints File			
NOTES:			

* Contact Details for ACMA are as follows: Assistant Manager, Investigations Section
 Australian Communications & Media Authority PO Box Q500, Queen Victoria Building
 Sydney NSW 1230
 Email: broadcasting@acma.gov.au

Result

The complaint is resolvedunresolved

Name of station representative:

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Position:.....Signed:.....Date:.....

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