



COMPLAINTS POLICY AND PROCEDURE

91.5FM Cooloola Christian Radio Association Inc.

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91.5FM COOLOOLA CHRISTIAN RADIO ASSOCIATION INC.

COMPLAINTS POLICY

PURPOSE

The purpose of this policy is to outline the most appropriate way *Cooloola Christian Radio* responds to complaints, and other comments from members of the public.

1. *Cooloola Christian Radio* acknowledges the right of its audience to comment and make complaints in writing concerning:

- a) compliance with the CBAA Codes of Practice or a condition of the licence;
- b) program content; and
- c) the general service provided to the community

2. We broadcast on-air announcement each week that contains information about the Community Radio Codes of Practice and where listeners can get a copy.

3. *Cooloola Christian Radio* will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.

4. *Cooloola Christian Radio* will ensure that:

- a) complaints will be received by a responsible person in normal office hours;
- b) complaints will be conscientiously considered, investigated if necessary and responded to as soon as practicable; and
- c) complaints will be responded to in writing within 60 days of receipt (as required in the 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 the ACMA provided they have first:
 - I. formally lodged their complaint with Cooloola Christian Radio Assoc. Inc.
 - II. received a substantive response from Cooloola Christian Radio and are dissatisfied with this response

5. A record of complaints form will be maintained in a permanent, for a period of at least two years by a responsible officer of Cooloola Christian Radio Assoc. Inc.

6. The record of complaints will be made available to ACMA on request, in a format advised by ACMA.

Reporting and Record Keeping

Cooloola Christian Radio will make a full response to ACMA if requested.

Cooloola Christian Radio will keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for two years, including:

1. the date and time the complaint was received;
2. the name and address of the complainant;
3. the substance of the complaint;
4. the substance and date of Cooloola Christian Radio's response.

COOLOOLA CHRISTIAN RADIO COMPLAINTS FORM

Cooloola Christian Radio Staff/Volunteers

All complaints from the public are to be treated 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.

Complaint

N.B. Complaints relating to potentially defamatory material must be relayed to Cooloola Christian Radio Assoc. Inc. insurance company immediately.

General Complaint:

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.....

Content/Program Associated Complaint:

.....
.....
.....

Date and Time of Complaint:

Date: Time:

Contact Details of Complainant:

Name of person making the complaint

.....

Address:

.....
.....

Telephone: (H)..... (M).....

Other Notes:

Submitted to for processing.

Signature:

Date:

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:

Name:

Date:

ACTION	Y	N	DATE
Receives the verbal complaint			
<u>Notes</u>			
Receives the formal complaint in writing			
Checks the logged program material (and keeps the log for 60 days from date of complaint)			
Sends written station response to complainant			
Organises follow-up with complainant (e.g. meeting)			
Provides contact details for ACMA to complainant *			
All relevant documents in Complaints File			

* Contact Details for ACMA are as follows:

Assistant Manager, Investigations Section Australian Communications & Media Authority
PO Box Q500, Queen Victoria Building
Sydney NSW 1230 Fax: (02) 9334 7799 Email: broadcasting@acma.gov.au
APPENDIX 7 – Complaints Policy & Procedure Example

Result

The complaint is resolved/unresolved

Name of station representative:

.....

Position:

.....

Signed:

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