

Complaints Handling (Code 1.6)



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CODE 1.6: EXTERNAL COMPLAINTS POLICY & PROCEDURE FOR HANDLING COMPLAINTS FROM LISTENERS AND THE GENERAL PUBLIC

As required by Community Radio Broadcasting CODE 1 outlining our responsibilities in broadcasting to meet our community interest and CODE 7 which outlines our legal requirements relating to handling complaints from the general public

Approved by	Date approved	Review date
2ARM FM Management Committee	19 June 2020	19 June 2023

PURPOSE

The purpose of this policy is to outline the most appropriate way for 2ARMFM to respond to complaints about our content from listeners and the general public.

A pro forma is included below which outlines the steps taken by 2ARMFM to handle complaints from listeners and the general public.

COMPLAINTS FROM LISTENERS AND THE GENERAL PUBLIC

- 1) 2ARMFM acknowledges the right of our listeners, members, and volunteers to comment and make complaints in writing concerning:
 - alleged non-compliance with both the licence conditions in the Act and the requirements outlined in the Codes,
 - program content, and
 - the general service provided to the community.
- 2) We broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.

- 3) 2ARFM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
- 4) 2ARFM will ensure that:
 - complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible,
 - 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,
 - complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
 - formally lodged their complaint with the licensee, and
 - 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.

A written complaint or response can be a letter, fax, or email.
- 5) 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.
- 6) The record of complaints and responses will be made available to ACMA on request.

RECORD KEEPING

2ARFM will keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for one year, including:

1. the date and time the complaint was received,
2. the name and address of the complainant,
3. the substance of the complaint, and
4. the substance and date of the licensee's response.

PROCEDURE
2ARMFM Complaints Pro Forma

All complaints from our listeners and the general public will be treated in a serious and polite manner. The person would not bother to make the complaint 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 complaint should relate to a Code of Practice. NB: Complaints relating to potentially defamatory material must be relayed to your insurance company immediately.

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.....
.....

Program associated with complaint:

.....

Date and Time of Program Broadcast:

.....

Contact Details of Complainant

Please note that anonymous complaints do not require a response.

Name of person making the complaint:

.....

Address:

.....
.....

Telephone:

(B).....(H).....

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 to respond to the complaint:

Name:

.....

Date:

.....

ACTION	YES	NO	DATE
Receives the verbal complaint			
NOTES:			
Receives the formal complaint in writing			
NOTES:			
Checks the logged program material (and keeps the log for 60 days from the date of complaint)			
NOTES:			
Sends written station response to complainant within 60 days from the day on which the complaint was made			
NOTES:			
Organises follow-up with complainant (e.g. meeting)			
NOTES:			

Provides to the complainant the contact details to escalate the complaint to ACMA. <i>Community Broadcasting Complaints Community Broadcasting Group ACMA PO Box Q500 Queen Victoria Building Sydney NSW 1230 email to: communitybroadcasting@acma.gov.au fax to: (02) 9334 7799 https://www.acma.gov.au/</i>			
NOTES:			
All relevant documents are filed in 2ARMFM Complaints File			
NOTES:			

RESULT

The complaint is: (please highlight)

- resolved
- unresolved

Name of station representative:

.....

Position:

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Signed:

.....

This Complaints Sheet was developed by the CBAA.

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