

COFFS COAST COMMUNITY RADIO INC

COFFS COAST COMMUNITY RADIO INC'S (2AIRFM 107.9's) COMPLAINTS POLICY

BACKGROUND

Code 7 of the Community Radio Broadcasting Codes of Practice (the Codes) outlines our legal requirements relating to complaint handling.

PURPOSE

The purpose of this policy is to outline the most appropriate way for 2AIR FM 107.9 to respond to complaints, and other comments from members of the public.

POLICY

1. 2AIR FM 107.9 acknowledges the right of our listeners, members and volunteers to comment and make complaints in writing concerning:
 - (a) alleged non-compliance with both the licence conditions under the Broadcasting Services Act 1992 (the Act) and the requirements outlined in the Codes,
 - (b) program content, and
 - (c) 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. AIR FM 107.9 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. 2AIR FM 107.9 will ensure that:
 - a) complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible,
 - b) 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,
 - c) complainants are advised in writing that they have the right to refer their complaint about a Code matter to the Australian Communications and Media Authority (ACMA) provided they have first:
 - i formally lodged their complaint with the licensee, and
 - ii 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.

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5. A written complaint or response can be a letter, fax or email.
6. A responsible officer of the licensee will maintain a record of complaints and responses for a period of at least one years from the date of the complaint.
7. The record of complaints and responses will be made available to ACMA on request.

Reporting and Record Keeping

To ensure the station can make a full response to ACMA, if requested, the station must 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.

2AIR FM 107.9'S 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 complaint unless they held a genuine interest in the station and felt they had legitimate concerns.

Assure complainants 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 by the Board to the station's insurance company immediately.

This process must be completed within 60 days of the date on which the complaint is made.

The appropriate person at the station for receiving complaints is:

The Secretary, Coffs Coast Community Radio Inc., PO Box 2028, Coffs Harbour NSW 2450.

ACTION	Y	N	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 date of complaint) NOTES:			
Sends written station response to complainant NOTES:			
Organises follow-up with complainant (eg: meeting) NOTES:			
Provides contact details for ACMA to complainant * NOTES:			
All relevant documents in Complaints File NOTES:			
Result			

Complaint is Resolved/Unresolved

Signature

Name:

Position held:

Date:

Contact Details for ACMA are as follows:

Community Broadcasting Group
Australian Communications and Media Authority
PO Box Q500, Queen Victoria Building
Sydney NSW 1230 Fax: (02) 9334 7799
Email: communitybroadcasting@acma.gov.au