

AUSTRALIAN COMMUNICATIONS AND MEDIA AUTHORITY

The broadcasting regulator, the Australian Communications and Media Authority (ACMA), is responsible for ensuring that community broadcasting stations meet the licence conditions in *the Act* and requirements outlined in the Codes.

Some other key responsibilities of ACMA are to:

1. Promote a system whereby broadcasters take responsibility for making sure they meet the licence conditions and the requirements in the Codes,
2. Make sure that electronic media maintain community standards,
3. Manage spectrum allocation and make sure that a range of media services is provided in all areas, and
4. Administer the licence allocations and renewals process, including for temporary community broadcasting licences.

ACMA investigates complaints made on issues relating to licence conditions or the Codes. The complaints procedure is detailed in Code 7. The order in which complaints are dealt with is outlined in the following table:

Type of complaint:	Steps in handling complaint:
A stations choice of programming	Station's responsibility according to its policies and procedures under Codes 2 or 3
Disputes among station volunteers and members	Station's responsibility according to its policies and procedures under Code 1. Sector organisations may be able to provide some assistance
Internal conflict resolution	Station's responsibility according to its policies and procedures under Code 1. Sector organisations may be able to provide some assistance
Internal management or constitution matters	Consult NSW Fair Trading. Sector organisations may be able to provide some assistance
Defamation claims against station	Seek own legal advice in accordance with the requirements of the Insurance Policy Document

For further information on community broadcasting, see AMCA's website www.acma.gov.au