



P003 – Coast FM - Complaints Policy

Policy Number	Version
Drafted by	Approved by Board
Responsible Person	

Introduction

Coast FM 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; and
- c. the general service provided to the community

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.

Purpose

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

Definitions

Policy

Coast FM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.



Procedure

Coast FM 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 the licensee
 - II. received a substantive response from the licensee and are dissatisfied with this response

A record of complaints form will be maintained in a permanent file, for a period of at least two years by a responsible officer of the licensee.

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

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