

Code 1.6 - Complaints Policy

Background

Code 1.6 outlines how to formally handle complaints from the general public.

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.

1. Coast FM 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 at least one on-air announcement each week that contains information about the Community Radio Codes of Practice and where listeners can get a copy.
3. Coast FM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.
4. 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
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 the licensee.
6. The record of complaints will be made available to ACMA on request, in a format advised by ACMA.

Reporting and Record Keeping

To ensure stations can make a full response to ACMA if requested, the station is advised to include in their procedures the following steps:

To 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;
4. the substance and date of the licensee's response.

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Drafted by		Approved by Board on	12 th Aug 2019
Responsible person		Scheduled review date	12 th Aug 2024