

STATION POLICY DOCUMENT



Policy on Handling Complaints from Members and Volunteers

OUTLINE

In accordance with Code 1.6 and Code 7 of the Community Broadcasting Codes of Practice, this Policy and Procedure deals with complaints from members and volunteers of the Station about alleged non-compliance with the licence conditions, provisions in the Act, the requirements outlined in the Codes of Practice, the Rules in the Constitution and provisions of the Associations Incorporation Act. Because the Station is always attempting to comply with our licence conditions and the Codes of Practice, such complaints from members and volunteers will be rare. This policy does not address complaints from listeners.

THE POLICY OF THE STATION FOR HANDLING COMPLAINTS FROM MEMBERS AND VOLUNTEERS IS:

1. Complaints from Members and Volunteers alleging non-compliance with the licence conditions in the Act and the requirements outlined in the Codes of Practice or other statutory provisions may be made informally or formally. In either case the complaint will be addressed as soon as they become known.
2. The complaint will be resolved within the Association as comprehensively as possible.
3. The member or volunteer will have an opportunity to be heard and the process will be fair, clear and within appropriate time limits.
4. The Station audience and supporters will be shielded from any effect of the complaint.
5. The best interest of the Association and its Station will be kept in mind in resolving the complaint.

STATION POLICY DOCUMENT

THE PROCEDURE OF THE STATION FOR HANDLING COMPLAINTS FROM MEMBERS AND VOLUNTEERS IS:

1. An informal complaint is one given personally, by phone or by email to any member of the Committee.
2. If the member of the Committee cannot resolve the complaint of the member or volunteers they will advise the complainant to make a formal complaint.
3. A formal complaint is one made in writing addressed to the Chairperson of the Committee specifying the precise alleged non-compliance with the licence conditions in the Act, or other statutory provision and the requirements outlined in the Codes of Practice.
4. In investigating the complaint, the Chairperson of the Committee may seek advice from relevant authorities or persons to conscientiously determine the merits of the complaint.
5. The outcome of this determination by the Chairperson of the Committee will be made in a timely manner and will be given in a written substantive response to the complainant.
6. The complainant will also be informed for their rights under Code of Practice 7.3(d) to refer their complaint to ACMA.
7. The Chairperson of the Committee will report the complaint and the outcome to the Committee at the following meeting of the Committee.