

STATION POLICY DOCUMENT



POLICY FOR RESPONDING TO COMPLAINTS FROM MEMBERS OF THE PUBLIC

OUTLINE

In accordance with Code 7 of the Community Broadcasting Codes of Practice, this Policy and Procedure deals with complaints from Listeners of the Station and Members of the Public 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. We acknowledge their right to do so. This policy does not address general comments from listeners.

THE POLICY OF THE STATION FOR RESPONDING TO COMPLAINTS FROM MEMBERS OF THE PUBLIC IS:

1. Capital Community Radio acknowledges the right of Members of the Public to make written complaints alleging non-compliance with the licence conditions in the Act and the requirements outlined in the Codes of Practice or other statutory provisions.
2. While we will acknowledge receipt of all complaints, even those which are clearly frivolous, without sufficient grounds or not made in good faith, we reserve the right, in such instances, to take no further action.
3. The complaint will be promptly addressed by the Association as comprehensively as possible.
4. The Member of the Public will have an opportunity to be heard and the process will be fair, clear and within appropriate time limits.
5. The Station audience and supporters will be shielded from any effect of the complaint.
6. The best interest of the Association and its Station will be kept in mind in resolving the complaint.

THE PROCEDURE OF THE STATION FOR RESPONDING TO COMPLAINTS FROM MEMBERS OF THE PUBLIC IS:

1. A complaint may initially be given personally to a member of the Committee, by phone or in writing to the Station. The complainant needs to provide a contact number or address.
2. Receipt of the initial complaint will be acknowledged in writing which will enclose the Complaint Pro-forma provided by the Association which must be completed specifying the precise alleged non-compliance with the licence conditions in the Act, or other statutory provision and/or alleged non-compliance with the requirements outlined in the Codes of Practice.
3. The completed Complaint Pro-forma must then be returned to the Station.
4. In investigating the complaint, the Committee may seek advice from relevant authorities or persons to conscientiously determine the merits of the complaint.
5. The complainant may be given an opportunity to be heard and that process will be fair, clear and within appropriate time limits.
6. The outcome of this determination by the Committee will be made in a timely manner and, within 60 days of the return of the Complaint Pro-forma, the complainant will be given a written substantive response of the Association to the complainant.
7. The complainant will also be informed for their rights under Code of Practice 7.3(d) to refer their complaint to ACMA.
8. A report on the complaint and the outcome will be given to the Committee at its following meeting.
9. The Secretary of the Association will maintain a record of complaints and responses for at least 2 years from the date of the complaint. This record will be made available to ACMA upon request.