

### Complaint's handling

#### Purpose:

This policy outlines the most appropriate way for Bayside Community Radio Association (BCRA) to respond to complaints, and other comments from members of the public.

1. BCRA 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. BCRA will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious, or not made in good faith.
4. BCRA 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 location, 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 BCRA can make a full response to ACMA, if requested, BCRA must keep a record of material relating to the complaint(s), 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, and
4. The substance and date of the licensee's response

SAMPLE COMPLAINTS SHEET

Remember to be polite when taking a complaint from a member of the public. The person would not bother to make the call unless they held a genuine interest in their community radio station and felt they had legitimate concerns. Do not be dismissive of their decision to approach the station. Assure them that their complaint will be taken seriously and will be dealt with professionally.

COMPLAINTS SHEET

**Nature of Complaint**

A complaint should relate to a license condition, the Code of Practice or station Policy.

Program associated with the complaint: \_\_\_\_\_

Date and time of program broadcast: \_\_\_\_\_

CONTACT DETAILS

Name of person making complaint: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Contact: (B) \_\_\_\_\_ (Mbl) \_\_\_\_\_

**COMPLAINTS PROCESS**

**This process must be completed within six weeks from the date on which the complaint was made**

The appropriate person in the station:	Date
<input type="checkbox"/> Receives the verbal complaint	.....
<input type="checkbox"/> Receives the formal complaint in writing	.....
<input type="checkbox"/> Checks the logged program material (and keeps the log for 60 days from the date of complaint)	.....
<input type="checkbox"/> Sends written station response to complainant	.....
<input type="checkbox"/> Organises follow-up with complainant	.....
<input type="checkbox"/> Provided ACMA contact details to complainant	.....
<input type="checkbox"/> Files all paperwork for future reference	.....

**RESULT**

The complaint is .....  resolved  unresolved

Name of station representative: \_\_\_\_\_

Position: \_\_\_\_\_ Signed: \_\_\_\_\_