



# Complaints Policy

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Version Control	Date Amended
1.0	30/06/2016

## BACKGROUND

Code 7 of the Community Broadcasting Codes of Practice outlines how to formally handle complaints from the general public.

## PURPOSE

The purpose of this policy is to outline the most appropriate way for **3WBC** to respond to complaints, and other comments from members of the public.

## POLICY

1. Whitehorse Boroondara FM Community Radio Inc. (**3WBC**) 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. Complaints must be lodged in writing using one of the following methods:
  - a. an online complaint form on the 3WBC website
  - b. an official email address ([complaints@3wbc.org.au](mailto:complaints@3wbc.org.au))
  - c. standard post to 3WBC's postal address.  
Address to: Secretary  
94.1FM 3WBC  
PO Box 159  
BOX HILL VIC 3128
4. Should a complaint be received through these channels that relate to human resources related issues, it will be forwarded to the director of people to manage through the HR complaints process.
4. **3WBC** will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.
5. **3WBC** 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 Broadcasting Services Act, 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
6. A record of complaints form will be maintained in a permanent, for a period of at least two years by the Secretary of 3WBC.
7. 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.

## APPROVAL



**Approver name and position:**

David Panther - President

**Date of Approval**

21/6/2016

**3WBC COMPLAINTS PRO-FORMA**

Remember to treat all complaints from the public in a serious and polite manner. The person would not bother to make the call unless they held a genuine interest in the station and felt they had legitimate concerns. Do not be dismissive of their approach the station. Assure them that their complaint will be taken seriously and will be dealt with professionally and according to established policy.

Date and Time of Program Broadcast:  
.....

**Contact Details of Complainant**

Name of person making the complaint:  
.....

Address:  
.....  
.....

Telephone: (B)..... (H)..... s

<b>Nature of Complaint</b>
A complaint should relate to a licence or Code of Practice condition.
Name of program associated with complaint:

**NB:** Complaints relating to potentially defamatory material must be relayed to your insurance company immediately.