



Complaints Policy

Policy Number: PN-40

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Responsible person: Chairperson

Version 2

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Background

The Community Broadcasting Association of Australia (CBA) Community Radio Codes of Practice (the Codes of Practice) set out the guiding principles and policies for programming on community broadcasting stations. Under Code 7, radio stations are required to detail how they handle complaints from the public in relation to the broadcasts the radio station transmits.

Purpose

The purpose of this policy is to outline the most appropriate way for Community Radio Albury Wodonga Co-operative Society Ltd, broadcasting under the call sign 2 REM, (hereinafter referred to as 2 REM), to respond to complaints and other comments from members of the public.

1. 2 REM acknowledges the right of its audience to make comment and complaints in writing concerning;
 - a) Compliance with the CBA Codes of Practice, or a condition of the broadcasting licence;
 - b) The program content; and
 - c) The general service provided to the community.
2. 2 REM will broadcast at least one on-air announcement each week that contains information about the Community Radio Codes of Practice and where listeners can obtain a copy.
3. 2 REM will make every reasonable effort to resolve complaints, except where the complaint is clearly frivolous, vexatious or not made in good faith.
4. 2 REM will ensure that;
 - a) Complaints will be received by a responsible person in normal office hours;
 - b) Complaints will be conscientiously considered, investigated and responded to as soon as practicable
 - c) Complaints will be responded to in writing within 60 days of receipt (as required under the Broadcasting Services Act Section 148), and will include a copy of the CBA Codes of Practice.

- d) Complainants are advised in writing that they have the right to refer their complaint to the ACMA, provided that they have first:
 - I. Formally lodged their complaint with the licensee
 - II. Received a substantive response from the licensee and are dissatisfied with the response.
5. A record of complaints form will be maintained in a permanent file, for a period of at least two years by a responsible officer of the licensee.
6. The record of complaints will be made available on request to the ACMA and in a format advised by the ACMA.

Reporting and Record Keeping

To ensure 2 REM can make a full response to the ACMA if requested, 2 REM will include in the procedures the following;

To keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material and written documentation for a period of two years, including;

- The date and time the complaint was received;
- The name and address of the complainant;
- The substance of the complaint; and
- The substance and date of the licensee's response

Related Documents

CBAA Community Radio Codes of Practice

Authorised

G J Ingham
Board Secretary

15 August 2022
Date of approval by the Board