



# Deepwater & District Community FM Radio Inc.

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*Glen Innes 105.9MHz, Deepwater 91.1 MHz*

## **2CBD Complaints Handling 15/10/2018 (Code 1.6)**

**Review Adopted by The Committee of Management: 11/3/2024**

### **Purpose:**

We will have policies and procedures in place to handle complaints from our members and volunteers.

### **Associated Policies:**

#### **Internal conflict / Dispute Resolution Policy;**

The Internal Conflict / Dispute Resolution Policy is activated when a complaint cannot be resolved by the initial procedures laid out in the Complaints Handling Policy.

#### **External Complaints Policy:**

As set out within Code 7 (Complaints) of the Community Radio Broadcasting Codes of Practice.

#### **Code of Conduct;**

The Code of Conduct applies to Association members and sets out the how the Association expects members to interact with each other and the community. The Code supports the provisions of the Constitution.

#### **Constitution;**

The constitution provides a mechanism for resolution of disputes between members where there is a potential for the problem to escalate and cause difficulties for the Association.

### **Policy:**

1/ 2CBD acknowledges the right of our listeners, members and volunteers to comment and make complaints in writing concerning alleged non-compliance with both the licence conditions in the Act, Industry codes and Association policies.

2/ 2CBD will broadcast at least one on-air announcement each week that contains information about where listeners can access copies of the industry Codes and Station Policies.

- 3/ 2CBD will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
- 4/ Complaints expressing a view that overall program music genre should be of a different mix will be referred to the Program Committee.
- 5/ 2CBD will ensure that:
  - a) Complaints will be received by the Secretary or other responsible person in convenient hours or posted to the 2CBD mailing address, or emailed to the station or direct to the Association Secretary.
  - b) Complaints will be conscientiously considered and investigated if necessary and responded to substantively as soon as possible.
  - c) Complaints will be responded to in writing within 60 days of receipt (as required by the Act, and the response will include a copy of the codes as well as the applicable station policy / policies.
  - d) Complainants are advised in writing that they have the right to refer their complaint about a Code matter to the ACMA provided they have first:
    - a. Formally lodged their complaint with the licensee, and
    - b. Received a substantive response from the licensee and are dissatisfied with the station response from the licensee within 60 days after the complaint is received by the station.
- 6/ All complaints must include the complainants name and dated can be by letter or email of delivered to the Association Secretary.
- 7/ The Secretary or other nominated person will maintain a record of complaints and responses for a period of at least two years from the date of the complaint.
- 8/ The record of complaints and responses will be made available to the ACMA on request.

## **Reporting and Record Keeping**

### **Procedures:**

Document retention following g complaint;

1/ Once a complaint is received all relevant records including airtime logs and written documents should be set aside until the investigation is complete.

2/ These records must be held in a secure location for a minimum of two years following the complaint.

3/ Complaint incident references should include:

- a) Date and time the complaint was received
- b) The name and address of the complainant
- c) The substance of the complaint
- d) The substance and date of the licensee's response
- e) If applicable, the date and time that an incident is said to have occurred

### **Attachments:**

1/ Complaints registration form