



Albury Wodonga Christian Broadcasters Inc
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Albury Wodonga Christian Broadcasters Inc.

Complaints Policy

The purpose of this policy is to outline the most appropriate way for Albury Wodonga Christian Broadcasters Inc., to respond to complaints, and other comments from members of the public.

1. Albury Wodonga Christian Broadcasters Inc. acknowledges the right of our listeners, members, supporters, and volunteers to comment and make complaints in writing concerning alleged non-compliance with both the licence conditions in the Act and the requirements outlined in the Codes.
2. Albury Wodonga Christian Broadcasters Inc. will broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.
3. Albury Wodonga Christian Broadcasters Inc. 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. Albury Wodonga Christian Broadcasters Inc. will ensure that:
 - (a) complaints will be received by a responsible person in normal office hours and receipt is acknowledged in writing,
 - (b) complaints will be conscientiously considered, 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 in the Act,) and the response will include a copy of the Codes,
 - (d) complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
 - (i) formally lodged their complaint with the Albury Wodonga Christian Broadcasters Inc., and
 - (ii) received a substantive response from the Albury Wodonga Christian Broadcasters Inc. and are dissatisfied with this response or did not receive a response from the Albury Wodonga Christian Broadcasters Inc. within 60 days after making the complaint.
5. A written complaint or response can be a letter, fax or email.
6. A responsible officer of Albury Wodonga Christian Broadcasters Inc. will maintain a record of complaints and responses (see Appendix A) for a period of at least two years from the date of the complaint.
7. The record of complaints and responses will be made available to ACMA on request.

Note: This policy document was developed in accordance with the Community Radio Broadcasting Codes of Practice booklet dated 23 October 2008 – Code 7 – Complaints.

Notes:

Organises follow-up with complainant (eg: meeting) Action Y N Date:

Notes:

Provides contact details for ACMA to complainant * Action Y N Date:

Notes:

All relevant documents in Complaints File Action Y N Date:

Notes:

* Contact Details for ACMA are as follows:

Community Broadcasting Group
Australian Communications and Media Authority
PO Box Q500, Queen Victoria Building
Sydney NSW 1230 Tel: 1300 850 115 Fax: (02) 6219 5353 Email: info@acma.gov.au

Result

The complaint is

resolved/unresolved

Name of station representative:

Position:

Signed:

Adopted: October 2010

Reviewed: October 2012

Reviewed: October 2018

Reviewed: April 2024