

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.

Appendix A – AWCB Inc. - Complaints Process

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

Nature of Complaint:

A complaint should relate to a Code of Practice.

NB: Complaints relating to potentially defamatory material must be relayed through the Board to our insurance company immediately.

Program associated with complaint:	
Date and Time of Program Broadcast:	
Contact Details of Complainant	
Name of person making the complaint:	
Address:	
Phone: B:H:	Mob:
Email:	

AWCB Inc. - Complaints Process

This process must be completed within 60 days from the date on which the complaint was made.

he appropriate person at the station				
Name:	[Date:		
Receives the verbal complaint	Action	Y	N	Date:
Notes:				
Receives the formal complaint in writing	Action	Υ	Ν	Date:
Notes:				
Checks the logged program material (and keeps the log for 60 days from date of complaint)	Action	Y	N	Date:
Notes:				
Sends written station response to complainant	Action	Y	N	Date:

Notes:

Organises follow-up with complainant (eg: meeting)	Action	Y	Ν	Date:
lotes:				
Provides contact details for ACMA to complainant *	Action	Y	Ν	Date:
Notes:				
All relevant documents in Complaints File	Action	Y	Ν	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: <u>info@acma.gov.au</u>

Result

The complaint is

resolved/unresolved

Name of station representative:

Position:

Signed:

Adopted: October 2010 Reviewed: October 2012 Reviewed: October 2018 Reviewed: April 2024