



Sunraysia Community Radio Association Inc.

ABN: 19 305 406 312

EXTERNAL COMPLAINTS POLICY

Introduction

In accordance with the Community Broadcasting Codes of practice CODE 1:

Our responsibilities in broadcasting to meet our community interest

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

This policy is intended to ensure that Sunraysia Community Radio Association Inc (SCRA) handle complaints fairly, efficiently and effectively.

Purpose

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

- 1) SCRA 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 a minimum of one announcement at least one on-air announcement each week that contains information about the Community Radio Codes of Practice and where listeners can download copies of said information get a copy.
- 3) SCRA will make every reasonable effort to resolve all genuine complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.
- 4) SCRA will ensure that:
 - a) complaints will be assessed by person appointed by station management received by a responsible person in normal office hours;
 - b) complaints will be investigated and responded to in a considered and professional manner. 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 BSA Section 14B), and will include a copy of the Community Broadcasting Code of Practice.
 - d) complainants will be 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
- 5) A record of complaints form will be filed and kept maintained in a permanent, for a period of at least two years by a responsible officer of the licensee.
- 6) The record of complaints will be made available to ACMA on request, in whatever format as advised by ACMA.



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Reporting and Record Keeping:

To ensure the station can make a full response to ACMA if requested, the station will 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 or with 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/ matter of the complaint;
- 4) the substance and date of the licensee's response.
- 5) a copy of the Sunraysia Community Radio Association Complaints Form.

Policy

SCRA will establish mechanisms to promote fast and efficient resolution of issues raised from the community.

Members from the community should feel comfortable discussing issues with the Station Coordinator in accordance with the procedures outlined below. If the issue relates to the Station Coordinator, individuals can relate/discuss the matter to a member of the committee. Failing this SCRA will support the individual with the appropriate information to access the appropriate information from the Australian Communication Media Authority (ACMA) to lodge their complaint.

<https://www.acma.gov.au/compliance-and-enforcement-policy>

All formal avenues for handling of grievances will be fully documented and that members of the Communities wishes will be taken into account in determining the appropriate steps and actions.

No members of the Community will be intentionally intimidated or unfairly treated in any respect to resolving an issue.

Responsibilities

It is the responsibility of the Station coordinator to ensure that:

- They identify, prevent and address potential problems before becoming formal complaints;
- They are aware of and committed to the principles of communicating and information sharing with all relevant parties;
- All decisions relating to the complaint are made with consideration given to the ramifications for the individuals, as well as the organisation in general;
- Any grievance is handled in accordance as mentioned above under Purpose 4 c.
- All employees and volunteers and members from the community are treated fairly and without fear of intimidation.

In the event that a complaint is received that is directed towards the Station Coordinator a Member from the Committee will assume the role of Responsibilities as outlined above.

It is the responsibility of the Station Coordinator/ Committee to ensure that:



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- All employees and volunteers are aware of their obligations and responsibilities in relation to communication and information sharing;
- Ongoing support and guidance is provided to all member of SCRA in relation to communication issues;
- All employees and volunteers are aware of their obligations and responsibilities in relation to handling grievances;
- Any grievance that comes to the attention of SCRA is handled in the most appropriate manner and at the earliest opportunity.