

Policy number	PN-40	Version	1
Drafted by		Approved by C of M on	Oct 2009
Responsible person	Chairman	Scheduled review date	

## Complaints Policy

### Introduction

Echuca Moama Broadcast Service Inc. (EMBSI) must keep on record any complaints reported to the station this policy sets out the procedures to report complaints

### Purpose

The purpose of this policy is to outline the most appropriate way for Echuca Moama Broadcast Service media to respond to complaints and other comments from members of the public.

### Authorisation

EMBSI

### Policy

The purpose of this policy is to outline the most appropriate way for Echuca Moama Broadcast Service to respond to complaints and other comments from members of the public.

1. Echuca Moama Broadcast Service Inc. acknowledges the right of its audience to comment and make complaints in writing concerning:
  - a) compliance with the Community Codes of Practice or a condition of the licence.
  - b) program content; and
  - c) the general service provided to the community.
2. Echuca Moama Broadcast Service Inc. will provide a minimum of 50 on-air announcements every year containing information about Community Broadcasting Codes of Practice and how audiences may obtain them.
3. Echuca Moama Broadcast Service Inc. will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.
4. Echuca Moama Broadcast Service Inc. will ensure that
  - a) complaints will be received by a responsible person in normal office hours;
  - b) complaints will be 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 Codes of Practice.

d) complainants 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 in a permanent form will be maintained, for a period at least 2 years, by a responsible officer of Echuca Moama Broadcast Service Inc.
6. The record of complaints will be made available to the ACMA on request, in a format advised by the ACMA.

### **Reporting and Record Keeping.**

To ensure stations can make a full response to the ACMA if requested the station is advised to 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 written documentation for 1 year, including:

1. The date and time the complaint was received;
2. The name and address of the complainant;
3. The substance of the complaint;
4. The substance and date of the licensee's response.

### **Related Documents**

Grievance and dispute resolutions policy

**ECHUCA MOAMA BROADCAST SERVICE INC. COMPLAINTS PRO-FORMA**

- Treat all complaints from the public in a serious and polite manner.
- Do not be dismissive of their approach to the station
- Assure them that their complaint will be taken seriously and dealt with according to established station policy.
- If they do not wish to give their name over the phone, advise them to write to the Operations Manager or the Secretary of the Committee of Management at PO Box1141 Echuca 3564
- Complaints can not be acted upon if the complainant will not give cause.

**Nature of Complaint**

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**Program associated with complaint**

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**Date and Time of Program Broadcast.**

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**Contact Details of Complainant**

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**Address.**

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Telephone (B).....(H).....