



Inverell Community Radio Inc.

COMPLAINTS & DISPUTES POLICY

INTRODUCTION

INVERELL COMMUNITY RADIO INCORPORATED (known as **STA FM 91.9**) acknowledges the right of its audience to comment and make complaints concerning the station.

PURPOSE

The purpose of this policy is to outline the most appropriate way for **STA M 91.9** to respond to complaints, and other comments from members of the public.

1. **STA FM 91.9** acknowledges the right of its audience to comment and make complaints in writing concerning:
 - a. Code complaints - Compliance with the CBAA Codes of Practice
 - b. Breach of a licence condition or the Broadcasting Services Act 1992
 - c. Program content; and
 - d. The general service provided to the community.
2. We broadcast at least one on-air announcement each week that contains information about the Community Radio Codes of Practice and where listeners can get a copy.
3. Process for making a complaint is available via a direct link on our website.
4. **STA FM 91.9** will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious, anonymous or **not** made in good faith.

POLICY

STA FM 91.9 will establish mechanisms to promote fast and efficient resolutions to complaints and other comments received from the public.



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RESPONSIBILITIES

It is the responsibility of the **Management Committee** to ensure that:

- Complaints will be received by a responsible person in normal office hours;
- Complaints will be conscientiously considered, investigated if necessary and responded to as soon as practicable; and
- Complaints will be responded to in writing **within** 60 days of receipt (as required in the BSA Section 14B), and will include how to access or obtain a copy of the Community Broadcasting Code of Practice.
- Keep a recording of any program subject of a complaint for 60 days after the complaint was received.
- Complainants are advised in writing that they have the right to refer their complaint to the ACMA provided they have first:
 - Formally lodged their complaint with the licensee
 - Received a substantive response from the licensee and are dissatisfied with this response.
- A record of complaints form will be maintained as a permanent record for a period of at least two (2) years by a responsible officer of the licensee.
- In compliance with the Community Broadcasting Code of Practice, will not resolve any complaint that is:
 - Frivolous, vexatious or an abuse of the Complaints process
 - Offensive or vulgar

Reporting and Records Keeping

STA FM 91.9 will make a full response to ACMA if requested, which will include the following steps of its procedures:

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