



ABN 61 456 305 396

Complaints Handling

Policy number	PN-40	Version	2.0
Reviewed by	Denise Kuchmar	Approved by C of M on	3/12/14
Person Responsible	President	Scheduled review date	31/10/15
		Actual review date	29/4/19
		Scheduled review date	30/6/21

Introduction

Plenty Valley Community Radio Inc. (88.6 PVFM) will keep on record any complaints reported to the station. The record of complaints will be made available to the ACMA on request, in a format advised by the ACMA.

Policy

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

1. PVFM 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. PVFM 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. PVFM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.
4. PVFM 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:

1. formally lodged their complaint with the licensee
2. received a substantive response from the licensee and are dissatisfied with this response within 60 days after making the complaint and the response will include a copy of the Codes
3. A written complaint or response can be a letter or email

5. A record of complaints in a permanent form will be maintained, for a period at least 3 years, by a responsible officer of PVFM and / or as required by the station's licence.

Procedure for Reporting and Record Keeping.

To ensure PVFM can make a full response to the ACMA if requested PVFM will:

Keep a record of material relating to complaints, including logged recordings 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.
5. Use of the attached form to document the above is provided to collect data

Related Documents

PN11 Privacy policy

Related Documents

Codes of Practice

Authorisation

President _____

Signature _____

PROCEDURE

Plenty Valley FM Complaints Pro-Forma

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

A complaint should relate to a licence or Code of Practice condition. NB: Complaints relating to potentially defamatory material must be relayed to your insurance company immediately.

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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Name of person making the complaint:.....

Address:.....

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

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

The appropriate person at the station

Name:.....

Date:

Action Checklist	Yes	No	Notes
Receives the verbal complaint			
Receives the formal complaint in writing			
Checks the logged program material (and keeps the log for 60 days from date of complaint)			
Sends written station response to complainant			
Organises follow-up with complainant (eg: meeting)			
Provides contact details for ACMA to complainant *			
All relevant documents in Complaints File			

* Contact Details for ACMA are as follows: Assistant Manager, Investigations Section Australian Communications & Media Authority PO Box Q500, Queen Victoria Building Sydney NSW 1230 Fax: (02) 9334 7799 Email: broadcasting@acma.gov.au

The complaint is resolved/unresolved Name of station representative:

..... Position:
..... Signed:

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 Secretary of the Committee of Management at 288 Childs Rd Mill Park or PO Box 148 Mill Park 3082.
Complaints cannot 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).....

This Complaints Sheet was developed by the CBAA.