



COMPLAINTS POLICY

Policy number	RBM Complaints Policy 001	Version	1.1 02 SEPT 2022
Drafted by	Reggie Lawless	Approved by Board on	<<insert date>>
Responsible person	General Committee Member	Scheduled review date	<<insert date>>

Introduction

The purpose of this policy is to outline the most appropriate way for Radio Blue Mountains RBM 89.1 FM to respond to complaints, and other comments from members of the public.

1. Radio Blue Mountains RBM 89.1 FM acknowledges the right of our listeners, members 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,
 - program content, and
 - the general service provided to the community.
2. We broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.

3. Radio Blue Mountains RBM 89.1 FM 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. Radio Blue Mountains RBM 89.1 FM will ensure that:
 - complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible,
 - 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,
 - complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
 - formally lodged their complaint with the licensee, and
 - received a substantive response from the licensee and are dissatisfied with this response or did not receive a response from the licensee 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 the licensee will maintain a record of complaints and responses 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.

Record Keeping

(See example overleaf) In the event of a listener's complaint, Radio Blue Mountains RBM 89.1 FM will keep a record of material relating to the complaint, including logging tapes or audio copies of broadcast material, and 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 of the complaint, and
4. the substance and date of the licensee's response.

Radio Blue Mountains RBM 89.1 FM

Nature of Complaint

A complaint should relate to a Code of Practice.

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Program associated with complaint

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Date and Time of Program Broadcast

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Complainant's name

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Contact Phone or Email

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Complaints Process

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

The complaint is being followed up by

Name:

Position at RBM 89.1FM:

Date:

ACTION	Y	N	DATE
Receives the verbal complaint NOTES:			
Receives the formal complaint in writing NOTES:			
Checks the logged program material (and keeps the log for 60 days from the date of complaint) NOTES:			
Sends written station response to complainant NOTES:			
Organises follow-up with complainant (e.g. meeting) NOTES:			
Provides contact details for ACMA complaint* NOTES:			
All relevant documents in Complaints File NOTES:			

* Contact details for ACMA are as follows

- Community Broadcasting Complaints
Community Broadcasting Group ACMA
PO Box G500
Queen Victoria Building
Sydney NSW 1230
- email to: communitybroadcasting@acma.gov.au
- fax to: (02) 9334 7799

See: [ACMA Web Site](#)

Results

The complaint is (circle one) **resolved** **unresolved**

Name of station representative:

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Position:

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Signed:

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This Complaints Sheet was developed by the CBAA.