

5MBS Complaints Policy

Introduction

This policy covers alleged non-compliance with the codes of practice for community broadcasting and outlines the processes and the most appropriate way for 5mbs to respond to complaints and other comments from listeners, subscribers, donors, members and volunteers

Community Radio Broadcasting Codes of Practice

Please refer to: <http://www.cbaa.org.au/content.php/20.html>

With respect to its responsibilities under the Community Radio Broadcasting Codes of Practice, 5mbs:

- acknowledges the rights of its members, volunteers and other stakeholders to make complaints in writing about alleged non-compliance with both the licence conditions in the Act and the requirements outlined in the Codes of Practice
- will broadcast at least one on-air announcement each week that contains information about the Codes of Practice and where listeners can get a copy
- will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith. Comments and feedback of a negative nature should not automatically be interpreted as a complaint. It is important to recognise the difference between negative feedback and a Code of Practice complaint.

Complaints Process

A written complaint or response can be a letter, fax, or email. In managing complaints, 5mbs will ensure that:

- complaints are received by a responsible person in normal office hours and that receipt is acknowledged in writing
- complaints are conscientiously considered, investigated if necessary, and responded to substantively as soon as possible
- complaints are responded to in writing within 60 days of receipt, as required by the Act, and the response will include a copy of the Codes of Practice
- complainants are advised in writing that they have the right to refer their complaint about a Codes of Practice matter to the ACMA. They may do this provided they have first formally lodged their complaint with the licensee in writing and have received a substantive response which they consider unsatisfactory, or have not received a response from the licensee within 60 days.

5mbs will maintain a record of complaints and responses. Each record should be retained for at least two years from the dates of the complaint and should include:

- the date and time the complaint was received
- the name and address of the complainant
- the substance of the complaint, along with correspondence and any written documentation from the complainant
- all written documentation relating to 5mbs's investigation and determination of outcome

- the substance and date of 5mbs's response to the parties involved in the complaint, including correspondence and any other written documentation from 5mbs
- any written correspondence from the ACMA and other bodies in regard to the complaint
- any other material relating to the complaint, such as logging tapes or audio copies of broadcast material.

The record of complaints and responses will be made available to the ACMA on request.