

# Complaints Handling Policy



## Purpose

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

1. Radio Mansfield acknowledges the right of our listeners, members and volunteers to comment and make complaints in writing concerning:
  - a. alleged non-compliance with both the licence conditions in the Act and the requirements outlined in the Codes,
  - b. program content, and
  - c. 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 Mansfield 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 Mansfield will ensure that:
  - a. complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible,
  - b. 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,
  - c. complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
    - a. formally lodged their complaint with the licensee, and
    - b. 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.

A written complaint or response can be a letter, fax or email.

5. 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.
6. The record of complaints and responses will be made available to ACMA on request.

## Reporting and Record Keeping

To ensure stations can make a full response to 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 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.

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## Related documents

The complaints pro forma should be used to collect details and guide the management of the complaint through to completion. The complaints pro forma is available by contacting [admin@radiomansfield.org.au](mailto:admin@radiomansfield.org.au)

## Document history

15 April 2023	Drafted	Based on CBAA template
April / May 2023	In review	Committee of Management
12 June 2023	Ratified and adopted	Committee of Management