

# Riverland Life FM – Complaints Policy

## BACKGROUND

*Code 7 of the CBAA Code of Practice outlines how to formally handle complaints from the general public.*

## PURPOSE

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

1. Riverland Life FM acknowledges the right of its audience to comment and make complaints in writing concerning:
  - a) compliance with the CBAA Codes of Practice or a condition of the licence;
  - 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 Community Radio Codes of Practice and where listeners can get a copy.
3. Riverland Life FM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.
4. Riverland Life FM 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 Code of Practice.
  - d) complainants are advised in writing that they have the right to refer their complaint to the ACMA provided they have first:
    - I. formally lodged their complaint with the licensee
    - II. received a substantive response from the licensee and are dissatisfied with this response

## Reporting and Record Keeping

Riverland Life FM will 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;
4. The substance and date of the licensee's response.

A record of complaints will be maintained in a permanent form, for a period of at least two years at the station premises by a responsible officer.

The record of complaints will be made available to ACMA on request, in a format advised by ACMA.

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## Riverland Life FM COMPLAINTS Pro Forma

*All representatives of the station will receive all complaints from the public in a serious and polite manner and assure the complainant that their concerns will be taken seriously and will be dealt with professionally and according to established policy.*

### Nature of Complaint

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

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.....  
.....  
.....

Programme associated with complaint:

.....

Date and Time of Programme Broadcast:

.....

### Contact Details of Complainant

Name of person making the complaint:

.....

Postal Address:

Street/PO Box .....

Town ..... P/C .....

.....

Telephone: (Work)..... (Home)..... (Mob) .....

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## Complaints Process

*This process must be completed within 60 days from the date on which the complaint was made by the appropriate person at the station.*

Name: ..... Date: .....

ACTION	YES	NO	DATE
Received the verbal complaint			
Notes:			
Received the formal complaint in writing			
Notes:			
Logged material checked (keep 60 days from complaint date)			
Notes:			
Written official response sent to complainant			
Notes:			
Follow-up with complainant arranged (eg meeting)			
Notes:			
Complainant provided with ACMA contact details*			
Notes:			
All relevant documents in Complaints File			
Notes:			

\* 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](mailto:broadcasting@acma.gov.au)

## Result

The complaint is .....  resolved  unresolved

Station representative Name: ..... Position: .....

Signed: .....