

Coast Community Broadcasters Inc.

Trading as



todayscountry94one

LISTENER COMPLAINTS POLICY

Policy number	12	Version	2
Drafted by	Colin Links	Approved by Board on	Jan 15 2020
Responsible person	Colin Links	Scheduled review date	April 2021

Under the terms and conditions of our licence, we are obliged to have a policy and procedures in place to deal with complaints from listeners.

The *Community Broadcasting Codes of Practice 2002* state:

7.4 Licensees 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 148), 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

7.5 A record of complaints in a permanent form will be maintained, for a period of at least 2 years, by a responsible officer of the licensee.

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

Accordingly, the following procedures will be observed:

Anyone wishing to complain about any item broadcast on todayscountry94one should follow this procedure:

1. Make a complaint in writing, to the station Secretary. Any complaint must be made within 30 days of the broadcast time of the item. To assist listeners to lodge their complaints, a form is available on the todayscountry94one website.
2. The complaint must state:
 - a. the time and date of the item about which you are complaining;
 - b. the exact nature of the complaint.

In general, grounds for complaint are that an item was:

- Likely to incite violence
- Simulated news in a manner likely to mislead or alarm listeners
- Presented as desirable the misuse of alcohol or drugs
- Inaccurate
- Offensive or harmful, particularly to under-eighteens
- Unfair or affected someone's privacy

- Contrary to other grounds for complaint which can be found in the *Community Broadcasting Codes of Practice 2002* or Schedule 2 of the *Broadcasting Services Act 1992*, both of which are available on the ACMA website www.acma.gov.au.

All evidence for the complaint must be presented at this time.

3. A process of clarification may be necessary. This will take place between the complainant and the station Secretary or his / her representative. The Secretary or his / her representative will contact the complainant within five working days if clarification is necessary. If this does not occur, the process automatically moves on to stage 4. This may lead to the issue being resolved and the process would end.
4. If the complaint remains, it will be considered by the Board within 21 days of its being made. A response will be made to the complainant within 60 days of the complaint. That response will contain the result of the Committee's deliberation on the complaint, will detail any reasons for decision and, if appropriate, what remedial action will be taken.
5. If the complainant is still dissatisfied, they may refer their complaint to the *Australian Communications and Media Authority (ACMA)*. The complainant will be specifically advised of this option in the written response to the complaint.
6. Any apologies or corrections will be stated publicly in an appropriate way, subject to the agreement of the complainant and subject to privacy or harm criteria.

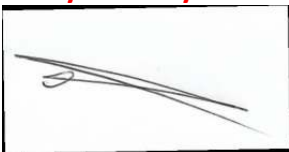
AUTHORISATION



Secretary

January 15 2020

todayscountry94one



Colin Links

Chairman

January 15 2020

todayscountry94one

PROCEDURE

Coast Community Broadcasters t / a todayscountry94one COMPLAINTS PRO-FORMA

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.

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 your insurance company immediately.

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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

Name of person making the complaint:

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Address:

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

Email:

LISTENER COMPLAINT FORM

All program content on this community radio station is regulated by the *Broadcasting Services Act 1992* and the *Community Broadcasting Codes of Practice 2002*.

If you wish to complain about any program content broadcast by todaycountry94one then the station has a procedure in place to ensure that your complaint is considered seriously. We will conduct an internal investigation into your complaint and will respond to you in writing within 60 days of having received it.

Only written complaints will be investigated and a considered response provided.

If you are unhappy with the way in which your complaint has been handled or dissatisfied with the outcome of the adjudication, then you can refer your complaint to the Australian Communications and Media Authority (ACMA), PO Box Q500, Queen Victoria Building NSW 1230.

You must provide the following information so that we can properly process your complaint and respond to you as required by the terms and conditions of our licence and the Codes.

A. PERSONAL INFORMATION

Title (e.g. Mr/Mrs/Dr)		Surname	
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Given names	
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Address	

State/Territory		Post code	
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Telephone		Fax	
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Email address	
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You must provide the information below so that we can carry out our internal investigation into the complaint. Please note, the complaint must be made within 30 days of the broadcast complained about.

B. COMPLAINT INFORMATION

Name of program or presenter	
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Date of broadcast		Time of Broadcast	
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Complaint issue (e.g. offensive content, breach of privacy)	
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Code provision (if known)	
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Please provide a summary of your complaint

C. SUMMARY OF COMPLAINT

Please sign the form and send to this station at the address below

Signature		Date	
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Please send the form to [todayscountry94one](mailto:admin@todayscountry94one.com) in one of the following ways:

Post to: Station Secretary, [todayscountry94one](mailto:admin@todayscountry94one.com), PO Box 1042, Gosford NSW 2250.

Email to: admin@todayscountry94one.com