

# Rhema FM Tamworth Policy: Complaints

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## Background

Community Radio Codes of Practice 2008 Code 7 outlines our legal requirements relating to complaint handling.

## Purpose

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

1. Rhema FM Tamworth acknowledges the right of our listeners, members and staff members 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. Rhema FM Tamworth 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. Rhema FM Tamworth 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:
    - i. formally lodged their complaint with the licensee, and
    - ii. 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. This policy document and Complaint Notification form will be provided to any person desirous of making a complaint.
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.

## Reporting and Record Keeping

8. A record of a complaint, including logging tapes or audio copies of broadcast material and written documentation, will be kept for one year from the date of the complaint, including:
  - a. the date and time the complaint was received,
  - b. the name and address of the complainant,
  - c. the substance of the complaint, and
  - d. the substance and date of the licensee's response
9. Rhema FM Tamworth will provide all documentation to ACMA upon written request.

## **Rhema FM Tamworth Complaints Response**

10. All complaints from the public will be accepted in good faith and handled in a serious and polite manner.
11. The complainant has a genuine interest in the station with assumed legitimate concerns. Rhema FM Tamworth will treat any complaint with this in mind.
12. Assurance will be given that their complaint will be taken seriously and will be dealt with professionally and according to established policy.
13. Complaints relating to potentially defamatory material will be notified to our insurance company immediately

# Rhema FM Tamworth Complaints Notification

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## **Nature of Complaint**

A complaint should relate to a Code of Practice.

Program associated with complaint:

Date and Time of Program Broadcast:

## **Contact Details of Complainant**

Name of person making the complaint:

Address:

Telephone:

M:

P:

E:

## **Complaints Process**

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

The appropriate person at the station:

Name:

Date:

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

**ACMA Contact Details**

Post: Community Broadcasting Complaints  
Community Broadcasting Group ACMA  
PO Box Q500, Queen Victoria Building  
Sydney NSW 1230

E: [community\\_broadcasting@acma.gov.au](mailto:community_broadcasting@acma.gov.au)

F: (02) 9334 7799

**Results**

The complaint is:                      resolved                      unresolved

Name of station representative:

Position:

Signed:                                      Date:

This Complaints Sheet was developed by the CBAA.