

PRINT HANDICAPPED RADIO OF ACT INCORPORATED

Policy

Managing complaints

Approved 4 September 2017

Policy – Managing complaints

Background

1RPH acknowledges the right members of the public to comment and make complaints in writing concerning alleged non-compliance with both the licence conditions in the Act, the requirements outlined in the Community Radio Broadcasting Codes of Practice and the RPH Australia Protocols for Broadcasting.

Purpose

The purpose of this policy is to outline the way in which 1RPH is to respond to complaints and other comments from members of the public.

Policy

We broadcast at least one on-air announcement each week that contains information about the Community Radio Broadcasting Codes of Practice and where listeners can get a copy.

All complaints from the public will be treated in a serious and polite manner and the complainant is to be assured that they will be dealt with professionally and according to established policy.

Complaints relating to potentially defamatory material will be forwarded to the 1RPH insurance company immediately.

1RPH will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous or vexatious.

1RPH will ensure that:

- complaints will be received by the station manager or delegate in normal office hours and that receipt is acknowledged in writing
- complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible
- complaints will be responded to in writing within 60 days of receipt (as required in the Act).
- complainants will be advised in writing that they have the right to refer their complaint about a Code matter to the Australian Communications and Media Authority (ACMA) provided they have first:
 - formally lodged their complaint with 1RPH, and
 - received a substantive response from 1RPH and are dissatisfied with this response
 - or did not receive a response from the 1RPH within 60 days after making the complaint.

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

Reporting and record keeping

The station manager will maintain a record of complaints and responses for a period of at least two years from the date of the complaint. The record of complaints and responses will be made available to ACMA on request.

To ensure that 1RPH can make a full response to ACMA if requested, the station 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:

- the date and time the complaint was received
- the name and address of the complainant
- the substance of the complaint
- date and time of program broadcast
- action taken to investigate the complaint including any follow up meetings with the complainant
- the substance and date of the response from 1RPH.