

COMPLAINTS POLICY

CONTEXT

This document covers the procedures relating to the appropriate handling of complaint whether they are from listeners or volunteers or member and covers the following complaints:

- a.i. Complaints made by a listener
- a.ii. Complaints made by a member in relation to any station program.

POLICY

1. Huon FM acknowledges the right of listeners, members and volunteers to provide feedback, comment on and make complaints in writing concerning:
 - i. Program content
 - ii. Comments or opinions expressed by a presenter, studio guest or a person being interviewed;
 - iii. Perceived non-compliance with licence conditions under the Broadcasting Services Act 1991;
 - iv. Perceived breaches of the Broadcasting Codes of Practice;
 - v. Language used by a presenter, studio guest or person being interviewed;
 - vi. Any matters that may be factually incorrect;
 - vii. Any matter broadcast that may be defamatory;
 - viii. Any matters that may discriminate on the basis of race, ethnicity, gender, sexual orientation or religion.
Any comments that may be abusive;
 - ix. The offensive content or language used in any song.
2. This policy Huon FM shall broadcast a minimum of five announcements per week containing information about the CBAA Codes of Conduct and informing listeners where they can obtain a copy.
3. The committee shall at the commencement of each financial year appoint the Public Officer or another member of the Association as the complaints officer. All complaints shall be immediately referred to the complaints officer who shall:
 - i. Enter the complaint in the complaints register
 - ii. Advise the complainant that the complaint has been received

- iii. Advise the secretary of the complaint with a request to refer the matter to the committee for consideration and determination.

COMPLAINT PROCEDURE

4. The responsible person shall maintain a record of all complaints and responses for at least two years from the date of the complaint.
5. Huon FM shall consider but not be required to investigate a complaint the committee believes to be frivolous or vexatious.
6. Where an oral complaint is received by a presenter or other volunteer it shall immediately be referred to the Public Officer or other nominated person who shall record the name, contact number and where available, the address of the complainant shall be recorded and the complainant asked to put the complaint in writing. The Public Officer or other nominated person shall be advised as soon as possible. If the complainant is not prepared to leave a name and contact number he or she shall be requested to ring again to speak to the Public Officer or other nominated person.
7. The Public Officer or other nominated person shall contact the complainant to discuss the complaint and request that it be put in writing.
8. The complaint should be logged in the Complaints Register by the person taking the complaint without any additional comments.
9. All complainants will be treated with courtesy and given an assurance that the complaint will be forwarded to the station Public Officer or other nominated person and be dealt with according to this policy.
10. The presenter who takes the complaint shall not argue with or abuse the complainant.
11. Under no circumstances should an apology be given, particularly in the case of potentially defamatory comments as an apology is an admission of guilt.
12. The station Public Officer or other nominated person shall consider all the information available in relation to an oral complaint makes a decision as to whether the matter should be referred to the committee and if appropriate refer the matter to the committee. Where an oral complaint is received but the complainant refuses to or fails to put the complaint in writing within 14 days the committee shall not be required to investigate that complaint unless it raises serious issues or is a matter that could affect the station's broadcast licence.
13. Where a written complaint is received the station Public Officer or other nominated person shall advise the secretary who shall refer the matter to the next committee meeting or call a special committee meeting.
14. Where the complaint relates to an on-air issue a copy of the relevant section of the program shall be made and kept as a hard copy as well as an electronic copy.

15. The Management Committee may request the complainant to provide further relevant information.
16. The person against whom the complaint is made or the person presenting the program in which the material was broadcast that has given rise to the complaint shall be requested to present their side of the issue either in writing or orally.
17. Following consideration of the complaint by the committee the complainant will be advised in writing of the result of the complaint, be provided with a copy of the CBA Code of Practice.
 - a. Such response will advise the complainant that they have the right to refer their complaint to the Australian Communications and Media Authority (ACMA) provided that they have:
 - a.i. Lodged their complaint in writing with Huon FM
 - a.ii. Received a substantive response from Huon FM and are dissatisfied with the response or did not receive a substantive response within 60 days after the making of the complaint.
18. Following the determination of the complaint the Management Committee may by resolution:
 - a.i. Request the presenter or volunteer to give a written apology to the complainant;
 - a.ii. Issue an oral warning
 - a.iii. Issue a written warning
 - a.iv. Suspend the volunteer for a period of not more than three months for a first offence or more than 12 months for a second offence.
 - a.v. Expel the member from the Association in accordance with the Constitution and Disciplinary Policy.
19. Following resolution of the complaint the Management Committee shall consider whether there should be amendments made to the Constitution of station policy arising from the matter.

June 2011

Amended 2017 and 2018