

Huon and Kingston FM Community Radio Station COMPLAINTS FORM

So, you've got a complaint?

You think something's gone wrong, and you want to bring it to the Station's attention and if possible have it fixed...We appreciate that.

We want to give the best possible community broadcast service, and your contribution will help us get there.

If your complaint is **about the Community Radio Broadcasting Codes of Practice or our broadcasting licence conditions (read further for deeper explanations)**, we are required to acknowledge your complaint in writing.

- To do that, we'll need your name and contact address – either a postal address or an email address.
- **You don't have to** provide your contact details. We will pass on your complaint to the relevant section of the Station whether it includes contact information or not.
- Please note: If we don't have your contact details, we won't be able to inform you of the eventual outcome and **your concerns cannot be reviewed by the ACMA.**

Date:

Your Name:

Would you rather we communicated with you by: (please tick)

(Our preference will always be email due to the volunteers added responsibilities in these roles.)

- ☐ **Email**
- ☐ **Letter to your postal address**

If you wish your complaint to be anonymous, we will as far as possible - try to comply with your wishes. However, *please be aware that:*

- *we can't guarantee that other people won't be able to deduce your identity from the nature of your complaint, and*
- *if you're not willing for your name to be used, this may make it more difficult to proceed with an investigation and may complicate providing procedural fairness to any person or section that you're complaining about.*

Do you want your complaint to be anonymous, or can we use your name? (please tick)

- ☐ **Anonymous**
- ☐ **You can use my name (please sign the following declaration)**

I agree that my name can be provided to other employees or members or volunteers of the association as it relates to my complaint.

Signature/ Name: _____

The Huon and Kingston FM Community Radio's VALUES are:

Integrity  Respect  Accountability  Safety & Security  Fairness

*These values are to guide how we **think, speak, act and make decisions**
when volunteering, presenting or leading at the station.*

Now we'd like to get your complaint sent to the correct person, and to do that we will have to ask you a few questions:

1) Are you making your complaint as one of our listeners - i.e, is your complaint that about one of our radio services? **If yes,**

Please fill in the section **Listener Complaints**.... and we'll send it to the program managers and to the grievance officer for accountability, who'll get back to you as soon as possible to tell you what they've done about it.

2) Are you making your complaint as one of our members -i.e, do you have a dispute with another member, or a committee member, or the Station as a whole? **If yes,**

Please fill in the section **Member Complaints**, and we'll ask you a few more questions to clarify who's responsible for trying to fix the problem.

3) Are you making your complaint as one of our workers, or our volunteers?

Is it a complaint about the working conditions, or about the Station administration generally? **If Yes,**

Please fill in the section **Workforce (Volunteer) Complaints**, and we'll ask you a few more questions to clarify who's responsible for fixing the problem.

If you're having trouble with this form, or if you want advice on how to proceed, the Station Grievance & Complaints Officer's name can be found on the stations website and you can contact them at grievance.officer@huonfm.com Note: **If the complaint is about the Grievance/Complaints Officer**, please forward the complaint to the President on president@huonfm.com

If your complaint is about a **breach of the Community Radio Broadcasting Codes of Practice** and we haven't replied to your complaint in 60 days, **you're entitled to complain to the Australian Communications and Media Authority (ACMA)** – see below – but we'll do our best to make sure you're given an answer well before that. If we have given you an answer, but you're not satisfied with it, then you're also entitled to complain to ACMA – but we would ask to be given opportunities to resolve your complaint first.

CBAA - Community Radio Broadcasting 'Codes of Practice' (2025)

As an organisation we want to be open, transparent, and responsive to the concerns of our stakeholders and the public. Community broadcasters must abide by the Community Radio Broadcasting Codes of Practice(2025) – rules that set out the obligations and requirements on licensees for programming on community radio stations.

The Codes also outline the operational standards for stations that hold a community radio licence.

- In particular - in regard to complaints or grievances – that relate to the 'Codes of Practice' please look at **section 10** in that document. All volunteers including presenters are required to complete the training and adhere to the details that you will find in the document. Please go to **the 'Community Broadcasting Association of Australia (CBAA)** website to view a copy of the Codes of Practice (2025) mentioned here.
<https://www.cbaa.org.au/community-broadcasting/codes>

All who volunteer within that organisation can also contact the;

Australian Communications and Media Authority (ACMA) at:

ACMA Customer Service Centre

Tel: 1300 850 115

Email: info@acma.gov.au

<https://www.acma.gov.au/complain-about-program-tv-or-radio>

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1: LISTENER COMPLAINTS

The Huon and Kingston FM Community Radio station wants to do it all right, and if you think we're doing it wrong - we WANT to hear about it.

- Please give us your complaint in as much detail as you think ought to be enough for us to identify where the problem lies.
- If you're complaining about a particular program, it'd help if you were able to say what the program was and give at least a date and an approximate time.
- If it's a more general complaint, it will help if you can give clear examples.
- If you think we have breached one of the Community Radio Broadcasting Codes of Practice, it will help if you can identify which one. <https://www.cbaa.org.au/community-broadcasting/codes>
- You don't have to give your own name, but we can't get back to you with our response unless you do. Please note that your contact details are a requirement for any Community Radio Broadcasting Code of Practice. We cannot pass on the complaint to any outside authorities without your details.
- If you want a hand filling out your complaint, check with the Grievance Officer responsible on: grievance.officer@huonfm.com

Date:

Your Name:

Would you rather we communicated with you by: (please tick)

(Our preference will always be email due to the volunteers added responsibilities in these roles.)

☐ **Email** or ☐ **Letter to your postal address**

Program name:

Date incident occurred:

Time:

Complaint Detail:

(Type details here please)

What happens next?

- The Grievance Officer will pass the complaint to the program manager and include it in the Station's monthly report to the Board/Management Committee.
- The Grievance Officer along with support from the program manager will get back to you as soon as they can to say what they've done about it.
- If they haven't sent you an answer in the next 30 days, Please reach out to the station's secretary as there may be an issue with emails and responsible persons being on leave. secretary@huonfm.com
- If we haven't replied to you in 60 days, you're entitled to complain to ACMA, however - we will do everything we can to ensure that this won't be necessary. *You will find their contact details listed above.*
- More details about complaints, Grievances and Disputes is available on the station's website. www.huonfm.com

On behalf of the Board/Management Committee and the studio team, ***Thanks for your feedback.***

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2: MEMBER COMPLAINTS

So, you're a member of our organisation, and you've filled out your membership form, and you have been approved by the Board/Management Committee and paid your annual fees (***That means you ARE A MEMBER !***)

- As a member, you've also subscribed to our constitution, our policies and/or bylaws, and the sector's Codes of Practice and you can call on them for support where you need to.
- If someone has done something that doesn't fit with those, **we'd like to be told**, and we will check it out and get back to you. We take these complaints seriously.
- Please look at the listed areas that relate to a membership complaint and decide which area best describes your complaint. **See the THREE TYPES OF MEMBERS COMPLAINTS on the following page.** Read each one carefully and decide which area/s your issue falls within. Make a note below.
- *If you have a general suggestion about the Station's programs or practices, please fill in **the Listener Complaints form on the previous page.***
- If you need help filling out your complaint, check the initial pages of this document for the most up-to-date contact details for the key people who can help you. The website also holds this information at www.huonfm.com – we suggest the Station Secretary &/or the Grievance Officer.

Are of complaint (from the THREE TYPES)

Type of Complaint:

Date:

Your Name:

Email:

Mobile phone number :

How Long have you been a member of the station ? (Approximately) _____

Would you rather we communicated with you by: (please tick/mark somehow)

(Our preference will always be email due to the volunteers added responsibilities in these roles.)

☐ **Email** *or* ☐ **Letter to your postal address** (Please provide all of these details).

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The THREE Types of MEMBER COMPLAINTS – see below

1. CONSTITUTION Related Complaints:

Do you think someone may have done something unconstitutional?

- The Association's newest constitution is available on the station's website: www.huonfm.com
Or you can be emailed a copy from the Grievance/Complaints Officer grievance.officer@huonfm.com
- Along with the Station's policies, code of conduct, agreements, and/or bylaws, the constitution sets out our station's rules.
- If we haven't followed the proper procedures and standards that we have set for ourselves, members are entitled to expect a remedy.

Details of the Breach:

- What section of the constitution, policies or codes of conduct do you think has been breached?
- What did the breach consist of?
- What do you think should be done now?
- Do you think someone may have done something in breach of the Station's own policies, codes, or bylaws?

2. POLICIES, CODES, SPECIFIC AGREEMENTS AND/OR BYLAWS Related Complaints:

Much of what we want to regulate is covered by the Community Radio Broadcasting Codes of Practice (2025), but we also have some areas where we make our own policies.

The Station's policies, codes, specific agreements and/or bylaws are available on the stations website www.huonfm.com

- Which one of our policies, codes or bylaws do you think has not been followed?
- What part of our policies, codes or bylaws do you think has not been followed?
- What happened that didn't follow the policy?
- What do you think should be done now?
- When, Where and Who was involved ?

3. COMMUNITY RADIO BROADCASTING CODES OF PRACTICE related Complaints:

Do you think someone may have done something in breach of the Community Radio Broadcasting Codes of Practice? <https://www.cbac.org.au/community-broadcasting/codes>

Our station is bound to follow the Community Radio Broadcasting Codes of Practice 2025 (the Codes), all volunteers are expected to complete the training, show evidence of this for it to be recorded against the volunteering roles and responsibilities, and sign agreements that reflect that they will abide by these 'codes'.

If we at the station (and/or any volunteers) get it wrong, we can be investigated by the Australian Communications Media Authority.

Please send through the following information to the grievance officer in writing:
grievance.officer@huonfm.com

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From previous page...

The Codes are available from the Grievance/Complaints Officer or on our website www.huonfm.com

- What part of the Codes do you think has not been followed?
- What happened that didn't follow the Codes?
- What do you think should be done now?
- Have you got a dispute with another member of the Association? If yes,
 - Who or what are you in dispute with?
 - What's the nature of the dispute?
 - Do you want to proceed to mediation, as provided for in our complaints policy?
(Both parties must agree to use mediation and, until the person responsible in this process has checked in with both of them - we can't guarantee that this option will happen.)
 - What do you think should be done now?

What happens next?

We'll check with the section responsible to see what they have to say about it. When they respond, we'll check back with you. If they haven't sent me an answer in the next 30 days, we'll get back to you and say what we're doing about it. These issues are reported to the Board/Management Committee using as much discretion and confidentiality as the situation allows.

On behalf of the Board/Management Committee and those involved in the running of the station through all the dedicated Volunteer involvement, ***Thanks for your feedback.***

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WORKFORCE (Volunteer) COMPLAINT

As a worker (staff or volunteer) at Huon and Kingston FM Community Radio - you may have issues with the work you're asked to do, or fellow volunteers involved in the station.

There are three ways that people working within the system might want to lodge complaints.

1. If they feel that they've been mistreated,
2. If they see problems in the organisation that they want to report,
3. Or both.

Some of these complaints will relate to

- Health and safety,
- Industrial relations, and/or
- Related to other issues – including the conduct of other volunteers.

Which stream do you think is appropriate in this case?

- ☐ Health and safety
- ☐ Industrial relations
- ☐ Other - What's the nature of the complaint – can you be specific?

What's the nature of the complaint?

You may well have some concerns that **don't come under any of those previous headings**.

You may believe that the Station, or some part of it, or some person in it, isn't necessarily breaking any rules but is nonetheless **mistaken or unfair or unethical**.

If that's the case, we'll investigate it transparently and fairly and see if there's a way for everybody to be happy.

We acknowledge that this is not always possible, but we'll do our best to help.

- Can you please put in as much detail that is factual as possible includes, names, witnesses, dates, person who was responsible, language used.
- Have you reported this to anyone in authority at the station? If so who/when/how?

Please see our updated station Complaints Policy & Procedures for more specifics for this area.

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Workforce – Volunteer Complaint

Please start your complaint with which area you feel your complaint falls into and then:

Type of Complaint (see previous section):

What's the nature of the complaint:

Date:

Your Name:

Your full contact information:

Would you rather we communicated with you by: (please tick)

(Our preference will always be email due to the volunteers added responsibilities in these roles.)

☐ Email or ☐ Letter to your postal address

What happens next?

We'll pass your complaint to the person in charge of that section, get a response, and get back to you as soon as possible. If the complaint and the investigation need to be carried further after this initial conversation, it will be led by the appropriate area under our Complaints, Grievances and Disputes 'Policies and Procedures' format, using the Volunteer/Presenter Agreements and the station volunteer signed Code of Conduct as a guide to be used for these important governance procedures. We all want the station to be a safe and respectful place for ALL who volunteer and contribute.

On behalf of the Board/Management Committee and those involved in the running of the station through all the dedicated Volunteer involvement, ***Thank you for your feedback.***

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