

Approved by: Radio Geeveston Youth Inc. Board/ Management Committee	Approved date: 26 April 2026
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HUON & KINGSTON FM Community Radio

Grievance, Complaints and Disputes Interim Policy

1. Purpose

This policy outlines how Huon and Kingston FM Community Radio (Radio Geeveston Youth Incorporated) will manage (known as 'Complaint Processes'):

- Grievances
- Complaints
- Disputes

in a way that is:

- Fair
- Respectful
- Confidential
- Timely
- Consistent with our governance obligations

This policy supports compliance with:

- Community Radio Broadcasting Codes of Practice (2025) – Code 10
- Broadcasting Services Act 1992 (Commonwealth)
- Tasmanian Work Health and Safety legislation
- Privacy Act 1988 (Commonwealth) and relevant privacy principles

It also works alongside the stations:

- Code of Conduct
 - Volunteer, Presenter and Committee Agreements
 - Constitution and Governance Policies
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2. Scope

This policy applies to:

- Volunteers (including presenters)
- Contractors and service providers
- Executive and Management Committee members
- Members of the Association
- Members of the public engaging with the station

It applies to matters occurring:

- On station premises
 - During station activities or events
 - Within station systems (email, messaging, broadcast content)
 - In any context that impacts the station, its people, or its reputation
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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.*

3. Guiding Principles are our VALUES (in Practice)

Integrity. Respect. Accountability. Safety & Security. Fairness.

All grievance, complaint and dispute processes must reflect the station's values:

Integrity

We act honestly and ethically at all times.

- Complaints are handled transparently and truthfully
- Decisions are evidence-based

Respect

We treat all people with dignity and courtesy.

- All parties are heard without judgement
- Communication remains professional and respectful at all times

Accountability

We take responsibility for actions and decisions.

- Issues are addressed, not avoided
- Outcomes are clearly communicated and recorded

Safety & Security

We prioritise the wellbeing of all people and the protection of the station.

- Psychological safety is maintained throughout the process
- Risks to individuals and the station are actively managed

Fairness

We ensure consistent and equitable treatment for all.

- No bias or favouritism
- Procedural fairness is applied in every matter, regardless of who is involved

These values guide behaviour expectations under the Code of Conduct and all station agreements.

All grievance, complaint and dispute processes will also ensure:

- Information is shared on a need-to-know basis only
- Breaches of confidentiality may result in disciplinary action

4. Alignment with Code of Conduct & Agreements

All grievances and complaints will be assessed against:

- The Code of Conduct
- Signed Volunteer / Presenter / Committee Agreements
- Relevant station policies and procedures

Failure to comply with these documents may result in outcomes as outlined in those agreements and policies.

5. Types of Complaints

In accordance with Code 10, the station recognises **three main types of matters**:

5.1 Codes of Practice Complaints

Complaints alleging a breach of the Community Radio Broadcasting (CBAA) Codes of Practice.

5.2 Internal Grievances, Complaints and Disputes

Matters involving:

- Volunteers
- Members
- Committee or governance issues
- Workplace or behavioural concerns

5.3 Legislative / Licence Complaints

Complaints relating to the station's compliance with regulatory obligations, including:

- Broadcasting Services Act 1992 (Commonwealth)
- Licence conditions
- Regulatory compliance

These matters will be managed by the Management Committee, led by the President.

- The Management Committee retains final decision-making authority in these matters
- Responsibility is shared across the Executive members
- The Grievance Officer will support the process where appropriate

All parties must act in accordance with:

- The Code of Conduct
- Principles of confidentiality
- Procedural fairness

6. Making a Complaint – ALL Complaints/Grievances

The station will ensure clear and accessible ways to make a complaint, including:

- Email
- Written correspondence
- Online or printed complaint form

Information on how to make a complaint will be publicly available via the station's website:

 www.huonfm.com

7. All complaints need to include:

- Name and contact details (unless anonymous)
- Description of the issue
- Date, time and relevant details
- Any supporting evidence

Please refer to the station website for up-to-date guidance on submitting complaints.

8. CBAA: Codes of Practice (Broadcasting) Complaints (5.1)

REGARDING: Community Radio Broadcasting Codes of Practice (2025)

Timeframes and Requirements

A Code (5.1) complaint must:

- Be submitted within **30** days of the relevant broadcast
- Include relevant evidence with as much detail as possible
- Be acknowledged promptly in writing
- Be responded to within **60** days

All complainants will:

- Be treated respectfully
- Be kept informed within the constraints of confidentiality and procedural fairness
- Be provided with clear, factual reasons for decisions

If unsatisfied, complainants may refer the matter to the Australian Communications and Media Authority (ACMA). The station will inform the complainant of their right to refer the complaint to the ACMA if they are unsatisfied with the station's response.

9. Internal Grievances, Complaints and Disputes (5.2)

Timeframes and Requirements

Internal matters will:

- Be managed separately from Code Complaints
- Follow internal resolution processes
- Where appropriate, include:
 - Mediation
 - Escalation pathways
 - External review options (e.g. Australian Charities not- for- profit Commissions (ACNC) or other bodies)

Note: The ACMA does NOT manage internal station disputes.

Timeframes:

- Matters will be addressed as soon as reasonably practicable, recognising the volunteer nature of the organisation
- Providing clear and detailed information will assist in timely resolution

Refer to the station procedures document for full process details – Available on www.huonfm.com

10. The Handling of ALL Complaint Processes

All complaints will be:

- Assessed objectively
- Managed in line with procedural fairness
- Directed to the appropriate person (e.g. Grievance Officer or Management Committee)

Confidentiality:

- The highest level of confidentiality will be maintained, within the practical limits of a small volunteer organisation

Where appropriate, the station or appointed representatives may:

- Seek further information
- Undertake a discreet investigation
- Engage an independent mediator
- Seek external advice (including legal or specialist support)

Temporary Measures (Risk Management)

Where required, individuals may be asked to:

- Step down from duties temporarily
- Return keys, access credentials or station property

This:

- Does **not imply guilt**
- Ensures safety of all parties
- Protects station operations and security
- Aligns with the station's values of Safety & Security

11. Matters Not Required to be Investigated

The station is not required to progress complaints that are:

- Frivolous or vexatious
- Offensive or abusive
- Repeated complaints about the same issue previously investigated
- Requests where no response is required
- Matters subject to police or legal proceedings

12. Record Keeping

The station will:

- Keep complaint records securely for a minimum of **4 years**

Records will include:

- Outcomes
- Decisions
- Actions taken
- Recommendations

Serious matters:

- Permanent records will be kept for serious breaches against membership information, including:
 - Expulsions
 - Disciplinary Actions

Broadcast material:

- Retained for **60 days** where a complaint is made

All record keeping will comply with ACMA requirements.

13. Confidentiality and Privacy

All parties must:

- Maintain strict confidentiality during and after the process
- Not share or publish complaint details externally (verbally or in writing)

Refrain from any:

- Gossip
- Malicious discussion
- Unauthorised disclosure

Any of the above may:

- Breach the Code of Conduct
- Impact outcomes
- Breach the Privacy Act 1988 (Commonwealth)
- Breach the Station's Code of Conduct

14. Outcomes and Actions

Outcomes may include:

- Informal resolution
- Mediation
- Required training or mentoring
- Formal warnings (including first and final warnings)
- Suspension or removal of duties
- Temporary suspension during investigations

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- Removal of access (systems, premises, programs)
- Formal written apologies where appropriate
- Termination of volunteer role
- Referral to external authorities

All outcomes will be:

- Proportionate
- Evidence-based
- Aligned with station values and governance policies

15. Continuous Improvement

The station will:

- Monitor complaint trends
- Report to the Management Committee (standing agenda item)
- Improve systems, policies and training

Complaints are recognised as a valuable tool for strengthening the organisation.

16. Grievance Officer

The station will appoint a Grievance Officer annually following the AGM.

This role will:

- Support fair and confidential handling of complaints
- Guide the process
- Maintain independence and appropriate boundaries

Where possible, the station will appoint individuals with relevant skills and experience. If suitable the grievance officer can remain in the role over consecutive years. See the website for the name of the Grievance Officer.

Contact:

 grievance.officer@huonfm.com

17. Review

This policy will be:

- Reviewed annually
- Updated in line with legislative and regulatory changes

The most current version will be available via the station website.

Important Notes on this policy

- This is an interim policy that has been worked through with the CBAA; Community Radio Broadcasting Codes of Practice (2025) team to ensure it is compliant with Best Practice.

However, we would still like to review this before the end of 2026 as it is a working/living document within our stations Governance Structure. It is therefore important that this is looked at through a curious lens as a minimum annually, but certainty with a critical viewpoint after events where this policy was used in a practical sense.

- This document was prepared with the knowledge that our new **Code of Conduct** and the new **constitution** would be implemented within weeks of this being written.
- This policy aligns with the Huon and Kingston Fm Community Radio's Constitutional changes as at April/May 2026.

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