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HUON & KINGSTON FM COMMUNITY RADIO

Grievance, Complaints and Disputes – Procedures

Introduction and Guidance

This document outlines the **step-by-step procedures** for managing grievances, complaints and disputes at Huon & Kingston FM Community Radio station.

This document needs to be read in conjunction with the station's:

- Grievance, Complaints and Disputes Policy
- Code of Conduct
- Volunteer, Presenter and Committee Agreements
- Station Constitution

All current policies and procedures are available via:

 www.huonfm.com

The purpose of this procedure is to make sure that the Station has an accessible, safe, responsive, efficient, fair and accountable system for dealing with complaints and disputes that is integrated into the way our station operates.

This procedure outlines the roles and responsibilities of everyone at the Station. It will take you step-by-step through the process for dealing with complaints and disputes at our station.

Any person working for the Station including staff and volunteers, will follow the steps set out in this procedure when dealing with a complaint or dispute.

Regulatory and Governance Framework

These procedures align with:

- Community Broadcasting Association of Australia (CBA) - Codes of Practice (2025)
 <https://www.cbaa.org.au/community-broadcasting/codes>
- Australian Communications and Media Authority (ACMA)
- Broadcasting Services Act 1992 (Commonwealth)
- Relevant Tasmanian legislation
- Best practice standards for not-for-profit Tasmanian volunteer organisations

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.

Responsibilities

It is the responsibility of everyone at the Station to help make our handling of complaints and disputes accessible, safe, responsive, efficient, fair and accountable.

- **The President and the Executive team from the Management Committee** are responsible for appointing Grievance Officer/s and ensuring that all workers who handle complaints and disputes at any stage of the process are trained and supported. They are also responsible for dealing with complaints and disputes that are escalated to them and for ensuring that records are reviewed. The entire Management Committee will be responsible at various stages of the different processes. (See details below in the processes for the three different types of procedures listed).
- **Grievance Officer/s** are responsible for guiding, assisting and keeping those who raise complaints and disputes informed through each stage of the process. Grievance Officer/s facilitate the complaints process; they do not act as advocates for the person raising the complaint or dispute. Complaints Officer/s will oversee the evaluation and resolution of the complaint or dispute, ensure records are kept and delegate or escalate all or part of the handling where appropriate.
- **All workers (including volunteers and paid staff)** at the Station understand our complaints, grievance, and disputes policy and procedure, and have signed and agreed to follow the Code of Conduct policy, and their respective agreements for the roles they hold. They understand where and how to access this information from the stations website and how to follow the necessary procedures. All workers know who the complaints officer/s are and assist in responding to complaints and disputes when requested.

Choosing the Correct Procedure

This document contains three (3) separate procedures depending on the type of complaint.

Procedure 1 – Codes of Practice Complaints (Policy 5.1)

For:

- Any Broadcast content concerns
- Community Broadcasting Association of Australia (CBAA) - Codes of Practice (2025) breaches
- Australian Communications and Media Authority (ACMA) related matters

Procedure 2 – Internal Grievances, Complaints and Disputes (Policy 5.2)

For:

- Volunteers, presenters, members
- Behavioural or conduct concerns
- Governance or interpersonal issues

Procedure 3 – Legislative / Licence Complaints (Policy 5.3)

For:

- Legal or regulatory compliance
- Licence conditions
- Broadcasting Services Act matters

Important Information Before Making a Complaint

Before submitting a complaint:

- Ensure your concern is raised **in good faith**
- Provide **clear, factual information**
- Maintain **confidentiality throughout the process** (Think CAREFULLY about your communication style and with who you share this information) You could change the desired outcome if you have not followed this step yourself
- Familiarise yourself with the station's policies and values – Are you reacting unfairly?

All parties are expected to:

- Act respectfully
- Maintain confidentiality
- Follow formal processes
- Avoid discussing matters outside the appropriate channels

Training and Expectations

All volunteers, including presenters MUST:

- Complete **CBAA 'Codes of Practice' training (Community Radio Broadcasting)**
- Provide evidence of this to the Radio Station's Secretary

This is a mandatory requirement prior to undertaking *any* duties.

Need Assistance?

Grievance Officer: grievance.officer@huonfm.com

Secretary: secretary@huonfm.com

Other options and further information is available at www.huonfm.com

****There will be a complaints and grievance template available on the website to make this procedure as simple as possible for anyone needing information.***

However, if you need further support – We are happy to offer this.

Please email either of the above contact emails for assistance in lodging a complaint (For simplicity, our preference would be **the station's Grievance Officer** where possible please.)

PROCEDURE 1: Codes of Practice Complaints (Policy 5.1) (Broadcast / ACMA Related)

Step 1 – Complaint Submission

Submit via:

- Email
- Written submission
- Complaint form

PLEASE Include the following:

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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.

- Name and contact details
- Program name
- Date and time
- Description of concern
- Relevant Code reference (if known) relating to the CBAA - CODES OF PRACTICE)
<https://www.cbaa.org.au/resources/resource-library/code-10-complaints-and-disputes>

Complaints must be submitted within **30 days** of the violation

Step 2 – Acknowledgement

Within **7 days**:

- Acknowledge receipt of the complaint
- Confirm process to be followed
- Advise submitter of the expected response timeframe (up to 60 days)

Step 3 – Assessment Process Completed

- Confirm there is a valid Code complaint
- Check sufficient detail
- Request further information if required
- Initial risk assessment for the station and the volunteers

Step 4 – Investigation

May include:

- Reviewing broadcast recordings
- Reviewing station systems/data
- Gathering statements
- Reviewing the Community Radio Broadcasting Codes of Practice (2025)

Recordings will be retained for **minimum 60 days**

Step 5 – Decision to be Determined

Board/Management Committee (or official delegate) to determine the following:

- Did a breach occur?
- No breach?
- There is insufficient evidence

Decision must align with CBAA Codes of Practice, any Station Policies, Code of Conduct, Signed Agreements and Evidence

Step 6 – Outcome

Within **60 days**, provide:

- Summary
- Findings
- Reasons
- Actions taken based on the Stations Policy and Constitution

Include in writing that the complainant may escalate complaint to the ACMA as an option

Step 7 – Record Keeping

- Record in Complaints Register
- Retain minimum **4 years**
- Report to Management Committee

PROCEDURE 2: Internal Grievances, Complaints & Disputes (Policy 5.2) (Volunteer / Member / Behavioural)

Step 1 – A Concern Arises

May relate to:

- Code of Conduct misalignment (Policy available on the website: www.huonfm.com)
- Behaviour
- Governance
- Safety
- Relationships

Informal resolution encouraged where appropriate

Step 2 – Informal Resolution

Where safe:

- Discuss respectfully between parties (listen and be curious)
- Clarify misunderstandings to ensure you have read the situation correctly
- Seek **neutral** support if available.

If unresolved → proceed formally (See below)

Step 3 – Formal Complaint

Submit to Grievance Officer including:

- What happened
- When
- Who was involved
- Witnesses - names & contact information if you have it
- Evidence to support your complaint

Must be made in good faith and align with the station's Values, and Code of Conduct Policy.

Step 4 – Acknowledgement of your complaint

This will be received within **7 working days**:

- Acknowledgement of receipt
- Confirmation of next steps
- Reinforce confidentiality and need to follow protocols

If you haven't received a written response from the grievance Officer within 7 working days – please forward a note to the station Secretary. This process will be treated with same confidentiality and privacy to be expected from the Secretary and the Board/Management Committee nominated complaints person.

Step 5 – Initial Assessment

To be determined:

- Seriousness
- Risk level to safety, and to station governance
- Appropriate pathway

Step 6 – Immediate Risk Management (if required)

May include:

- **Temporary** stand-down
- Removal of access (Station premises, electronic access etc)
- Respectful separation of parties as directed

Not disciplinary — safety measure only

Step 7 – Investigation

May include:

- Interviews
- Evidence gathering
- Witness statements

All processes must remain fair, neutral and as confidential/private as possible. During this process – ALL PARTIES DIRECTLY INVOLVED to keep information as private as possible and not speak of this in ways that may harm the station or the volunteer's reputations. This may affect the desired outcomes and be considered when decisions are made about the outcomes.

Step 8 – Review & Recommendation

- Assess all findings
- Provide recommendation/s

Must involve **neutral** Committee member.
No conflicts of interest can be found.

Step 9 – Decision (Who and When)

- **Minor matters** → The Grievance Officer (with support from ONE chosen Executive or Board/Management Committee member **who are neutral** and can respect the confidentiality involved in the matter.) Together they can deliberate and weigh up the findings. The correspondence to always come from the Grievance Officer (Where possible) in an official capacity.
- **Serious matters** → The grievance officer (G.O.) will present their report and recommendations to the Executive Team of the Board/Management Committee with reasonings. This step is judged based on the seriousness of the risk to the volunteers and the station. This may involve a dedicated meeting that can be convened at short notice with either the Executive members if urgent, or the entire Board/Management Committee if possible and time permits. This process is still to be treated with utmost confidentiality and not to be spoken about outside of the confines of those involved directly until it is deemed appropriate (if at all). Direction to be given with full agreement of the Executive & the Grievance Officer. The actions to be officially noted by the Grievance Officer.

Any Expulsion matters must align with Constitution (Rules 35–37)

Step 10 – Outcome

May include:

- No action
- Mediation
- Expected Training
- Supervision

- Probationary period and altered duties
- Written apologies to parties involved (Sincere and with expectations of future changes)
- Full payment for any property, equipment or physical damage caused (in reasonable time frames)
- Warning (can be a final warning imposed)
- Suspension (Temporary or permanent removal as a volunteer)
- Permanent removal from some/all duties
- Expulsion (via a constitutional process)

Step 11 – Outcome Communication to all parties; will be

- Respectful
- Confidential
- Provide clear reasoning

Step 12 – Record Keeping and Follow up

- Will be securely stored
- Monitoring of outcomes and expectations actions if required
- Report to Management Committee – the outcome will be recorded against membership
- Check in with those involved and referrals to other support services if required
- Complaint & Outcomes to be lodged against Volunteer/Members details and kept in station records.

PROCEDURE 3: Legislative / Licence Complaints (Policy 5.3) **(High Risk / Regulatory)**

Step 1 – Complaint Received

Immediately escalate to:

- President
- Executive Committee

Record in Complaints register by President, Public Officer or Secretary – Keep secure

Step 2 – Acknowledgement

Within 7 working days:

- Confirm receipt
- Outline process
- Advise the person making the complaint about the ACMA escalation option
 - Potential escalation to Australian Communications & Media Authority (ACMA)

Step 3 – Governance Review

The Executive Committee team will inform the Management Committee and as a team they will:

- Assess risk and determine level of seriousness
- Determine compliance issue
- Identify legal obligations
- Use any relevant outside sources that can support the investigation and the processes

Step 4 – Investigation

Led by:

- President
- Executive
- Grievance Officer (in a support role)

May include:

- Document review
- Seeking legal advice
- Regulatory consultation
- Internal Reviews

Step 5 – Risk Management

Where required:

- Suspend activities
- Restrict access
- Implement controls designed to mitigate risks

Step 6 – Decision

Board/Management Committee retains all authority and has full decision-making permission. All relevant members working together to obtain best possible outcome for the station and its secure future.

Decision must:

- **Protect all licences**
- **Meet legal obligations**
- **Be fully documented and stored securely**

Step 7 – Outcome to be Provided

Provide written response including:

- Findings
- Actions taken, who is responsible (incl email contact details), and expected time lines.
- Compliance measures

Advise the Complainant that they may contact the **Australian Communications & Media Authority (ACMA)** directly
<https://www.acma.gov.au/>

Step 8 – Reporting & Compliance

- Maintain full secure records
- Report to Board/Management Committee (MC)
- Incident and complaint remain an ongoing Board/MC Agenda item until completion
- All actions to be tracked by President including timelines, who is responsible, what has been implemented and when it has been completed. All to be kept securely and treated transparently.

End of Procedure document