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from the mountains to the sea

2 triple b-fm

ABN 87 202 627 542

Bellingen Shire's Community Radio

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Bellingen Community Communications Cooperative Limited Complaints Policy & Procedure

Introduction

Bellingen Community Communications Cooperative Limited acknowledges the rights of our listeners, members, volunteers and community stakeholders to make a complaint in writing about alleged non-compliance with both our licence conditions within the Broadcasting Services Act 1992 (the *Act*) and the requirements outlined in the Codes. A complaint is a serious dissatisfaction with some aspect of Bellingen Community Communications Cooperative Limited known as 2bbb FM's broadcasting provision, programming, broadcasters or content.

Purpose:

To ensure that Bellingen Community Communications Cooperative Limited known as 2 bbb FM responses to complaints appropriately and in a timely manner, addressing all relevant issues and will outline our legal requirements relating to complaint handling.

Policy

The Board of 2bbb FM Community Radio will make every reasonable effort to resolve complaints except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith. Complaints and feedback are dealt with fairly, promptly, confidentially and without retribution.

1. 2bbb FM acknowledges the right of our listeners, members, volunteers and Community Stakeholders to:
 - a. Comment and make complaints in writing concerning alleged non-compliance with both the licence conditions in the *Act* and the requirements outlined in the Codes;
 - b. Program content, and
 - c. The general service provided to the community.
2. 2bbb FM will broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.
3. 2bbb FM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.

4. 2bbb FM will ensure that:
 - a. Complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible;
 - b. Complaints will be responded to in writing within 60 days of receipt (as required in the Act), and the response will include a copy of the Codes.
5. Complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
 - a. Formally lodged their complaint with the licensee and
 - b. Received a substantive response from the licensee and are dissatisfied with this response or did not receive a response from the licensee within 60 days after make the complaint.
6. A written complaint or response **must** be by letter to the complainants address or email. No complaints will be taken by phone or fax.
7. A responsible officer of the licensee will maintain a record of complaints and responses for a period of at least two years from the date of the complaint.
8. The record of complaints and responses will be made available to ACMA on request.

Confidentiality of Complaints and Disputes

As far as possible, the fact that an individual has lodged a complaint and the details of that complaint are kept confidential amongst Board Members, members and volunteers directly concerned with its resolution. The complainant's permission is obtained prior to any information being given to other parties that it may be desirable to involve in order to satisfactorily resolve the complaint or dispute.

Reporting and Record Keeping

To ensure 2bbb FM can make a full response to ACMA if requested, the station will include in their procedures the following steps:
To keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for one year, including:

- I. the date and time the complaint was received,
- II. the name and address of the complainant,
- III. the substance of the complaint, and
- IV. the substance and date of the licensee's response. 2bbb FM

COMPLAINTS PROFORMA

Remember to treat all complaints from the public in a serious and polite manner. The person would not bother to make the complaint unless they held a genuine interest in the station and felt they had legitimate concerns. Do not be dismissive of their approach to the station. Assure them that their complaint will be taken seriously and will be dealt with professionally and according to established policy.

Nature of Complaint

A complaint should relate to a Code of Practice. Note: Complaints relating to potentially

defamatory material must be relayed to 2 bbb FM Insurance Company immediately including the following information as a minimum:

Program associated with complaint:

Date and Time of Program Broadcast:

.....
.....

Contact Details of Complainant

Name of person making the complaint:

.....

Address:

.....
.....

Telephone: (B).....

(H).....

Mobile.....

Email:.....

Complaints Process

This process must be completed within 60 days from the date on the Complaints Form

Board Approval Date:6th February 2014

Schedule 1

| Bellinghen Community Communications Cooperative COMPLAINT FORM | | | |
|---|------------------|----------------|--|
| Date: | | Time: | |
| Name of Complainant: | | | |
| Address of Complainant: | | | |
| Email Address: | | | |
| Telephone No: | Business: | Mobile: | |
| | Home: | | |
| The substance of the Complaint: | | | |
| Program associated with complaint: | | | |
| Date and Time of Program Broadcast: | | | |
| Broadcast: | | | |
| Office Use Only | | | |
| Investigation Commencement Date: | | | |
| Date of Written Response: | | | |
| Copy of Written Response lodged in the Complaint Register: | Yes: | | |
| | No: | | |
| Date of entry to the Complaint Register: | | | |

Schedule 2

| Bellingham Community Communications Cooperative COMPLAINT REGISTER | | | |
|---|--------------|--|------------------------------|
| DATE: | NAME: | THE SUBSTANCE OF THE COMPLAINT: | DATE OF RESPONSE: |
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