

V. Complaints Handling Policy (Code 1.6)

A. Purpose

- 1) The purpose of this policy is to outline the most appropriate way for 1WAY FM to respond to complaints, and other comments from members of the public.
- 2) 1WAY FM acknowledges the right of our listeners, members and volunteers to comment and make complaints and welcomes their feedback.

B. Policy

- 1) Any comments or complaints made to the station must be documented in writing, unless received in writing, if a response is required.
- 2) A written complaint or response can be a letter or email.
- 3) Complaints and comments fall into the following categories concerning:
 - a) alleged non-compliance with the licence conditions in the Act and/or the requirements outlined in the Codes,
 - b) program content, and
 - c) the general service provided to the community.
- 4) 1WAY FM will ensure that:
 - a) complaints will be acknowledged as soon as possible, except where a complaint is clearly frivolous, without grounds or not made in good faith,
 - b) complaints will be investigated and responded to, in writing, within 60 days of receipt (as required in the Act) and the response will include a copy of the Codes,
 - c) complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
 - i) formally lodged their complaint with the licensee, and
 - ii) 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 making the complaint.

C. Reporting and Record Keeping

- 1) 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.
- 2) The record of complaints and responses will be made available to ACMA on request.
- 3) To ensure stations can make a full response to ACMA if requested, the station is advised to include in their procedures the following steps:
 - a) 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.

Approved by the Board of Canberra Christian Radio Ltd at its meeting on 19 August 2019