

**BOWEN COMMUNITY BROADCASTING ASSOCIATION INC.**  
**95.1 GEMFM**



## COMPLAINTS HANDLING POLICY & PROCEDURE

### **Background**

CBA Code 1.6 outlines our legal requirements relating to complaint handling.

Interpretation:

The Act: The Broadcasting Services Act 1992 (BSA)

The Code: The Community Radio Broadcasting Codes of Practice 2008 (CBA)- Code 1.6

### **Purpose**

The purpose of this policy is to outline the most appropriate way for 95.1 GEMFM to respond to complaints, and other comments from our listeners, members, and volunteers. Refer also to Policy Code 1.5 Internal Conflict for member complaints.

### **Policy**

1. 95.1 GEMFM acknowledge the rights of our listeners, members, and volunteers to make complaints in writing concerning:
  - a) 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. 95.1 GEMFM will broadcast one on-air-announcement each week that contains information about the Codes and where listeners can get a copy.
3. 95.1 GEMFM 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. 95.1 GEMFM 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, (BSA section 14B) 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 in writing, and
    - ii) received a substantive response from the licensee and are dissatisfied with this response or have not received from the licensee within 60 days after making the complaint.A written complaint or response can be a letter or email.
5. A responsible person of the licensee will maintain a record of complaints and responses for at least two years from the date of the complaint.
6. The record of complaints and responses will be made available to ACMA on request.

### **Reporting and Record Keeping**

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:

Complaints Handling Policy –

1. The date and time the complaint was received.
2. The name and address of the complainant.
3. The substance of the complaint.
4. The substance and date of the licensee’s response.

Contact Details for ACMA are:

Community Broadcasting Group

Australian Communications and Media Authority

PO Box Q500, Queen Victoria Building, Sydney NSW 1230 email community [broadcasting@acma.gov.au](mailto:broadcasting@acma.gov.au)

**95.1 GEMFM COMPLAINTS PROCEDURE FORM for COMPLAINTS**

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.

Ask the complainant if they could document their complaint in writing and forward to:

The President 95.1 GEMFM

Via either: station email ([gemfm@live.com.au](mailto:gemfm@live.com.au)), station Website ([www.95.1gemfm.org](http://www.95.1gemfm.org)) , or PO Box 122 Bowen 4805

**Nature of Complaint**

**A complaint should relate to a Code of Practice:**

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**Program associated with complaint:**

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**Date and time of program broadcast:**

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**Contact Details of Complainant:**

**Name of person making complaint:**

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**Address:**

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**Phone Number and email address:**

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**Complaints Process**

This process must be completed with 60 days from the date on which the complaint was made.

The appropriate person at the station

Name: \_\_\_\_\_

Date: \_\_\_\_\_

ACTION	Y	N	Date
Receives the verbal complaint			
NOTES:			
Receives the formal complaint in writing			
NOTES:			
Checks the logged program material & keeps for 60 days			
NOTES:			
Sends written station response to complainant:			
NOTES:			
Organises follow-up with complainant:			
NOTES:			
Provides contact details for ACMA to complainant			
NOTES:			
All relevant documents in Complaints File			