



COMPLAINTS HANDLING POLICY

Background

93.7 Edge FM accepts complaints in writing (paper, email) or in person at 93.7 Edge FM office. Albeit accepted, we herewith explicitly discourage complaints over the phone.

Purpose

The purpose of this policy is to outline the most appropriate way for 93.7 Edge FM to respond to complaints, and other comments from members of the public.

1. 93.7 Edge FM acknowledges the right of our listeners, members and volunteers to:
 - a) Comment and make complaints in writing concerning alleged non-compliance with both the license conditions in the Act and the requirements outlined in the Codes,
 - b) Program content, and
 - c) The general service provided to the community.
2. We broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.
3. 93.7 Edge 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. 93.7 Edge 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,
 - 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.A written complaint or response can be a letter or email.
5. A responsible officer of the station will maintain a record of complaints and responses for a period of 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 ensure stations can make a full response to ACMA if requested, the station has been advised to 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.

93.7 Edge FM COMPLAINTS PRO FORMA

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 our insurance company immediately. Include 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: (H)..... Mobile.....

Email:.....

Nature of complaint:
.....

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