



Policy  
Last updated

Complaints handling  
6 June 2022

## INTRODUCTION

Community radio is about understanding, relating to, respecting and responding to community needs, values and priorities. Sometimes, our listeners will hold strong views that may conflict with your personal beliefs or expectations or the station's policies and that conflict can trigger a complaint to the station, the CBAA or the ACMA.

The challenge we must all manage, well, is to establish, initiate and comply with processes that enable our differences to be constructively managed. When framed in a positive way, good listening skills and the right questions can provide a pathway to acceptable solutions for all parties.

This document outlines the policy and processes Sunshine FM applies when managing and responding to complaints. For the purposes of this policy, a complaint means an assertion made in writing that relates to station output or activity, its licence conditions or responsibilities under the Code of Practice.

## WHAT CONSTITUTES A COMPLAINT

The complaint may be made to the station by any individual (including Association members) or person legitimately acting on behalf of an organisation. The complaint is considered lodged if it is received by the licensee (the station), a person acting with the apparent authority of the licensee or a Sunshine FM Association member who provides his or her name and address to the Complainant.

## PURPOSE OF THIS POLICY AND HOW WE RESPOND

Sunshine FM's complaint handling policy complies with Code 7 'Complaints' described in the CBAA Codes of Practice.

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

1. Sunshine FM acknowledges the right of our listeners, members and volunteers to make complaints in writing about alleged non-compliance with both the licence conditions in the Act and the requirements outlined in the Codes.
2. Sunshine 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.
3. Sunshine FM will ensure that:
  - a. complaints will be received by a responsible person in normal office hours and receipt is acknowledged in writing;
  - b. complaints will be conscientiously considered, investigated if necessary and responded to substantively, as soon as possible;
  - c. complaints will be responded to in writing within 60 days of receipt, as required by the Act, and the response will include a copy of the Codes; and
  - d. 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 Sunshine FM in writing; and

- ii. received a substantive response from Sunshine FM and are dissatisfied with this response, or have not received a response from Sunshine FM within 60 days after making the complaint;
  - iii. A written complaint or response can be a letter, fax, or email, as advised by the ACMA.
4. A responsible person within Sunshine FM will maintain a record of complaints and responses for at least two years from the date of the complaint; and
5. The record of complaints and responses will be made available to ACMA on request.

### **REPORTING COMPLAINTS AND RECORD KEEPING**

To ensure Sunshine FM can make a full response to the ACMA if requested to do so, Sunshine FM will keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for one year, including:

- the date and time the complaint was received;
- the name and address of the complainant;
- the substance of the complaint and the substance and date of Sunshine FM's response.

Last updated 06/06/2020