



## Complaints Handling Policy and Procedure

### 1. INTRODUCTION

- 1.1. Barossa Broadcasting Board Inc. (BBBfm) acknowledges the right of its audience to comment and make complaints, concerning any aspect of program content and general service provided to the community.
- 1.2. Our listeners will be treated with the utmost respect always, including during a complaint.
- 1.3. Complainants will be encouraged to put their complaint in writing, particularly if the subject of the complaint indicates a potential transgression of Community Broadcasting Association of Australia (CBA) Codes of Practice, Australian Communications Media Authority (ACMA) Community Broadcasting Participation Guidelines, the Broadcasting Services Act, conditions of our broadcasting licence, or BBBfm Policies.
- 1.4. BBBfm will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious, or not made in good faith.
- 1.5. Feedback from listeners, eg a comment about the content or presentation of a program, or a suggestion for a particular program format, is not treated as a complaint, but does require the recipient to:
  - i) Thank the listener for their feedback and assure them that it is appreciated, and thank them for listening to BBBfm.
  - ii) Assure the listener that the feedback will be forwarded immediately to the appropriate person.

### 2. PURPOSE OF THIS POLICY

- 2.1. The purpose of this policy is to outline the most appropriate way for BBBfm volunteers to respond to complaints from our listeners, and to ensure that volunteers manage complaints in compliance with the CBA Codes of Practice, ACMA Community Broadcasting Participation Guidelines, or conditions of our broadcasting licence.
- 2.2. This policy also covers additional actions which BBBfm will take, including:
  - iii) Ensuring that listeners are aware of the process for making complaints by broadcasting at least one on-air announcement each week that contains information about the Community Radio Codes of Practice and where listeners can get a copy.
  - iv) Ensuring that complaints will be conscientiously considered, investigated if necessary and responded to appropriately and as soon as practicable.
  - v) Ensuring that complainants are aware of the course of action available to them if they are dissatisfied with the response received from BBBfm.
  - vi) Ensuring that record-keeping in relation to complaints is maintained appropriately, and available to ACMA on request.
- 2.3. This policy does not cover complaints from volunteers about other volunteers, which is covered in the BBBfm Internal Conflict Policy.

### 3. PROCEDURE

- 3.1. On receipt of a complaint from a listener, the volunteer should encourage the complainant to put their complaint in writing, particularly if the subject of the complaint indicates a potential transgression of CBA Codes of Practice, ACMA Community Broadcasting Participation Guidelines, the Broadcasting Services Act, conditions of our broadcasting licence, or BBBfm Policies.
- 3.2. Complaints in writing must include details of the subject of the complaint; the form for collecting information which is included in this document can be used as a guide to the listener as to what should be included in the written complaint. Complaints may be made via email.
- 3.3. If the listener does not wish to put their complaint in writing, it must be pointed out to the complainant that it is a requirement of this policy that, for the complaint to be investigated and acted upon appropriately, and the listener advised of the outcome, it is important that the listener supply their name and contact details.

- 3.4. If the volunteer is a program presenter who currently is presenting a program to air:
  - i) The volunteer may take written note of the complainant's name and contact details and a brief description of the nature of the complaint, noted with the date and time the complaint was received.
  - ii) Advise the complainant that their complaint will be immediately passed to a Board member, who will contact them within two (2) days for further information.
  - iii) The volunteer must forward that information immediately to the Chairperson.
- 3.5. If the volunteer is attending the studios but is not a program presenter or is not presenting a program at the time the complaint is made:
  - i) The volunteer must ensure that they complete the form for collecting information which is included in this document.
  - ii) Advise the complainant that their complaint will be immediately passed to the Chairperson, who will ensure that the complaint will be investigated and responded to in writing within 60 days of receipt.
- 3.6. On receiving the complaint, the Chairperson, or a person appointed by the Chairperson, will:
  - i) Contact the complainant for more information as needed.
  - ii) Investigate the circumstances of the complaint and discuss with any volunteers involved.
  - iii) If necessary, implement the BBBfm Disciplinary Action Procedure.
  - iv) Respond to the complainant in writing within 60 days of receipt (as required in the Broadcasting Services Act Section 14B) and include a copy of the Community Broadcasting Code of Practice.
  - v) In the response, advise the complainant that they have the right to refer their complaint to the ACMA, and supply ACMA contact details, provided they have first:
    - a) Formally lodged their complaint with BBBfm as the licensee of the Community Broadcasting licence.
    - b) Received a substantive response from the licensee and are dissatisfied with this response.

**4. REPORTING AND RECORD KEEPING:**

- 4.1. The Complaint checklist attached to this document must be completed for all complaints received.
- 4.2. BBBfm will ensure that complaints forms will be stored for at least two years by a responsible person.
- 4.3. BBBfm will provide complaints information to ACMA on request, in a format advised by ACMA.
- 4.4. To ensure BBBfm can make a full response to ACMA if requested, we will keep a record of material relating to complaints for one year, including logging tapes or audio copies of broadcast material, 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 the licensee's response.

**Related Documents**

- CBA Codes of Practice
- ACMA Community Broadcasting Participation Guidelines
- Broadcasting Services Act 1992
- BBBfm Disciplinary Action Procedure
- BBBfm Sponsorship Policy

<b>Amendments to this Policy</b>		
<b>Date Approved</b>	<b>Item Number</b>	<b>Details of Amendment</b>
9 <sup>th</sup> February 2022	Full Policy and Procedure	Adoption of this Policy and Procedure in its entirety

## BBBfm Listener Complaint checklist

Remember to treat all complaints from the public in a serious and polite manner. The person would not bother to make the call unless they held a genuine interest in the station and felt they had legitimate concerns. Do not be dismissive of their approach 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 licence or Code of Practice condition.

NB: Complaints relating to potentially defamatory material must be relayed to your insurance company immediately.

**Record the complaint just as the complainant describes it:**

.....  
 .....

**Program and/or Program Presenter associated with complaint:**

.....

**Date and Time of Program Broadcast:**

.....

**Contact Details of Complainant:**

Name of person making the complaint: .....

Address: .....

Telephone: (B)..... (H)..... Email: .....

Name of the person who received the complaint: .....

Date the complaint was received: .....

**Complaints Process:**

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

Name of Station Representative: .....  
 (person appointed by BBBfm Board to manage the complaint process)

Position of station representative: .....

Appointed by: ..... Date the process commenced:.....  
 (name of Board representative)

ACTION	Yes	No	Date
Verbal complaint received			
Written complaint received			
Program logger checked (audio must be retained for one year)			

Additional action taken to prepare written response, eg interview of relevant program presenter/s and/or witness/es to the alleged incident:			
Written station response sent to complainant, with: <ul style="list-style-type: none"> <li>• a copy of the Community Broadcasting Code of Practice;</li> <li>• ACMA contact details (*)</li> </ul> Refer Policy item 3.6			
Further action recommended, eg Refresher training for program presenter; Disciplinary process to be implemented			
Any further response received from complainant			
Date for follow-up with complainant, eg meeting, phone call			
All relevant documents in Complaints File			
Date this process approved by the Board of BBBfm			

(\*) As at 1<sup>st</sup> February 2022, options for making a complaint to ACMA are to complete an online complaint form via the ACMA website <https://www.acma.gov.au/complain-about-program-tv-or-radio>, or write to ACMA at PO Box Q500, Queen Victoria Building, Sydney, NSW, 1230.  
*Always check that these details are current before advising the complainant.*

**Result:**        The complaint is:                    resolved                    unresolved

If the complaint has not been resolved to the satisfaction of the complainant and/or the Station representative, the Board must determine further action to be taken.

Station representative signature: .....

Date this **process** approved by the Board of BBBfm: .....

Further action to be taken by the Board:
--