



## PBA-FM COMPLAINTS POLICY

### Background

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

1. PBA-FM acknowledges the right of our listeners, members and volunteers to comment and make complaints in writing concerning:
  - a. alleged non-compliance with both the licence conditions in the Broadcast Services Act and the requirements outlined in the Community Radio Broadcasting Codes of Practice,
  - 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 Community Radio Broadcasting Codes of Practice and where listeners can get a copy.
3. PBA-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. PBA-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 Community Radio Broadcasting Codes of Practice,
  - c. complainants are advised in writing that they have the right to refer their complaint about a Code matter to The 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.
5. A written complaint or response can be a letter, fax or email.
6. A responsible officer of PBA-FM will maintain a record of complaints and responses for a period of at least two years from the date of the complaint.
7. The record of complaints and responses will be made available to The ACMA on request.

## Reporting and Record Keeping

PBA-FM will keep a record of material relating to complaints, including logging files or audio copies of broadcast material, and written documentation for one year, including:

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

## PBA-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. NB: Complaints relating to potentially defamatory material must be relayed to our insurance company immediately.

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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 the complaint:

.....

Address:

.....  
.....

Telephone:

(B) ..... (H) .....

### Complaints Process

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

The appropriate person at the station:

Name: .....

Date: .....

Action	Yes	No	Date
Receives the verbal complaint  Notes:			
Receives the formal complaint in writing  Notes:			
Checks the logged program material (and keeps the log for 60 days from the date of complaint)  Notes:			
Sends written station response to complainant  Notes:			
Organises follow-up with complaint (e.g. meeting)  Notes:			
Provides contact details for The ACMA complaint*  Notes:			
All relevant documents in complaints file  Notes:			

\* Contact details for The ACMA are as follows,

Community Broadcasting Complaints  
Community Broadcasting Group ACMA  
PO Box Q500  
Queen Victoria Building  
Sydney NSW 1230

email to: [communitybroadcasting@acma.gov.au](mailto:communitybroadcasting@acma.gov.au)

fax to: (02) 9334 7799

See: ACMA Web Site - [acma.gov.au](http://acma.gov.au)

### **Results**

The complaint is:

- resolved
- unresolved

Name of station representative: .....

Position: .....

Signed: .....