

# **3mFM COMPLAINTS POLICY**

**Document No: 2.5.1**  
**Date of Endorsement:**  
**Date Last Reviewed:**  
**Signature:**

**Version No: 1**  
**8<sup>th</sup> March 2012**  
**22 Feb 2022**  
**Position Held: Station Manager**

## **PURPOSE**

The purpose of this policy is to outline the most appropriate way for **3mFM** to respond to complaints, and other comments from members of the public.

1. **3mFM** 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 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. **3mFM** will make every reasonable effort to resolve complaints, except where a complaint is without sufficient grounds or not made in good faith.
4. **3mFM** 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, fax or email.

5. A responsible officer of the licensee 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.

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## **REPORTING AND RECORD KEEPING**

To ensure we are able to make a full response to ACMA if requested, we agree to undertake the following steps:

Keep a record of material relating to complaints, including logging tapes 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.

## **3mFM COMPLAINTS PRO-FORMA**

We will treat every complaint from the public in a serious and polite manner. We understand that the person would not bother to make the complaint unless they held a genuine interest in the station and felt they had legitimate concerns. We will not be dismissive of their approach to the station. We will 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.

.....  
.....  
.....  
.....

Program associated with complaint:

.....

Date and Time of Program Broadcast:

.....

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## **CONTACT DETAILS OF COMPLAINANT**

Name of person making the complaint:

.....

Address:

.....

.....

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

Mobile:

Email:

## **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: .....

<b>ACTION</b>	<b>Y</b>	<b>N</b>	<b>DATE</b>
Receives the verbal complaint			
<u>NOTES:</u>			
Receives the formal complaint in writing			
<u>NOTES:</u>			
Checks the logged program material (and keeps the log for 60 days from date of complaint)			
<u>NOTES:</u>			

# **3mFM COMPLAINTS POLICY**

Sends written station response to complainant			
<u>NOTES:</u>			
Organises follow-up with complainant (e.g.: meeting)			
<u>NOTES:</u>			
Provides contact details for ACMA to complainant *			
<u>NOTES:</u>			
All relevant documents in Complaints File			
<u>NOTES:</u>			

\* Contact Details for ACMA are as follows:

Community Broadcasting Group  
 Australian Communications and Media Authority  
 PO Box Q500, Queen Victoria Building  
 Sydney NSW 1230 Fax: (02) 9334 7799 Email:  
 community[broadcasting@acma.gov.au](mailto:communitybroadcasting@acma.gov.au)

## **Result**

The complaint is .....                      ▶ resolved                      ▶ unresolved

Name of station representative:

.....

Position:

.....

Signed:

.....