



Policy & Procedures

Paradise FM 101.9

Cherry Street Ballina NSW 2478

Complaints and Grievance Policy

Purpose:

Paradise FM Community Radio Association Inc. acknowledges the rights 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.

Policy:

Paradise FM Community Radio Association Inc shall make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.

Paradise FM broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.

Procedure:

- Complaints shall be received by a responsible person in normal office hours 9am to 4pm, and receipt is acknowledged in writing. (A written complaint or response can be a letter, fax, or email).
- Complaints will be conscientiously considered, investigated if necessary, and responded to substantively as soon as possible.
- Complaints shall 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.
- 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 in writing,
 - (ii) received a substantive response from the licensee and are dissatisfied with this response or have not received a response from the licensee within 60 days after making the complaint.
- A responsible person of the licensee will maintain a record of complaints and responses for at least two years from the date of the complaint.
- The record of complaints and responses will be made available to ACMA on request.

Policy: Complaints and Grievance Policy			
Effective Date:	June 2022	Review Date:	June 2025
Version: 01		Uncontrolled when printed	



Reporting and Record Keeping

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.

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

Related Legislation: Work Health and Safety Act 2012
Health and Safety Regulations 2012

Consulting Bodies: Community Broadcasting Association of Australia

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