



YARRA VALLEY FM

Complaints handling policy

Purpose

To outline our legal requirements relating to complaint handling

- We acknowledge the rights of our listeners, members and volunteers to make complaints in writing, which can be by post or email, about alleged non-compliance with our broadcasting licence conditions and/or the requirements outlined in the Codes of Conduct.
- We will broadcast at least one on-air announcement each week that contains information about the Community Radio Codes of Conduct and where listeners can get a copy.
- We will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
- We will ensure that complaints will be:
 - received by a responsible person in normal office hours and receipt is acknowledged in writing
 - conscientiously considered, investigated if necessary, and responded to substantively as soon as possible
 - 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 advice that the complainant has the right to refer the complaint about a Code matter to the Australian Communications and Media Authority, provided the complainant has first formally lodged their complaint with the licensee in writing and 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.
- The Station Manager will maintain a record of complaints and responses for at least two years from the date of the complaint and make these available to ACMA on request.

Other relevant policies

Staff and volunteers are encouraged to read this policy in conjunction with other station policies.

More information

If you have a query about this policy or need more information please contact the Station Manager or Chair of Committee of Management.