

## **PROCEDURE – COMPLAINTS**

### **Purpose of Procedure**

The purpose of this procedure is to provide guidance in dealing with complaints.

### **Background**

This procedure is based on Association Rules and government regulations.

### **Procedure**

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

Eastern Community Broadcasters Inc. (Radio Eastern) 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 or email.

Eastern Community Broadcasters Inc. will maintain a record of complaints and responses for a period of at least two years from the date of the complaint.

The Secretary of the Committee of Management or his/her authorised representative shall be the Investigations Officer on behalf of the Licensee..

The record of complaints and responses will be made available to ACMA on request.

This Procedure is supported by the following Policy (ies):

<b>Policy Name</b>	<b>Folder</b>	<b>Tag</b>	<b>Rev. Number</b>	<b>Rev. Date</b>	<b>Revision by</b>