

## **POLICY – COMPLAINTS**

### **Purpose of Policy**

The purpose of this policy is to outline the most appropriate way for Eastern Community Broadcasters Inc to ensure complaints, and other comments from members of the public are dealt with in a satisfactory way.

### **Background**

This policy is based on Association Rules and government regulations.

### **Policy**

Eastern Community Broadcasters Inc 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. programme content, and
- c. the general service provided to the community.

Eastern Community Broadcasters Inc. (Radio Eastern) will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.

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

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

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