

PROCEDURE – COMPLAINTS

Purpose of Procedure

The purpose of this procedure of Eastern Community Broadcasters Inc. hereafter referred to as Radio Eastern fm, is to provide guidance in dealing with complaints.

Background

This procedure is based on Association Rules and government regulations.

Procedure

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

Radio Eastern fm will ensure that:

- a. complaints when received in writing will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible,
- b. complaints will be responded to in writing or email as soon as received by the complaints officer, initially thanking the person and to advise the issue will be investigated and a full response will follow ASAP.
- c. complainants are advised of the outcome in writing and further 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 a reasonable period after making the complaint.

A written complaint or response can be a letter or email.

Radio Eastern fm 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 Complaints Policy (ies):

Procedure reviewed and updated: 06-03-2025