



BRAIDWOOD FM COMPLAINTS POLICY

PURPOSE

The purpose of this policy is to outline the most appropriate way for Braidwood FM to respond to complaints, and other comments from members of the public.

1. Braidwood FM 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) program content, and
- c) the general service provided to the community.

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

3. Braidwood FM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.

4. Braidwood FM 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.

5. A responsible officer of the licensee will maintain a record of complaints and responses for a period of at least two years from the date of the complaint.

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

A Complaint form is available on the website at <https://braidwoodradio.com.au/forms/>