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| **LISTENER COMPLAINTS**  |

# INTRODUCTION

2RPH is committed to being open and responsive to any complaints or suggestions for improvement made by its listeners. 2RPH will at all times seek an outcome to a formal complaint which is satisfactory to the parties, and in line with the Community Radio Codes of Practice (Appendix A). Radio 2RPH will endeavour to incorporate suggestions for improvement into programme delivery and station operation. 2RPH must adhere to the Community Radio Codes of Practice and this policy also addresses complaints related to 2RPH’s adherence to the Community Radio Codes of Practice (below).

**2RPH SERVICE STANDARD**

4. Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

**PURPOSE**

The Listener Complaints policy presents the way in which the organisation encourages and collects feedback from service users or other stakeholders and manages complaints about its services or activities.

The purpose of this policy is:

1. to establish the principles which are to govern 2RPH’s response to listener complaints.
2. to ensure the existence of procedures through which listeners, members of the Cooperative or staff can communicate complaints and suggestions for improvement regarding any aspect of 2RPH’s programming and operations.
3. To enable 2RPH to address all complaints through ensuring that they are recorded, considered, resolved and monitored.
4. To ensure that complaints and suggestions for improvement are actively encouraged, received, considered and if appropriate, acted upon with their implementation monitored and recorded.
5. To ensure that all stakeholders are aware of the content of this policy and associated procedures.

**POLICY**

1. 2RPH shall implement and maintain a complaints procedure to ensure that all complaints are responded to in a timely and impartial fashion.
2. 2RPH shall ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes.
3. 2RPH shall notify listeners that have a suggestion for improvement or complaint in relation to any aspect of 2RPH’s operations to express this via the relevant procedures in accordance with Community Radio Codes of Practice requirements
4. 2RPH shall address all complaints in a confidential manner. Only the people directly involved in making, investigating or resolving a complaint will have access to information about the complaint and the complainant.
5. 2RPH shall ensure that the complaint investigation process is impartial. No assumptions will be made or any action taken until all relevant information has been collected and considered.
6. 2RPH shall ensure that any complaint is free of repercussions for the complainant.

1. Where a complainant requests the involvement of a support person or advocate to assist them in dealing with the complaint, 2RPH will act to enable this support person to be included in the process.
2. The 2RPH General Manager will be responsible for managing the complaints procedure.
3. All information relating to a formal complaint will be kept on the 2RPH Complaints Register.
4. 2RPH shall ensure that listeners are aware of their rights to lodge a formal complaint and of their option to take a matter to other external agencies. Where a dispute has not been adequately resolved or where independent assistance is sought to make a complaint, complainants are referred to the NSW Ombudsman. Further information about the NSW Ombudsman can be found at [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au) or by calling (02) 9286 1000 or 1800 451 524 (rural/regional callers only). Level 24, 580 George Street, Sydney NSW  2000.
5. 2RPH recognises the right of individuals to escalate a matter if the complaints procedure has not resolved the issue to their satisfaction.

**DEFINITIONS**

(see Quality Framework & Definitions document)

**DOCUMENTATION**

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| **Applies to:** Listeners, members and staff, including volunteer staff, making or receiving a complaint about 2RPH |  |
| **Specific responsibility:** Chair, 2RPH Board |
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| **Context:** This procedure relates to |
| Standards or other external requirements | **Standard for service**4. Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement. |
| Legislation or other requirements | Community Radio Broadcasting Code of Practice 2008Broadcasting Services Act 1992 |

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| **Related Documents**  |
| 2RPH policies  | Code of ConductQuality Framework & Definitions Stakeholder Feedback Volunteer Management |
| 2RPH procedures and other documents | Listener Contact FormListener DatabaseComplaints Register Listener Contact formR.05.02 Access to Confidential InformationGrievance Complaints and Disputes procedureStaff Orientation & Induction procedure |

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| **Reviewing and approving this policy** |
| Frequency | **Person responsible** | **Approval** |
| Biennially | Chair, 2RPH Board | 2RPH Board |

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| **Policy review and version tracking** |
| **Review** | **Date Approved** | **Approved by** | **Next Review Due** |
| 1 | 31 July 2014 | Board of Directors |  By June 2016 |
| 2 | July 2016 | Board of Directors | August 2018 |
| 3 |  |  |  |

**APPENDIX A**

**COMMUNITY RADIO CODES OF PRACTICE – Code 7: Complaints**

This policy deals specifically with 2RPH’s legal requirements relating to complaint

handling under the Community Radio Codes of Practice (adapted from <http://cbaa.org.au/News_And_Publications/Code-of-Practice/Codes-of-Practice-Appendix-8> - accessed 21.07.2014).

1. 2RPH acknowledges the rights of listeners, members and volunteers to make complaints in writing about alleged non-compliance with both the license conditions in *the Act* and the requirements outlined in the Codes.
2. 2RPH will broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.
3. 2RPH 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. 2RPH will ensure that:
	1. all complaints are received by a responsible person in normal office hours and receipt of a formal complaint (defined as a complaint related to 2RPH’s obligations under the Community Radio Codes of Practice) is acknowledged in writing;
	2. all complaints will be conscientiously considered, investigated if necessary, and responded to substantively as soon as possible;
	3. formal complaints will be 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
	4. formal complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
		1. formally lodged their complaint with the licensee in writing; and
		2. 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.
	5. A written complaint or response can be a letter, fax, or email.
5. A responsible person of 2RPH will maintain a record of complaints and responses for 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.
7. Reporting and Record Keeping:
2RPH will keep a record of material relating to all formal complaints, including logging tapes or audio copies of broadcast material, and written documentation for one year, including:
	1. the date and time the complaint was received;
	2. the name and address of the complainant;
	3. the substance of the complaint; and
	4. the substance and date of the licensee’s response.