



WAGGA WAGGA COMMUNITY MEDIA INCORPORATED (WWCMI)

Complaints Policy

Introduction

The *Broadcasting Services Act 1992 (the Act)* outlines the legal framework for community broadcasting and explains the role the sector plays in delivering diverse media services that reflect a sense of Australian identity, character, and cultural diversity.

The Act vests responsibility for monitoring all broadcasting services, including community broadcasting services, in the *Australian Communications and Media Authority (ACMA)*. ACMA is responsible for allocating and determining the conditions that apply to broadcasting licences, and for guiding industry groups in developing Codes of Practices.

The *Community Radio Codes of Practice (the Codes)* set out the guiding principles and policies for programming on community broadcasting stations.

This policy complies with the requirements of ACMA and *Codes of Practice* Number 1.6.

Background

WWCMI acknowledges the rights of its listeners and members to make complaints about alleged non-compliance with both the licence conditions in the Act and the requirements outlined in the *Community Broadcasting Codes of Practice*, program content and the general service provided to the community.

Information about *the Codes* and how a copy can be obtained is broadcast on a daily basis.

Purpose

The purpose of this policy is to outline the manner in which WWCMI will respond to complaints received both verbally and in writing.

Policy

1. Verbal complaints either by phone or in person will be listened to carefully and courteously by the presenter or other personnel taking the complaint, with the complainant asked if they would like to make a formal complaint in writing.
2. If the complainant does not wish to formalise the complaint in writing, the complainant should be thanked for their feedback and the complaint will simply be noted in the Studio Day book if it is made after hours, and/or, referred to the station manager during office hours.
3. If the complaint is serious enough to warrant further action, the station manager may choose to contact the complainant to discuss further options.
4. If the complainant wishes to put their complaint in writing, they will be advised to forward their written complaint to the station manager or the chairperson of the Board of Management.

5. A written complaint or response can be by letter, fax or email.
6. Every reasonable effort will be made to consider, investigate, respond to and resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
7. All written complaints, regardless of how they are received, will be responded to within 60 days of receipt as required by *the Act* and the response will include a copy of the *Codes*.
8. Complainants will be advised in writing that they have the right to refer their complaint about a Code matter to ACMA, provided they have first:
 - a. formally lodged their complaint with WWCMCI in writing, and,
 - b. received a substantive response from WWCMCI and are dissatisfied with the response or have not received a response within 60 days of making the complaint.
9. The station manager will maintain a record of complaints [Register of Complaints] and responses for at least two years from the date of the complaint and such record will be made available to ACMA on request.
10. The record of material relating to complaints, will include where relevant, logging tapes or audio copies of broadcast material, along with written documentation, including:
 - a. the date and time the complaint was received,
 - b. the name and address of the complainant,
 - c. the substance of the complaint, and
 - d. the substance and date of the licensee's response.

WWCMCI Related Documents

Register of Complaints.