

Complaints-Handling Policy

Narwee Baptist Community Broadcasters Ltd

1. Purpose

This policy ensures that complaints from listeners, members, volunteers, or the public are handled fairly, promptly, and in compliance with the Community Radio Broadcasting Codes of Practice (2025).

2. Scope

This policy applies to all complaints regarding:

- Compliance with the Codes of Practice or licence conditions
- Program content
- General service provided to the community

3. Policy Statement

- The station acknowledges the right of its audience to comment and make complaints in writing.
- Complaints will be received by a responsible person (that is, the Station Manager, Company Secretary, or a nominated Board Member) during normal office hours.
- Every reasonable effort will be made to resolve complaints, except where a complaint is clearly frivolous, vexatious, or not made in good faith.
- The complaints process will be publicised on-air and on the station website.

4. Lodging a Complaint

- Complaints must be made in writing (by letter, email, or online form).
- Contact details for complaints will be published on the station's website and announced on-air.
- Anonymous complaints may be considered at the station's discretion.

5. Handling Complaints

- All complaints will be acknowledged in writing within 7 days of receipt.
- Complaints will be conscientiously considered, investigated if necessary, and responded to as soon as practicable.
- A written response will be provided within 60 days of receipt, including a copy of the Codes of Practice.
- If the complainant is dissatisfied with the response or receives no response within 60 days, they may refer the complaint to the Australian Communications and Media Authority (ACMA).

6. Record Keeping

- A record of complaints and responses will be maintained for at least two years, including:

- Date and time received
- Name and address of the complainant
- Substance of the complaint
- Substance and date of the station's response
- Audio copies of relevant broadcast material will be retained for at least one year.
- Records will be made available to ACMA on request.

7. Confidentiality

- All complaints will be handled confidentially and in accordance with privacy laws.
- Personal information will only be disclosed as required by law or with the complainant's consent.

8. Informing the Audience

- The station will broadcast regular announcements about the complaints process and where to access the Codes of Practice.
- Information about the complaints process will be available on the station's website.

9. Internal Review and Improvement

- Complaints and their outcomes will be reviewed by the Board of Directors to identify trends and areas for improvement.
- The policy will be reviewed annually or as required by changes in the Codes.