

WREB Co-op Limited

Complaints Policy

Purpose

The purpose of this policy is to outline the most appropriate way for 2WEB to respond to complaints, and other comments from members of the public.

2WEB 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.

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

2WEB will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.

2WEB will ensure that:

- a) complaints will be carefully considered and investigated as soon as possible,
- b) written responses will be provided within 60 days of receipt of a complaint
- c) complainants will be advised in writing that they have the right to refer any complaint about a code matter to ACMA provided they have first formally lodged their complaint with the licensee, and have received a response from the licensee and are dissatisfied with this response or did not receive a response from the licensee within 60 days of making the complaint. A written complaint or response can be in the form of a letter, fax, or email.
- d) 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.

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

Complaints reporting and record keeping

To ensure 2WEB can make a full response to ACMA if requested, 2WEB will observe the following procedures:

- a) 2WEB will keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for one year.

- b) This record will include the date and time the complaint was received, the name and address of the complainant, the substance of the complaint, and the substance and date of the licensee's response.
- c) At all times 2WEB personnel will to treat complaints from the public in a serious and polite manner. The person would not bother to make the complaint unless they held a genuine interest in the station and felt they had legitimate concerns.
- d) We encourage all personnel taking complaints to be patient and compassionate in their approach, and to avoid being dismissive of the genuinely held concerns of listeners.
- e) We must assure complainants that their complaint will be taken seriously and will be dealt with professionally and according to established policy.

The person receiving the complaint must record the following things in writing:

- a) The nature of the complaint, and details of which code that the complaint relates to in the 2WEB code of practice. Please note that any complaints relating to defamation must be immediately referred to management and to 2WEB's insurance company.
- b) The program associated with complaint,
- c) The date and time of the broadcast,
- d) The name and contact details of the person making the complaint, including address, telephone numbers and email address.

Complaints policy and procedure

2WEB management will complete this process within 60 days from the date on which the complaint was made.

The 2WEB station manager will:

- a) Receive the verbal or written complaint
- b) Check the logged program material and retain the material until the complaint is resolved,
- c) Check with other staff and volunteers for any other background or audio material,
- d) Send a written response to the complainant
- e) Included in the response will be contact details for the ACMA and any relevant details from the complaints file, and an offer to follow up any further matters through a meeting or further discussion.