



## **Listener Complaints Policy**

*This policy concerns the procedures followed to receive, assess, and respond to complaints about ArtSound's broadcast service and specific programs.*

### **Broadcasting Standards**

ArtSound acknowledges the right of our listeners, members and volunteers to make complaints in writing about alleged non-compliance with both the licence conditions and the requirements outlined in the Codes. To facilitate community awareness of Broadcasting Standards, ArtSound schedules regular promos informing listeners that they may obtain a copy of the CBAA's Code of Practice from the station.

### **Complaints Officer**

The Chair of the Program Committee also serves as the Complaints Officer. From time to time the Board may, at its discretion, appoint another person as the Complaints Office to handle a specific complaint.

### **Receiving Complaints**

Complaints will be received by office staff in normal business hours and receipt will be acknowledged in writing. A complaints log is kept at the front desk where all telephoned, written and personally lodged complaints are registered. Details of the complaint are filled out on a complaints form, which contains the following details:

- Date and time of the complaint
- Name, address and telephone number of the complainant
- Nature of the complaint, including, if applicable, the program in question
- Details of the complaint
- Name of the person taking the complaint
- Date of referral to the complaints officer
- Action taken by complaints officer

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

### **Assessing Complaints Procedure**

The Complaints Officer undertakes to investigate the complaint, discussing the matter with the individual/s responsible in the case of a particular program/s.

### **Responding to Complaints**

Complaints are responded to in writing as soon as practicable (no later than six weeks from the date the complaint was first lodged), ensuring a copy of the CBAA Codes of Practice is attached.

If the complainant is dissatisfied with the response to their complaint, ArtSound advises them that they are able to contact the Australian Communications and Media Authority (ACMA) to further the matter.

### **Record of Complaints**

So that it will be in a position, if necessary, to respond to requests from ACMA, ArtSound will document the following information on each complaint received, and retain the information for two years:

- The date and time the complaint was received;
- The name and address of the person/s making the complaint;

- The substance of the complaint;
- The date and substance of ArtSound's response (for example, whether the complaint was resolved informally, through mediation, or following an investigation or appeal) and the details of any outcome;
- Written records made during any informal resolution process, formal investigation or appeals process; and
- Logging audio copies of any broadcast material relevant to the complaint, and any written documentation.