

POLICY: COMPLAINTS

CODE: CRB 8

DATE REVIEWED: _____

RATIFIED BY THE BOARD ON: _____

PURPOSE: To outline the most appropriate way for GulfFM to respond to complaints and other comments from members of the public.

GULF FM is committed to opposing and breaking down prejudice on the basis of ethnicity, race, language, gender, sexuality, age, physical or mental ability, occupation, religious, cultural or political beliefs.

GULF FM will ensure that Announcers -

- i. refrain from using offensive language on air.
- ii. refrain from playing songs that contain lyrics that promote suicide, illicit drugs or illicit drug-taking.
- iii. refrain from playing songs that berate or denigrate people.

If a complaint is received regarding any of the above, the matter will be investigated by the Board as follows:

- a. Listen to the program log/s of the alleged incident.
 - b. Write to the Complainant offering an apology and an undertaking that no further such incidents will occur.
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GULF FM -

1. Acknowledges the right of its listeners, members and volunteers to comment and make complaints in writing concerning alleged non-compliance with both the licence conditions in the Act and the requirements outlined in the Codes.
2. Will broadcast at least one on-air announcement each week that contains information about the codes and where listeners can get a copy.
3. Will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.

GULF FM WILL ENSURE THAT –

4.
 - a) Complaints will be received by a responsible person in normal office hours and receipt is acknowledged in writing.
 - b) Complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible.
 - c) Complaints will be responded to in writing within 60 days of receipt (as required in the Act) and the response will include a copy of the Codes.
 - d) Complainants will be advised in writing that they have the right to refer their complaint about a Code matter to the ACMA provided that they have first –

- i) formally lodged their complaint with GulfFM, and
 - ii) received a substantive response from GulfFM and are dissatisfied with this response, or did not receive a response from GulfFM within 60 days after making the complaint.
 - 5. A written complaint or response can be a letter, fax or email.
 - 6. A responsible officer of GulfFM (eg Secretary) will maintain a record of complaints and responses for a period of at least 2 years from the date of the complaint.
 - 7. The record of complaints and responses will be made available to the ACMA on request.
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PROCEDURES SHOULD THE ACMA REQUEST A RESPONSE:

Gulf FM will keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material and written documentation for one year, including –

- i. Date and time the complaint was received.
 - ii. Name and Address of the Complainant
 - iii. The substance of the complaint, and
 - iv. The substance and date of GulfFM's response to the Complainant.
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