

# LAUNCESTON COMMUNITY FM GROUP INCORPORATED

## Complaints Procedure

### Complaint and Grievance Policy

The Launceston Community FM Group Inc has a commitment to strive to maintain the highest standards in its dealings with its members and the community.

The Launceston Community FM Group Inc seeks to ensure that all members and presenters comply with the Codes of Conduct adopted by the Group and this policy seeks to clarify the process by which complaints about such matters will be handled.

This procedure to deal with all complaints seeks to be confidential, equitable, transparent and accessible to all concerned parties. Launceston Community FM Group Inc will receive and deal with complaints in a professional manner and welcomes feedback as an opportunity for improvement.

### Dependency

This document is dependent on the Codes of Practice adopted by the Group, and particularly on Code of Practice #7. As that document is subject to review it's specific provisions are generally not restated in this policy.

### Records

Complaints will be recorded by the Secretary and retained for a period of at least two years. These records will be available to the ACMA on request.

### Acknowledgement

If the Secretary considers the matter to be non-trivial a letter will be sent providing complainants with a formal acknowledgement on receipt, setting out the procedure to be followed to investigate the complaint and undertaking to provide a response within 60 days of the original complaint.

This letter will include a copy of the relevant Community Broadcasting Codes of Practice and will outline the appeal process available. An appropriate form of letter is attached as Appendix A.

If the complaint, grievance or suggestion is clearly frivolous, vexatious or not made in good faith the Secretary will write advising the complainant accordingly and that no further action is proposed to be taken. (The complainant then has the right to take the matter to the ACMA.)

### Reviewing Officers

The Reviewing Officers are appointed by the Management Committee to undertake such a review independently and advise the Management Committee of their findings. Normally they will be the organisation's Vice-President and Treasurer. Alternate reviewing officers may be appointed by the executive where appropriate (eg. if one is the complainant, or the subject of the complaint).

The Reviewing Officers will provide a written advice of their findings to the Secretary. Where the outcome is a broadcast apology the reviewing officers will take appropriate steps to ensure that the complainant is enabled to hear and receive the apology.

## Findings

Within 60 days of receipt of the original complaint, the Secretary will write again to the complainant advising the outcome of the investigation. The available appeal process (detailed in Code of Practice #7) will again be outlined.

## Mediation

If required by the complainant, the Secretary will engage an independent mediator in consultation with the complainant and the review officers.

---

## Appendix A – Letter of acknowledgement

On Letterhead paper

Sat, 27 November 2010

(Addressee)

Dear (Name)

I write to you regarding your complaint about (summary details) which was received on (date).

I wish to advise you that your complaint is currently being investigated in confidence and within 60 days I will advise you of the outcome of this investigation.

Should you not be happy with that outcome when I advise you, mediation may be sought between yourself and Launceston Community FM Group Inc through a mutually agreed upon independent mediator. In the case that mediation does not result in an acceptable outcome for you, it may be possible for you to take your complaint to the Australian Communications and Media Authority.

I enclose copies of the relevant Community Broadcasting Codes of Practice for your perusal. Other codes and supporting material may be found on the Community Broadcasting Association of Australia website at <http://www.cbaa.org.au/> under 'News and Publications'.

Please feel free to contact me should you require further information.

Yours sincerely

*Hon. Secretary*

*Attach: (Codes alleged breached) plus Code 7*