



CENTRAL HUNTER COMMUNITY BROADCASTERS INCORPORATED

Codes of Practice - Complaint Handling Policy

We aim to deliver the best possible service to our listeners. We also aim to ensure that our programming is compliant with the various requirements set out in the CBA Code of Conduct.

We welcome, and will engage with, all feedback, both negative and positive, from our listeners concerning any aspects of our broadcasts.

We are obliged to have in place a code of conduct for handling complaints from our listeners. This code sets out and explains our complaint process for listeners and ensures that we deal with complaints in an effective and efficient manner.

1. WHAT CAN I COMPLAIN ABOUT?

You can submit a complaint to us if you are of the opinion that a broadcast or part of a broadcast on our service has breached one or more of the following obligations:

- Not to broadcast anything which may reasonably be regarded as causing harm or undue offence, promotion or incitement to crime, including terrorism and anything which may reasonably be regarded as tending to undermine the authority of the State
- Not to broadcast anything inciting discrimination against a person or group on the basis of gender, marital status, pregnancy, age, race, colour, nationality, ethnic or national origin, physical or intellectual impairment, sexual preference, transgender status, religious or political conviction
- No invasion of privacy
- To broadcast regular News and Current Affairs bulletins
- To adhere to Advertising / Sponsorship codes
- To retain copies of broadcast audio where possible

If you have a complaint that does not fall under the categories set out above, we would invite you to avail of our feedback/complaints facility by emailing secretary@2chr.org

2. How do I make a complaint?

You can first contact us by telephone email or letter and inform us of your complaint. A member of our station will contact you to discuss what concerned you and attempt to resolve the matter to your satisfaction. If we cannot resolve your complaint to your satisfaction you should submit the following details in writing (letter or email)

- Your name and address
- The category of complaint
- The date / time of broadcast
- The name of the programme, news item or advertisement/sponsorship that you have heard that is the subject of your complaint
- Detail exactly what it was in the broadcast concerned you

In order for your complaint to be accepted and considered, it must include the above details and must refer to a programme, advertisement/sponsorship or other form of communication already broadcast on our service.

2CHR is committed to protecting the rights and privacy of individuals and will protect these rights as outlined under media law.

We will not accept complaints which we deem to be frivolous or vexatious nature.

3. How soon should I make my complaint after the broadcast?

You are required to make your complaint not more than 30 days after the date of broadcast.

Complaints submitted outside of these time periods will not be considered

4. Where should I send my complaint?

You should submit your complaint to the following address:

Postal:

The Chairman
Central Hunter Community Broadcasters
P.O. Box 421
CESSNOCK 2325

Email:

secretary@2chr.org

2CHR is not obliged to send you a copy of any broadcast. You yourself should have heard the broadcast in question.

5. What will happen to my complaint?

Once we have accepted your complaint we will work to resolve the issue/s as soon as possible. Your complaint will be carefully considered, investigated and responded to in writing by a member of our management committee.

- We will write to you to acknowledge receipt of your complaint within 7 working days.
- We will consider the issues raised in your complaint.
- We will listen to the programme/broadcast item identified in your complaint.
- Where appropriate, we will consult with any party to which your complaint relates, for example, the sponsor or the presenter to give that party an opportunity to provide observations and comments in relation to the issues raised by you.
- We will provide a response to your complaint which will, as far as possible, address all of the issues/concerns you have raised. We will set out the reasons for our decision on your complaint.

This response will be sent to you within 60 working days from receipt of your complaint.

6. What are the potential outcomes for my complaint?

We may uphold or reject a complaint. Upholding a complaint means that we believe that our programming did not comply with our obligations covered by this Code of Conduct. Rejection a complaint means we believe that our programming was in compliance with our obligation.

If we uphold your complain, we will seek to resolve it to your satisfaction in an agreed manner. The manner of resolution will be decided on a case by case basis but may include an apology, correction, clarification and/or the offer of a rebuttal.

7. Record of Complaint

If you are not satisfied with the response to your complaint you may forward details to the ACMA on www.acma.gov.au

We are required to keep a record of all complaints submitted in accordance with this Code for two years. We are obliged to provide these records to ACMA if so directed.

Our records will include copies of your complaint, our response/s and the audio copies of the broadcast material.