

Purpose

To outline the most appropriate way for 3MGB to respond to complaints and other comments from members of the public.

Rationale

A complaint should relate to a Codes of Practice. NB: Complaints relating to potentially defamatory material must be relayed to insurance company immediately.

1. 3MGB 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.
2. 3MGB broadcasts at least one on-air announcement each week that contains information about the Codes of Practice and where listeners can get a copy.
3. 3MGB will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
4. If a complaint is received the Committee of Management will:
 - (a) check the logged program material and ensure the log is kept for 60 days from the date of the complaint;
 - (b) meet to discuss the complaint;
 - (c) send the complainant a written response to the complaint;
 - (d) follow up with the complainant either by telephone or in person;
 - (e) advise complainant in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
 - formally lodged a written complaint has been lodged with the station;
 - received a response from the station and are dissatisfied with this response or have not received a response within 60 days after making the complaint.
5. The Committee of Management will maintain a record of complaints and responses for at least 2 years from the date of the complaint.
6. A record of complaints and responses will be made available to ACMA on request.
7. A written complaint or response can be a letter, fax or email.
8. 3MGB will ensure that:
 - (a) complaints will be considered, investigated if necessary and responded to as soon as possible;
 - (b) 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;
 - (c) complainants are advised in writing that they have the right to refer their complaint about a Code matter to ACMA provided they have first:
 - formally lodged their complaint with the licensee, and
 - received a substantive response from the licensee and are dissatisfied with this response or did not receive a response from the licensee within 60 days after making the complaint.
9. A written complaint or response can be a letter, fax or email.

10. A responsible officer of the licensee will maintain a record of complaints and responses for a period of at least 2 years from the date of the complaint.
11. The record of complaints and responses will be made available to ACMA on request.

Reporting and Record Keeping

3MGB 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:

- the date and time the complaint was received
- the name and address of the complainant
- the substance of the complaint
- the substance and date of the licensee's response.

Relevant Forms

Complaint Form