

Complaints Handling Procedure - Radio Station 2NURFM

Section 1 - Context

(1) This procedure outlines the process for complaints handling by the University's Community Radio Station 2NURFM. It supports the University's [Complaint and Grievance Policy](#) and should be read in conjunction with that policy.

(2) The principles adopted in this Procedure align with the guiding principles for complaints handling identified within the [Australian Communication and Media Authority](#) (ACMA) Codes of Practice and with the guidelines issued by the [Community Broadcasting Association of Australia](#) (CBAA).

Section 2 - Scope

(3) Complaints about the station can be lodged by students, staff, volunteers, members of the community or other persons under this procedure.

Section 3 - Principles

(4) The station welcomes feedback from the community. It recognises the right of the public to comment and make complaints concerning:

- a. the station's compliance with the Codes of Practice;
- b. conditions of the licence;
- c. program content, and/or the general service provided to the community.

(5) Staff, students, volunteers, members of the community and any other persons have the right to have access to an appropriate complaints handling procedure in relation to the conduct of the station.

(6) That procedure will align with Code 7 of the [CBAA](#) Codes of Practice - Handling Complaints from the Public.

(7) Wherever possible, complaints will be resolved by the radio station.

(8) Staff, students, volunteers, members of the community and any other persons may:

- a. approach the [ACMA](#) with a complaints if they have already lodged that complaint with the station and either not received a response or received an unsatisfactory response; or
- b. approach the [ACMA](#) directly if their complaint relates to:
 - i. television captioning;
 - ii. tobacco advertising;
 - iii. political advertising;
 - iv. election material;
 - v. sponsorship announcements on community radio;

- vi. access to membership of a community radio association;
- vii. advertisements about medicine;
- viii. matters relating to the Children's Television Standards, or the Australian Content Standard, or the anti-siphoning rules; or
- ix. captioning on digital, free-to-air services.

Section 4 - Procedure

Staff of 2NURFM

(9) Staff who wish to make a complaint are encouraged in the first instance to discuss any issue of concern with the Station Manager.

(10) Should the matter not be resolved, they may refer to the University's [Complaint and Grievance Policy](#) and approach:

- a. the University's Complaints Manager to make a formal complaint; or
- b. a Complaints Officer to make an informal complaint.

(11) Should the matter not be resolved, the issue may be addressed through the Dispute Settling Procedure in the staff member's [Enterprise Agreement](#) or Australian Workplace Agreement.

Volunteers

(12) Volunteers who have a complaint against the station are encouraged in the first instance to discuss the issue of concern with the Station Manager.

(13) Should the matter not be resolved, volunteers may approach the University's Complaints Managers directly to make a formal or informal complaint.

Members of the Community

(14) Members of the community who have a complaint regarding compliance; a condition of the station's licence; program content; and/or the general service provided to the community, may complain directly to the Station Manager.

(15) Community members have the option of taking unresolved matters to the University's Complaints Manager or directly to the [ACMA](#).

Students of the University

(16) Students who wish to make a complaint are encouraged in the first instance to discuss any issue of concern with the Station Manager.

(17) Should the matter not be resolved, they may refer to the University's [Complaint and Grievance Policy](#) and approach:

- a. the University's Complaints Manager to make a formal complaint; or
- b. a University Complaints Officers to make an informal complaint.

(18) The University's [Complaint and Grievance Policy](#) includes the option for a mediation process.

Section 5 - Complaint Handling by the Station

Overview

(19) The station will provide a minimum of 50 on-air announcements containing information about Community Broadcasting Codes of Practice and how audiences may access them.

(20) The station's University website will provide a link to the feedback and/or complaint process.

(21) The station will make every reasonable effort to resolve complaints.

(22) The station will ensure that complaints are:

- a. received by a responsible person in normal office hours;
- b. conscientiously considered; if necessary investigated and responded to as soon as practicable;
- c. responded to in writing within sixty days of receipt, with a copy of the Community Broadcasting Code of Practice included;
- d. stored in a permanent form that will be maintained for a period of at least two years; and
- e. made available on request to the ACMA in a format advised by the ACMA.

(23) The station will ensure that complainants are advised in writing that they have the right to refer their complaint to the ACMA in the circumstances listed in Clause 8 above.

Receipt of Complaints at the Station

Lodging complaints

(24) Complaints may be made in writing, by email, by telephone or in person.

[ACMA](#) Recording Requirements

(25) In accordance with [ACMA](#) requirements, the station will log the complaint and maintain a record of complaints in the [ACMA](#) approved format.

(26) Written complaints will be logged and filed appropriately. Complaints made by telephone or in person, will be logged using the Station's logging sheet.

Responding to Complaints

(27) All complainants will be treated with courtesy and given assurance that the matter will be forwarded to the appropriate person for attention. At the station, the appropriate person is generally the Station Manager but in some circumstances may be the Chair of the 2NURFM Advisory Board or the Director, Marketing and Public Relations.

Timeframe

(28) All complaints will be forwarded promptly to the Station Manager who will aim to provide a response in an appropriate format within five working days, well within the [ACMA](#) requirement that a response be provided to the complainant within sixty days.

Investigating Complaints at the Station

(29) The appropriate person, generally the Station Manager, will consider all information available in relation to the complaint and determine the station's response.

(30) The station will provide a written response to advise the complainant of the outcome of the investigation.

(31) The response will, if required, contain an invitation to the complainant to discuss the matter.

Resolving Complaints - Appeal Process

(32) If a complainant is not satisfied with the station's written response, then the complainant may indicate this to the station. A number of actions may be taken.

(33) The station may:

- a. review the complaint and provide another response to the complainant; and/or
- b. provide the option of attending a meeting with the Station Manager.

(34) The station will:

- a. advise the complainant of their rights under the University's [Complaint and Grievance Policy](#); and/or
- b. advise the complainant of their right to take their complaint to the [ACMA](#)

(35) Investigation of matters referred to the University's Complaints Office will be facilitated by the University's Complaints Manager.

Status and Details

Status	Historic
Effective Date	19th June 2007
Review Date	31st December 2019
Approval Authority	Vice-Chancellor
Approval Date	19th June 2007
Expiry Date	4th September 2019
Responsible Executive	Darrell Evans Deputy Vice-Chancellor (Academic) and Vice President
Enquiries Contact	

Glossary Terms and Definitions

"University" - The University of Newcastle, a body corporate established under sections 4 and 5 of the University of Newcastle Act 1989.

"Working day" - Any day other than Saturday, Sunday, or a public holiday in Newcastle, on which business may be conducted.

"Complainant" - As defined in Australian/New Zealand Standard - Guidelines for complaint management in organisations.

"Complaint" - As defined in Australian/New Zealand Standard - Guidelines for complaint management in organisations.

"Student" - A person formally enrolled in a course or active in a program offered by the University or affiliated entity.

"Program" - When referring to learning, a program is a sequence of approved learning, usually leading to an Award. For all other uses of this term, the generic definition applies.

"Staff" - Means a person who was at the relevant time employed by the University and includes professional and academic staff of the University, by contract or ongoing, as well as conjoint staff but does not include visitors to the University.