

# 2NURFM Complaint Handling Procedure

## Section 1 - Audience

(1) Complaints about the 2NURFM Radio Station can be lodged by students, staff, volunteers, members of the community or other persons under this procedure.

## Section 2 - Executive Summary

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

(3) The principles adopted in this procedure align with the guiding principles for complaints handling identified within the [Australian Communication and Media Authority \(ACMA\)](#) requirements under the [Broadcasting Services Act 1992](#) (the Act) and the [Community Radio Broadcasting Codes of Practice](#) (the Codes).

## Section 3 - Principles

(4) The station welcomes feedback from the community. It recognises the right of the public to comment and make complaints concerning its compliance with license conditions under the Act:

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

(5) This procedure aligns with Code 7 of the Codes of Practice – Handling Complaints from the Public.

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

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

- a. approach the [ACMA](#) with a complaint 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 the station's compliance to license conditions or provisions under the Act.

(8) The station will provide a minimum of 52 on-air announcements containing information about Community Broadcasting Codes of Practice and how audiences may access them.

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

## Section 4 - Complaint Handling Process

(10) Complainants who wish to make a complaint are encouraged in the first instance to discuss any issue or concern directly with the radio station. If unable to be resolved directly, the complainant may lodge a formal complaint.

(11) Formal complaints can be made:

- a. in writing to 2NURFM, The University of Newcastle, University Drive, Callaghan, NSW 2308, Australia;
- b. by email to [contact@2nurfm.com](mailto:contact@2nurfm.com);
- c. by telephone +61 2 4921 5555;
- d. or by fax 02 4921 7158.

(12) Once received formal complaint will be managed in accordance with the University's [Complaint Management Policy](#) and the Procedure.

(13) The radio station will ensure that the formal complaint is:

- a. reviewed by the Station Manager and acknowledged within 5 working days of receipt;
- b. conscientiously considered and assessed within 20 working days of acknowledgement; and
- c. responded within 60 days of receipt of the complaint in writing.

(14) 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 7 above.

### Resolving Complaints - Appeal Process

(15) If a complainant is not satisfied with 2NURFM's response then they may:

- a. appeal the formal complaint under the University's [Complaint Management Policy](#) by emailing [complaints@newcastle.edu.au](mailto:complaints@newcastle.edu.au); or
- b. take their complaint to the [ACMA](#) for review.

### ACMA Recording Requirements

(16) In accordance with [ACMA](#) requirements, the station will log the complaint and maintain a record of complaints in the [ACMA](#) approved format for a period of at least two years.

(17) Written complaints will be logged, filed and made available to the [ACMA](#) on request. Complaints made by telephone or in person will be logged using the station's logging sheet.

## Status and Details

<b>Status</b>	Historic
<b>Effective Date</b>	5th September 2019
<b>Review Date</b>	5th September 2022
<b>Approval Authority</b>	Vice-Chancellor
<b>Approval Date</b>	5th September 2019
<b>Expiry Date</b>	21st August 2022
<b>Responsible Executive</b>	Nathan Towney Deputy Vice-Chancellor Engagement and Equity +61 2 4055 3001
<b>Enquiries Contact</b>	Future Students, Communications & Engagement

## 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.

**"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.

**"Formal complaint"** - A concern which has not been resolved informally, and which is then set out in writing, and forwarded to the University's Complaints team.

**"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.