

COMPLAINTS POLICY

This is Creative Community Radio Incorporated policy document that outlines the station policy and methodology that must be followed upon receiving, responding, and dealing with complaints from members of the public.

1. Creative Community Radio Inc acknowledges the right of its audience to comment and lodge complaints in writing concerning:
 - a. Compliance with the CBAA Codes of Practice or a condition of the Licence
 - b. Program content
 - c. The general service provided to the community
2. Creative Community Radio Inc broadcasts at least one on-air announcement each week that contains information about the Community Radio Codes of Practice and where the listeners can get a copy.
3. Creative Community Radio Inc will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.
4. Creative Community Radio Inc will ensure that:
 - (a) Complaints will be received by the Station Administration Staff in normal office hours.
 - (b) Complaints will be conscientiously considered, investigated if necessary and responded to as soon as practicable
 - (c) Complainants will be responded to in writing within 60 days of receipt (as required in the BSA Section 14B) and will include a copy of the Community Broadcasting Code of Practice.
 - (d) Complainants are advised in writing that they have the right to refer their complaint to the ACMA provided they have first
 - a. Formally lodged their complaint with the licensee
 - b. Received a substantive response from the licensee and are dissatisfied with this response
5. A record of complaints form is to be maintained in a permanent storage for a period of at least two (2) years by a responsible officer of the Licensee Creative Community Radio Inc.