



**Muslim  
Community  
Radio**

## **Complaints Handling Guide**

**Policy title:** 2MFM Complaints Handling Guide  
Policy under Code 1.5 of the CBAA Code of Practice

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**Summary:** This document outlines the practices put in place to ensure the appropriate handling of complaints that may arise in the operations and/or service delivery of 2MFM. 2MFM welcomes feedback and seeks to maintain and enhance its community reputation of engaging and providing high quality services and operations.

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**Reviewed: April 2020**

## **Purpose**

This document sets out the *Muslim Community Radio's* policy for best practice on the most appropriate ways to respond to complaints and other comments from the public. 2MFM acknowledges that under sections 147 and 148 of *the Code*, our listeners, members, and volunteers have a right to comment and make complaints in writing concerning alleged non-compliance with the licence conditions, *the Act* and/or the requirements outlined in the Community Broadcasting Codes of Practice; program content and/or the general service provided to the community.

2MFM will make every effort to respond and resolve complaints in a timely manner, except where a complaint is frivolous, vexatious or not made in good faith.

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## **Background**

2MFM welcomes feedback from the community. Complaints about any aspect of 2MFM's operations, service or personal will be handled responsively, openly and in a timely manner and respecting the confidential nature of such matters. Complaints will be conscientiously considered, investigated if necessary and responded to as soon as practicable. Complaints are viewed as constructive suggestions to improve services and potentially prevent further complaints.

All complaints from the public will be treated in a serious and polite manner. Complainants will be assured that their complaint is taken seriously and will be dealt with professionally and according to established policy.

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## **Procedure – Complaints Handling**

1. **2MFM** members, listeners or other interested community members who wish to make a complaint regarding programming or any of the stations operations which they consider are in breach of the *Codes* or the licence conditions:
  - 1.1 Are encouraged in the first instance to discuss any issues verbally with the Complaints Officer
  - 1.2 Should the matter not be resolved, complainants may approach the Manager
  - 1.3 Should the matter remain unresolved,
  - 1.4 The complainant may submit a formal written complaint addressed to the Manager
  - 1.5 The Manager or Complaints Officer are responsible to act to resolve the matter, or forward the case to the Complaints Manager

- 1.6 Should the complainant not be satisfied of the resolution passed within 60 days, the complainant may approach ACMA directly.
  2. **2MFM** will ensure the following procedure in handling complaints:
    - 2.1 Complaints in writing will be received by the Complaints Officer (in most cases is the Manager) in normal office hours and receipt will be acknowledged in writing within 15 days.
    - 2.2 Complaints will be conscientiously considered and investigated, if necessary, and responded to substantively as soon as possible.
    - 2.3 Complaints will be responded to with a resolution in writing based on the outcome of the investigation or necessary inquiries, within 60 days of receipt (as required in *the Act*).
    - 2.4 The resolution will include a copy of the Codes and the contacts of ACMA.
    - 2.5 The response will, if necessary, contain an invitation to the complainant to discuss the matter.
    - 2.6 A record of complaints will be maintained in a permanent, for a period of at least two-years by 2MFM.
    - 2.7 Complaints received will be escalated to the 2MFM for monitoring and review of action purposes as required.
    - 2.8 Records of complaints will be made available to ACMA on request, in a format advised by ACMA.
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### **Investigation and Recording Guidelines**

3. To ensure appropriate documentation, 2MFM will include maintain a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for one year – including. These will include:
  - 1.1 The date and time the complaint was received;
  - 1.2 The name, address and contact details of the complainant;
  - 1.3 The substance of the complaint;
  - 1.4 2MFM Staff members and/or volunteers names (if applicable) in handling the complaint;

1.5 The date of 2MFMs' response, action taken and outcomes.

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### **Feedback Guidelines**

- 4.** 2MFM is committed to resolving issues at the first point of contact, however, this may not be possible in all circumstances, in which the above formal complaints procedure will be followed.