



Policy Statement

GRIEVANCE, COMPLAINTS, AND DISCIPLINE

RTRFM operates under the Community Broadcasting Association of Australia - Community Broadcasting Codes of Practice. Conflict resolution is covered under Code 7 and is applicable to all Members of ARL.

RTRFM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious, or the complainant is guilty of conduct detrimental to the interest of ARL.

Grievances

Grievances are also known as “Internal Conflict is the situation where the goals, values, interests or opinions of one group or individual are incompatible with, or seen to be incompatible with, those of another individual or group” (Code 6, CBAA Codes of Practice 2002). These procedures are to be used by Members of Arts Radio Limited only.

1. Details of complaint/dispute to be sent in writing to the manager of RTRFM.
2. Meeting to be held between disputants and the Manager of RTRFM with one other Board Member also to be present.
3. If the matter is still unresolved after the previous process, then the matter may be brought before a full Board meeting for resolution.
4. If all the above procedures still fail to achieve resolution, then outside mediation may be sought. If this is the case then the disputants should equally share the costs of such mediation with RTRFM.
5. The above conflict resolution procedures are only to be used in the case of genuine friction or conflict between individuals or groups within the structure of RTRFM. These procedures are not to be used to reverse programming decisions or other commercial or broadcasting decisions made by the Board of RTRFM.

Complaints

Responding to Listener complaints is an important role of the Station Manager.

The purpose of this policy is to outline the most appropriate way for Arts Radio Ltd to respond to complaints, and other comments from members of the public.

1. Arts Radio Ltd 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. We broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.
3. Arts Radio Ltd 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. Arts Radio Ltd will ensure that:
 - a. complaints will be conscientiously considered, investigated if necessary and responded to substantively 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:
 - i. formally lodged their complaint with the licensee, and
 - ii. 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.

A written complaint or response can be a letter, fax or email.
5. A responsible officer of the licensee will maintain a record of complaints and responses for a period of at least two years from the date of the complaint.
6. The record of complaints and responses will be made available to ACMA on request.

Reporting and Record Keeping

To keep a record of material relating to complaints, including logging tapes or audio copies of broadcast material, and written documentation for one year, including:

1. The date and time the complaint was received,
2. The name and address of the complainant,
3. The substance of the complaint, and
4. The substance and date of the licensee's response.

Disciplinary Action

The process for disciplinary action is a three step process which includes

1. First formal notice in writing
 - a. Second formal notice in writing
 - b. Notice of dismissal of the volunteer from duties
2. For issues that are considered minor a conversation with the volunteer may be appropriate; however this will not be considered part of the formal disciplinary action (although it may be referred to in later action.)