

*‘Your Voice in the Valley’*

**2YAS**

Yass Community Radio Assn. Inc.

Policy No. 5 .2

**Policy for Handling On-air Behaviour and/or Programme Content Complaints.**

**Purpose.**

The purpose of this policy is to outline the most appropriate way for Yass Community Radio Association Inc., to respond to complaints of on-air behaviour and programme content and should be read in conjunction with the Policy on Handling Complaints

**Procedure.**

Following are forms and a flow chart which ensure that all processes are carried out and no process is omitted.

Note. In this section, ‘subject’ means, the person named or the presenter responsible for the programme named in the complaint.

**Flow Chart.**

Complaint to member or presenter

🡪Detail to Comment Proforma as soon as possible

🡪 Pass form to President.

🡪 President advises subject of complaint received

Written complaint received. President reviews alone or with help

🡪 checks audio log if pertinent.

* advises complainant if no case
* if there is a case , advise Board and a committee is set up.

Board committee 🡪 arranges hearing

🡪decision conveyed to Board with recommendation

Board decision 🡪 conveyed to subject of complaint

🡪 appeal provision

Appeal to Association

🡪 decision conveyed to subject

🡪 complainant advised.

The above process must be completed within 60 days of receipt of written complaint.

**All paperwork kept minimum of two years**.



**COMPLAINTS PROCESS.**

*This process must be completed within 60 days from the date on which the complaint was made in writing and is initiated by the President.*

Member or programme named in the complaint. ……………………………………...

President receives formal written complaint Date ------------------------

Notes/Comment. (Review alone or by committee)-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

If committee, members----------------------------------------------------------------------------

Obtains and checks audio log of material broadcast if pertinent. Date ---------------

Notes/Comment. (Alone or committee) -----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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Written response to complainant, attach copy. Date ------------------------

If response is ‘no case to answer’, advise complainant of right to appeal to ACMA.

If decision to investigate, the Board appoints an investigating committee of three.

Members. ------------------------------------------------------------------------------------------

Arrange investigation meeting. Subject of complaint is entitled to 14 days notice. May be accompanied by an independent support person

Decision of investigating committee and any recommendation of discipline. --------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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Committee recommendation to Board. Date -------------------------

Board meeting Date

Board decision -------------------------------------------------------------------------------------……………………………………………………………………………………………………………………………………………………………………………………..

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Subject of complaint notified Date -------------------------

Complainant notified Date -------------------------

Appeal to Association within 14 days Date -------------------------

Appeal decision -----------------------------------------------------------------------------------

***N.B.***

***All paperwork to be attached to this pro-forma and filed securely.***

**Authorisation**

This policy was adopted by the Board of Yass community Radio Association Incorporated, at its meeting held on 8th December 2009. .

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Secretary President

Yass Community Radio Assn. Inc.