

RADIO FIVE O PLUS COMMUNITY RADIO

COMPLAINT POLICY

PROCEDURE

The Station may at one time or another receive a complaint, either by telephone, verbal or written regarding the quality of the programme, music or presentation etc.

The following guidelines apply to **anyone** taking the complaint on behalf of Radio Five O Plus 2SNR

- Be friendly and professional throughout the conversation
- Do not take sides – ie do not agree or disagree with person making the complaint
- When a complaint has been made and the person is willing to provide their name and contact number, complete the “Complaint Form” and place it into the Secretary’s Folder
- Record the complaint verbatim on the form. **Do not** censor the comments
- If the person wishes to remain anonymous, log the complaint regardless
- The Secretary will maintain a record of the complaint and acknowledge
- The complaint will be referred to the Management Committee to be resolved (except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith)
- Complainant to be advised by either telephone or in writing of the outcome

Updated 2014

RADIO FIVE O PLUS

COMPLAINT FORM

Complaints received from the community

DATE: _____

CONTACT DETAILS: _____

NATURE OF COMPLAINT (Record exactly the conversation)

COMPLAINT TAKEN BY: _____

Place complaint in Secretary's Folder

COMPLAINT DEALT BY _____ DATE _____

OUTCOME: