



Policies and Procedures on Complaints Handling

96.5 Inner FM 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.

We broadcast at least five on-air announcements each week that contain information about the Codes and where listeners can get a copy.

96.5 Inner FM will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.

96.5 Inner FM 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 Broadcasting Services 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, text, fax or email.

A responsible officer of 96.5 Inner FM will maintain a record of complaints and responses for a period of at least two years from the date of the complaint.

The record of complaints and responses will be made available to ACMA on request.