

## **Curtin FM 100.1 Complaints Policy**

This policy outlines the most appropriate way for Curtin FM to deal with complaints from volunteers, sponsors and listeners.

- Curtin FM makes genuine attempts to resolve all complaints it receives. The Station will keep copies of all complaints and responses.
- Complaints can be emailed via the Curtin FM website or directly to the Station Manager. People can also speak to the Manager by phone during business hours.
- Producers must highlight any complaints that need to be followed up by Station management in the phone logs. Phone logs are summarised and sent to the Station Manager weekly.
- The Station Manager will respond to written complaints within ten working days
- If the Station cannot resolve a complaint, the complainant may make a formal complaint to the Australian Communications and Media Authority or to Curtin University.
- Procedures for volunteers' complaints are captured in the Station's Volunteer Policy.
- Complaints may also be directed to Curtin University's Integrity and Standards Unit [online](#) or by telephone 92669184

*This policy has been developed in accordance with the Community Broadcasting Codes of Practice.*

**Last update July 2020**