

Complaints Management Policy

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DOC #	CM 002	APPLIES TO	All

PURPOSE

Geelong Christian Media Inc. views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who made the complaint.

A complaint is any expression of dissatisfaction about any aspect of Geelong Christian Media Inc.

A complaint can be received by phone, email or in-person.

NOTE: This policy does not cover complaints from staff and volunteers who should use Staff Grievances and Disputes Resolution Policy.

OUR POLICY

- Provide a fair complaint procedure which is clear and easy for anyone wishing to make a complaint
- Publicise the existence of our complaints procedure so that people know how to contact us and make a complaint
- Make sure everyone at Geelong Christian Media Inc. knows what to do if a complaint is received
- Make sure all complaints are investigated fairly and in a timely manner
- Make sure complaints are resolved and that relationships are repaired, whenever possible
- Gather information which helps us to improve what we do

CONFIDENTIALITY

All complaint information will be handled sensitively, telling only those who need to know and following all relevant data protection requirements.

RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with the Board.

PUBLICISED CONTACT DETAILS FOR COMPLAINTS

Written complaints may be sent to Geelong Christian Media Inc. PO Box 886, Belmont Vic 3216, or by email to listen@96three.com.au

Verbal complaints may be made by phone to the office on 03 5241 6550

RECEIVING COMPLAINTS

Complaints may arrive through channels publicised for that purpose.

All complaints made need to be recorded.

The person taking the complaint:

- Write down the facts of the complaint
- Take the complainant's name, address and phone number
- Note the relationship of the complainant to (e.g. listener, sponsor, etc)
- Tell the complainant that there is a complaint procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant for a written account to be sent so the complaint is recorded in his or her own words.

RESOLVING COMPLAINTS

Stage 1

If appropriate and if the complainant is agreeable, a complaint is to be resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

If the complainant is not comfortable dealing with the person responsible, the complainant may ask that the matter be referred directly to the CEO. If the complaint is about the CEO, the matter will be resolved directly by the Board.

Whether or not the complaint has been resolved, the complaint information should be passed on to the CEO within 10 days.

On receiving the complaint, the CEO records it on the Complaints Log. If not already resolved, they delegate an appropriate person to investigate the complaint and take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

The person handling the complaint should acknowledge the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person can expect a reply. A copy of this Complaints Procedure should be attached.

Ideally complainants should receive a definite reply within a month. In the event this is not possible, a progress report should be sent within a month indicating and any action taken as a result.

Stage 2

If the complainant feels that the problem has not been satisfactorily resolved in Stage 1, they can request the complaint is reviewed at Board level. At this stage, the complaint will be passed on to the Board Chair.

The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case.

If the complaint relates to a specific person, they should be informed and given an opportunity to respond.

The person who dealt with the original complaint at Stage 1 should be kept informed of what is happening.

Ideally complainants should receive a definite reply within one month. Should this not be possible, a progress report should be given within a month indicating when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should be describe the action taken, the conclusions of the investigation and any action taken as result of the complaint.

The decision taken at this stage is final, unless the Board decides it appropriate to seek external input.

In some cases, mediation may be appropriate and with the agreement of all involved parties.

VARIATION OF THE COMPLIANCE PROCEDURE

The Board may vary this procedure for special cases e.g. conflict of interest

MONITORING AND LEARNING FROM COMPLAINTS

Complaints should be reviewed annually to identify trends which may indicate a need to take further action.

Authorisation:

CEO of Geelong Christian Media Inc.