

POLICY DOCUMENT ON COMPLAINTS HANDLING

1. Golden Days Radio for Seniors Citizens Inc (3GDR) acknowledges the right of our listeners, members and volunteers to comment and make complaints in writing concerning alleged non-compliance with both the licence conditions in the Act and the requirements outlined in the Codes of Practice.
2. 3GDR broadcast at least one on-air announcement each week that contains information about the Codes and where listeners can get a copy.
3. 3GDR will make every reasonable effort to resolve complains, except where a complaint is clearly frivolous, without sufficient grounds or not made in good faith.
4. 3GDR will ensure that:
 - (a) complaints will be received by a responsible person in normal office hours and receipt is acknowledged in writing,
 - (b) complaints will be conscientiously considered, investigated if necessary and responded to substantively as soon as possible,
 - (c) complaints will be responded to in writing within 60 days of receipt (as per the Act) and the response will include a copy of the Codes,
 - (d) Complainants are advised in writing that they have the right to refer their complaint about a Code matter to the 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.
5. A written complaint or response can be a letter, fax or email.
6. A responsible officer of the licensee will maintain a record of complaints and responses for a period of at least two (2) years from the date of the complaint.
7. The record of complaints and responses will be made available to the ACMA on request.