

FINE MUSIC 102.5

RECORD OF LISTENER COMPLAINT

This form is to be used with the Listener Complaints Policy in Section 3.5 of the Fine Music 102.5 Policies and Procedures Manual.

COMPLAINT SUMMARY:	
NAME OF COMPLAINANT:	
Date Lodged by Reception:	
Date Referred to Complaints Officer:	
Phone(Day):	(Evening):
Phone(Mobile):	
Email Address:	
Home/ Postal Address:	

<p>NATURE OF COMPLAINT: Briefly describe the complaint, why the listener complained, and the problem as they saw it. Attach the written complaint. A complaint should relate to a Code of Practice. Complaints relating to potentially defamatory material must be advised to our insurers.</p>
Program associated with complaint:
Date and time of program broadcast:

COMPLAINTS PROCESS LOG:

Action and Comments	Yes/No	Date
Received the verbal complaint.		
Received the formal complaint in writing.		
Checked the logged program material (and arranged for it to be kept for 2 years from the date of the complaint).		
Sent written station response to the complainant. Attach a copy.		
Any follow-up with complainant (further correspondence/meetings etc.)		
Provided ACMA contact details to complainant. <i>(Community Broadcasting Group, Australian Communications and Media Authority, PO Box Q500, Queen Victoria Building, Sydney NSW 1230. Email communitybroadcasting@acma.gov.au)</i>		
All relevant documents in Complaints File?		

RESULT: This complaint is resolved? unresolved?

SIGNOFF:

Complaints Officer Name:	
Signature:	Date: