

Tasman FM Complaints and Disputes Policy and Procedure

Tasman Community Broadcasters Association Inc (Tasman FM 97.7)

Policy number	04
Approved by the Committee on	31 August 2026
Responsible person	Complaints Officer: Ron Smith (Vice President). Alternative: David Masterton (independent)
Review date	31 August 2028

Purpose

Tasman Community Broadcasters Association Inc (Tasman FM) wants an accessible, safe, responsive, efficient, fair and accountable way of dealing with complaints and disputes. We encourage people who have concerns about the station to tell us. Handling complaints well helps us keep improving the way we work and the service we provide to the Tasman Peninsula.

This document explains how complaints and disputes are handled at Tasman FM and the principles that guide us.

Who this covers

Everyone at Tasman FM: committee members, the Station Manager, presenters and volunteers. The Codes of Practice call all of these people "workers"; Tasman FM has no paid staff.

Three kinds of complaint

1. **Code complaints:** that something we broadcast, or the way we operate, breached the Community Radio Broadcasting Codes of Practice 2025.
2. **Internal complaints and disputes:** between people at the station, or about how the station has treated a member, presenter or volunteer.
3. **Licence condition complaints:** that we breached a condition of our licence or the Broadcasting Services Act 1992. These may be made to us or directly to the ACMA.

Our principles

1. **Accessible.** Complaints and disputes are handled by a Complaints Officer. We make it easy to find out how and where to raise a complaint, and we help people who need a representative to raise it for them.

2. **Safe.** No one will be treated badly because they raised a complaint or dispute. The person handling a complaint is never the subject of it and has no conflict of interest. We keep the names and details of complainants confidential as far as the law allows.
3. **Responsive.** We reply promptly, explain the process and how long it will take, and keep the person updated.
4. **Efficient.** Anyone at the station may resolve a concern on first contact by listening and giving an explanation or an apology. The Complaints Officer may pass a complaint to the person it concerns, or escalate it to the Committee.
5. **Fair.** We consider complaints objectively, decide each on its facts, give reasons, and tell people about appeal, mediation or external options.
6. **Accountable.** We keep a register, the Committee reviews it, and we fix underlying causes.

How to make a complaint

By email to tasmanfm7184@gmail.com, by letter to PO Box 1000, Nubeena TAS 7184, or on the Complaint Form (F1) available at the studio and on the station website. Tell us your name and contact details, what happened, and when. For a complaint about something we broadcast, please contact us within 30 days of the broadcast and tell us the date, time, program and what you believe breached the Codes. We do not have to resolve a complaint that is frivolous, vexatious, offensive, a repeat of a complaint already dealt with, or one that says no response is needed.

What happens next

1. **Receive and record.** Anyone who receives a complaint passes it to the Complaints Officer, who records the date, the issues raised and the contact details. Anonymous complaints are accepted, but the options for looking into them may be limited and we explain this.
2. **Acknowledge.** We contact the person within three business days to acknowledge the complaint in writing, explain the process and how long it will take. Where appropriate we try to resolve it on first contact. For a Code complaint we also tell the person they may take the complaint to the ACMA if they are not satisfied with our response.
3. **Evaluate.** The Complaints Officer considers whether the matter will get worse without quick action, whether anyone's health or safety is at risk, and whether it should be escalated to the Committee. If the complaint concerns a crime, it is reported to the police. If the Complaints Officer is the subject of the complaint, or has a conflict of interest, the alternative Complaints Officer or the Committee takes over.
4. **Resolve.** We look into the facts, explain what we found and what we propose, and listen to any remaining concerns. The outcome, with reasons and any action to be taken, is given to the person in writing and recorded in the register. Code complaints are answered in writing as soon as practicable and no later than 60 days after receipt, with a reminder of the right to refer the complaint to the ACMA.

Internal complaints and disputes follow the same steps, with these additions. We encourage people to talk to each other first, then to the Station Manager, then to the Complaints Officer. Where an

agreement cannot be reached, we offer an independent mediator where practical. A person who is the subject of a complaint is told what is alleged, given the chance to respond, and the decision is made by someone not involved. Anyone may also take a matter outside the station at any time: to Equal Opportunity Tasmania for discrimination, harassment or victimisation (1300 305 062), to WorkSafe Tasmania for a safety matter (1300 366 322), to the ACNC about the conduct of the association, or to the ACMA about a licence condition.

5. Review and record. We keep a record of every complaint and dispute, including those we decided not to pursue, for at least 24 months: the outcome and whether it was substantiated or dismissed, any recommendations, the Committee's decisions on them, and any follow-up actions. We keep a recording of any program that is the subject of a complaint for 60 days after the complaint is received, and any material the ACMA asks us to keep for as long as it specifies. The Complaints Officer reports the register to each ordinary Committee meeting, and the Committee makes sure remedies are carried out and underlying causes addressed.

Related documents

Constitution; Complaint Form (F1); Complaints and Disputes Register (F2); Code of Conduct and Volunteer Agreement; Anti-Discrimination and Respect Policy; Health and Safety Policy; Community Radio Broadcasting Codes of Practice 2025 (Code 10); Broadcasting Services Act 1992; Anti-Discrimination Act 1998 (Tas).