



BANKSTOWN-AUBURN COMMUNITY RADIO INCORPORATED (BACR)
ABN 35 737 985 863

POLICY 7(c)(1): PUBLIC COMPLAINTS AND FEEDBACK (REVISED 2026)

1. Purpose and Scope

ConnectFM 100.9 (BACR) acknowledges the right of our listeners to provide feedback or lodge formal complaints regarding our programming, community standards, or compliance with the **Broadcasting Services Act (BSA)** and the **CBA Code of Practice**. We commit to managing and resolving complaints without exerting pressure on the complainant.

2. Lodging a Complaint

- **In Writing:** To be formally considered, a complaint must be submitted in writing via letter or email (admin@connectfm.au).
- **Details Required:** The complainant must identify themselves and state the date and specific substance of the issue.
- **Accessibility:** This policy, along with a digital complaint form, is maintained on the **ConnectFM website** for public access.

3. Resolution Procedures

- **Initial Referral:** Oral or written complaints must be referred to the President or Secretary within **24 hours** of receipt.
- **Informal Resolution:** An attempt at an amicable, factual resolution will be made within **48 hours**.
- **Formal Investigation:** If a written complaint is received, the Management Committee will meet within **7 days** to discuss the matter.
- **Natural Justice:** The complainant may be invited to a "Complaint Meeting" and is permitted to bring one support person with 3 days' notice.
- **External Mediation:** The station may appoint a neutral **Facilitator** at no cost to the complainant to help clarify issues.

4. Timelines and Escalation

- **Station Response:** ConnectFM will provide a substantive written response (including a copy of the Codes) within **60 days** of receipt.
- **ACMA Escalation:** If the complainant does not receive a response within 60 days, or is dissatisfied with the response, they may refer the matter to the **Australian Communications and Media Authority (ACMA)**.

5. Record Keeping and Review

- **Retention:** Records of the complaint, including broadcast audio logs, will be kept for **one year**.
- **Annual Audit:** The Management Committee will review the nature of complaints annually to determine if station practices or policies require amendment.

APPROVED BY THE MANAGEMENT COMMITTEE 2010 / REVISED MARCH 2026