



COMPLAINTS PROCEDURE & RIGHT OF REPLY

As a Community Radio Station we do our very best to represent our entire community. However, we recognise that, no matter how hard we try, sometimes we may make honest mistakes. We welcome your feedback and any complaints you may have, about the content of our broadcasts or the way in which we operate.

We are a Community Radio Station which means that we are community owned and operated on a voluntary basis. We try our very best to represent our entire community, to be your voice, your forum for expressing your ambitions for our community.

COMPLAINTS:

We adhere to the very highest professional standards in broadcasting and community journalism, complying at all times to the provisions of the Broadcasting Code. No matter how hard we try, we acknowledge that at times we will make honest mistakes. We will treat seriously and respectfully any complaint you may have about the content of our broadcasts or the way in which the station operates. Any complaints or feedback will always be treated in the strictest confidence except in the interests of fairness, or compelled by the Regulator or a Court to divulge your identity.

We take this opportunity to outline how you should submit a complaint and how your complaint will be dealt with.

1. Please submit your complaint in writing to the Secretary of the Board of Directors, ensuring that the complaint and the envelope are marked "Private & Confidential". Please enclose a stamped addressed envelope.
2. We will acknowledge your complaint in writing and advise you how the complaint will be handled including the estimated timescale for resolution. We will also request any additional clarifying information we require at this stage.
3. Generally speaking, most complaints will be dealt with by the voluntary Board of Directors. However, if we feel that your complaint is about, or involves, the Board of Directors or their stewardship of the station we may seek external assistance in the handling of your complaint.
4. We will respond to you, notifying you of our findings and, if applicable, our proposals to resolve your complaint. We will also provide details of how you can appeal our findings, decision or proposed resolution.

Please Note: Our complaints procedure is not designed to diminish your ability to the national regulator for the Broadcasting and Communications sector (Ofcom). You can of course complain directly to them, but often issues that concern you can be dealt with to your satisfaction quicker if you contact us directly.

RIGHT OF REPLY:

An important aspect of Community Media is to give a voice to the community. We facilitate the expression of opinion and provide a forum for expressing complaints and raising issues of concern. This will often involve people complaining about public bodies or suppliers of goods & services from the private or voluntary sectors.

We are committed to affording those about whom complaints are made the right of reply by which they can explain their position and be questioned about their explanation.

If possible we will contact people in advance of airing any issue, although the nature of complaints means this may not always be possible. In maintaining the highest ethical and journalistic standards we will always do our utmost to ensure and verify the authenticity of articles featured and present issues in a fair and balanced way..

Regarding Written Statements which are often supplied when an organisation does not make anyone available to answer complaints or questions, we have a strict policy. We will acknowledge that a written statement has been sent but we will NOT read the statement on-air. As we have no opportunity to question the provider of the statement as to its accuracy, authenticity or honesty we do not feel it appropriate that Community Media should be used to read out promotional statements from organisations against whom our audience have made complaints.

We would always recommend that organisations make someone available to answer complaints and address issues on-air. We may at times pre-record this if it proves more suitable to all concerned from a time perspective but no editorial rights may be transferred if this option is taken.

From a Customer Service perspective, we would remind organisations and individuals that complaints are often an opportunity to win over customers or to explain why matters, which may be out of your control, are the way they are.

The opinions raised by listeners or volunteer presenters do not necessarily reflect the policy or opinion of our station and should not be construed as doing so.

If you feel that you have been misrepresented or treated unfairly or outside the terms of this policy, you may of course make a complaint following the procedures of our complaints procedure listed above.

