

COMPLAINTS HANDLING POLICY

Purpose

This policy is intended to ensure that we handle complaints fairly, efficiently, and effectively. We are committed to being consistent, fair and impartial in handling complaints

The accompanying procedures provide guidance to our staff (paid), and Committee of Management as to the handling of complaints raised with respect to activities, services, staff (paid and volunteers) and broadcasts, carried out under the auspices of Print Radio Tasmania Inc.

Scope

This policy applies to all staff (paid and volunteer), contractors and our governing body, receiving or managing complaints from the public and clients made to or about us, regarding; our activities, services, staff (paid and volunteers) and broadcasts, carried out under the auspices of Print Radio Tasmania Inc., or our complaint handling process.

Organisational commitment

Print Radio Tasmania expects staff at all levels to be committed to fair, effective and efficient complaint handling. The following outlines the nature of the commitment expected from staff and the way that commitment should be implemented.

The President should provide support and direction to staff in the handling of complaints. Regularly review reports on complaint trends and issues arising from complaints. Encourage staff to be alert to complaints and assist those handling the complaint to resolve them promptly. Encourage staff to make recommendations for system improvements.

Staff should treat all people with respect including those people who make complaints. Assist people who are making a complaint.

Guiding principles

An effective complaint handling system must be modelled on the principles of fairness, accessibility, responsiveness, efficiency, and integration into organisational culture.

How a Complaint can be made

If you wish to make a complaint, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a complaint with us in one of the following ways:

- By completing a feedback form on our website www.printradiotas.org.au,
- By telephoning us on 03 6224 1864
- By writing to us at Print Radio Tasmania, 136 Davey St., Hobart 7000 TAS
- By emailing us at station@printradiotas.org.au
- In person by speaking to any of our paid staff.

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

Processing a Complaint

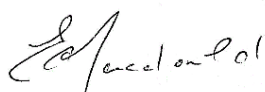
1. We Acknowledge: Within two business days of receiving your complaint we will acknowledge receipt of your complaint.
2. We review: We undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
3. We investigate: Within 7 business days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information which may be available, that could assist us in investigating your complaint.
4. We respond: Following our investigation we will notify you of our findings and any actions we may have taken in regard to your complaint.
5. We act: Where appropriate we amend our business practices or policies.
6. We record: We will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

When you make a Complaint about an employee (paid or volunteer)

If you complain about a member of our staff, we will treat your complaint confidentially, impartially, and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- informing them of any complaint about their performance,
- Providing them with an opportunity to explain the circumstances,
- Providing them with appropriate support,
- Updating them on the complaint investigation and the result



President on behalf of the Management Committee
Print Radio Tasmania Inc.
September 2019