



COMPLAINTS HANDLING POLICY

Purpose

2XX recognises that complaints, grievances and disputes may occur within an organisation with a range of stakeholders including volunteers, staff, Association members and Board members. It is also recognised that external bodies and individuals (i.e. the public) may need avenues to raise complaints with 2XX.

2XX recognises that the issue of complaint is important to the complainant and must be taken seriously. Resolving complaints, where possible, to the satisfaction of the complainant is the goal of the complaints policy process.

Complaints will be handled fairly and efficiently in order to promote high organisational standards and to maintain a positive work environment.

Scope

This policy will set out:

how to make a complaint about a 2XX volunteer, staff member, Association Member or Board Member;

- who to complain to;
- how 2XX will deal with the complaint – complaints process and timelines;
- the principles that 2XX will use to resolve complaints

This policy applies to complaints about:

- management
- governance

Definitions

Volunteer

A person who volunteers their time to 2XX in whatever capacity

Staff member

A person paid by 2XX to perform services required

Association Member

A member of the Association of 2XX Community Radio Inc.

Board member

A duly elected member of the current Board of 2XX Community Radio Inc.

Complaint handler

The person who is responsible for dealing with the complaint according to this policy

Complainant

The person/s who have made the complaint

Complaint

A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person

General principles

All complaints and disputes will be addressed promptly and within the guiding principles of:

- transparency;
- fairness;
- respect;
- accountability.

All complaints must be dealt with:

- Seriously
- quickly;
- confidentially; and
- where possible without stopping the person's right to use 2XX's services.

Email address for complaints

A special email account has been set up for the Chair of the Board to receive complaints. The address is board@2xxfm.org.au

Early resolution

All volunteers, Association members, board members and staff of 2XX are expected to work cooperatively as a team, to acknowledge any dispute at an early stage, and to resolve any dispute in the most constructive manner possible.

Conflict of interest

Any conflict of interest arising from a dispute will be declared and all steps will be taken to ensure persons working to resolve a dispute are impartial.

Confidentiality

Volunteers, staff, Association members and Board members are expected to maintain confidentiality in relation to complaints and disputes.

Except to the extent necessary, a complainant's identity or personal details should not be disclosed to other volunteers, staff, Board Members of Association Members

Information privacy principles spelt out in privacy legislation, such as the Privacy Act 1988 (Cth) should be observed when collecting, storing, using and disclosing personal information obtained in complaint handling.

Timeliness

Complaints will be dealt with in a timely manner

Transparency and communication

All communication will be clear and informative, setting out relevant facts, procedures, action and timelines.

Volunteers, staff, Association members and Board members are made aware of 2XX's procedures for managing complaints. Parties to the complaint will be kept informed of progress of the complaint.

All Board Members, Staff, volunteers and students are made aware of information about the complaints procedure as part of their induction.

Support

Complainants and persons who complaints are directed at have the right to access a support person at all stages of the complaints resolution process.

Where necessary and desired, Volunteers, staff, Association members and Board members should have access to resources and support to deal with complaints. This may range from formal training in handling disputes, directing a person to an online resource or referral to a support service.

External complaints

The same principles of transparency, fairness, respect, and accountability apply to external complaints.

2XX listeners, supporters and members of communities relevant to 2XX have the right for complaints about particular programs to be dealt with expeditiously and courteously by the station. The 2XX website will advise listeners that feedback is always welcome on 2XX programs and provide an email address where such feedback can be provided

Authorisation

Approved by 2XX Board, 28 September 2017 (updated, 16 September 2021)

Responsible person: 2XX Board Secretary

