



COMPLAINTS POLICY

Approved April 2026

FIVE-O-PLUS Public Radio Association Incorporated (2SNR)

COMPLAINT POLICY

If FIVE-O-PLUS Public Radio Association Incorporated (2SNR) receives a complaint, either by telephone, verbal or written regarding the quality of the programme, music or presentation or service, the following guidelines apply to **everyone** dealing with the complaint on behalf of FIVE-O-PLUS Public Radio Association Incorporated (2SNR).

- Staff will always be professional throughout the complaint process, collecting sufficient information, including complainants name, email address, phone number and date of complaint for a full investigation.
- Details will be recorded accurately without censorship or bias, neither agreeing or disagreeing with the complainant.
- Complainants are expected to show respect for the staff during the recording and investigation process for the complaint.
- If the person wishes to remain anonymous, the complaint will be recorded and investigated regardless.
- The Station Secretary will be responsible to record and acknowledge all details of the complaint and investigation.
- The complaint will be referred to the Management Board for resolution where it cannot be resolved easily.
- The CBAA Community Radio Broadcasting Code of Practice will be followed.
https://higherlogicdownload.s3.amazonaws.com/CBAA/f91521e2-cb7a-4f99-8ca0-552342c290f7/UploadedImages/Documents/Codes_of_Practice/CBAA_Code_s_of_Practice_A5_booklet_Updated_Digital.pdf

Approved by committee on 29 / 04 / 2026

Review Date: 29 / 04 / 2026