



Complaints Management Policy and Procedure

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Prepared by	Board Secretary
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Complaints Management Policy and Procedure

1. Background

- 1.1 JOY Melbourne Inc. (JOY Media) acknowledges the right of listeners, members, volunteers, staff and the public to make formal complaints about its broadcast content, service, activities or operations.
- 1.2 This policy is consistent with *Code 7 of the Community Radio Broadcasting Codes of Practice 2025* (the Codes), the *Broadcasting Services Act 1992* (Cth) (the Act), and sets out escalation processes that are consistent with the requirements of the Australian Communications and Media Authority (ACMA).
- 1.3 JOY Media broadcasts an on-air announcement at least once each week, advising listeners of the Codes and how they can access a copy.

2. Purpose

- 2.1 This Policy's purpose is to ensure complaints are:
 - 2.1.1 handled promptly, fairly and transparently
 - 2.1.2 investigated in compliance with JOY Media's obligations under the Codes, applicable laws and JOY Media's *Rules of Association*
 - 2.1.3 recorded and reviewed to improve JOY Media's operations and community engagement.

3. Scope

- 3.1 This Policy applies to all complaints received by JOY Media, including but not limited to:
 - 3.1.1 broadcast content and compliance with licence conditions
 - 3.1.2 JOY Media's general services
 - 3.1.3 organisational policies, procedures, processes or administration.
- 3.2 Frivolous or vexatious complaints, or those made in bad faith, may not be actioned.



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4. Complaint handling

- 4.1 JOY Media will ensure that all complaints are taken seriously, treated respectfully and considered conscientiously.
- 4.2 For broadcast and licence-related complaints, JOY Media will ensure that:
 - 4.2.1 a written response containing substantive information about the complaint will be provided within 60 calendar days of receipt, as required by the Act
 - 4.2.2 responses include information on how the complainant may escalate the matter to ACMA if dissatisfied
 - 4.2.3 the Chief Executive Officer (CEO) (or delegate) maintains a complaints register for a minimum of 2 years
 - 4.2.4 all relevant materials (e.g. audio logs, correspondence) are retained for at least 12 months from the date of the broadcast.
- 4.3 For non-broadcast or licence-related complaints, JOY Media will still ensure that it is investigated promptly, fairly and transparently, with an outcome provided to the complainant.
- 4.4 Non-broadcast or licence-related complaints will not be escalated to ACMA, though may be referred internally to the CEO, the Broadcasting Compliance Committee (BCC), the Finance, Risk and Audit Committee (FRAC) or the Board.



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5. How to make a complaint

- 5.1 A complaint should be lodged within 30 calendar days of the relevant broadcast or incident, and submitted in writing via:
 - 5.1.1 email: feedback@joy.org.au
 - 5.1.2 post: JOY Media, Level 1, 79-81 Fitzroy Street, St Kilda VIC 3182.
- 5.2 Complaints should include:
 - 5.2.1 the program, broadcast or incident in question
 - 5.2.2 date and time of the content
 - 5.2.3 the complainant's name and contact details
 - 5.2.4 a clear description of the concern or alleged breach.

6. Complaints procedure

- 6.1 *Step 1:* Complaint acknowledged in writing within five working days.
- 6.2 *Step 2:* Relevant content logs are reviewed by staff and/or program teams.
- 6.3 *Step 3:* Investigation and drafting of a formal response.
- 6.4 *Step 4:* A written response is sent to the complainant within 60 days of receipt.
- 6.5 *Step 5:* For unresolved:
 - 6.5.1 broadcast and licensing-related complaints, the complainant may escalate to ACMA:

Community Broadcasting Group, ACMA
PO Box Q500, Queen Victoria Building, Sydney NSW 1230
Email: communitybroadcasting@acma.gov.au
Phone: 1300 850 115
 - 6.5.2 non-broadcast complaints, the complainant may escalate to JOY Media's Board or one of its committees.



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7. Privacy and confidentiality

- 7.1 Complaints and associated data are handled in accordance with the *Privacy Act 1988* (Cth).
- 7.2 Records are kept securely and access is restricted to personnel authorised by the Board Chair or the CEO.

8. Roles and responsibilities

- 8.1 *CEO (or CEO's delegate)*: Responsible for managing day-to-day complaints, maintaining the complaints register, ensuring timely responses are issued.
- 8.2 *Broadcasting Compliance Committee (BCC)*: Provides broadcast and licensing-related governance oversight, reviews trends and recurring issues, and advises the CEO and the Board on improvements in response to complaint investigation findings.
- 8.3 *Board*: Provides oversight of all complaints (not only broadcast-related ones), receiving and reviewing quarterly complaints reports from the CEO to provide assurance, monitor systemic risks and review the effectiveness of existing policies.

9. Review and reporting

- 9.1 The CEO must provide the Board with quarterly summaries of complaints.
- 9.2 The CEO and the BCC review trends and recurring issues to facilitate continuous improvement.
- 9.3 This policy is reviewed every three years or when relevant legislation or the Codes are updated.