



## Alpine Radio Complaints Form

Please use this form to document complaints from the public.

At Alpine Radio we treat all complaints from the public in a serious and polite manner. The person would not bother to make the complaint unless they held a genuine interest in the station and felt they had legitimate concerns.

Do not be dismissive of their complaint. Assure them that their complaint will be taken seriously and will be dealt with professionally and according to established policy.

### Nature of Complaint

Program associated with complaint

Date and time of program broadcast

Code of Practice to which the complaint relates

**Note:** A complaint should relate to a Code of Practice. Complaints relating to potentially defamatory material must be relayed to Alpine Radio's insurance company immediately by the Public Officer/Secretary.

Code

### Complaint summary

Please attach supporting documentation, if any.

### Contact Details of Complainant

Please inform the complainant that if they do not provide contact details, we may not be able to respond to them or investigate their complaint due to insufficient information.

Contact details of person making the complaint:

First Name

Last Name

Postal address:

Town / Suburb

State

Postcode

Email

Phone

### Complaints Process

This process must be completed within 60 days from the date on which the complaint was made.

Station representative will complete the following checklist.

Name of station representative:

Date:

ACTION	Y	N	DATE
Receives the verbal complaint			

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ACTION	Y	N	DATE
NOTES:			
Receives the formal complaint in writing			
NOTES:			
Checks the logged program material (if applicable) (and keeps the log for 60 days from the date of complaint)			
NOTES:			
Sends written station response to complainant			
NOTES:			
Organises follow-up with complainant (e.g. meeting)			
NOTES:			
Provides contact details to complainant for ACMA complaint *			
NOTES:			
All relevant documents in Complaints File			
NOTES:			

\* Contact details for ACMA are as follows

- Community Broadcasting Complaints  
Community Broadcasting Group ACMA

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PO Box Q500  
Queen Victoria Building  
Sydney NSW 1230

- email to: [communitybroadcasting@acma.gov.au](mailto:communitybroadcasting@acma.gov.au)
- fax to: (02) 9334 7799

See: [ACMA Web Site](#)

**Results**

Within 60 days (as per the Act) the complaint is:

Resolved

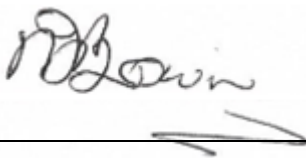
Unresolved

Name of station representative:

Position

Signed

Date:

Version Control	Date Amended	Author
Version 0.3	13 October 2018	Linda Parkinson
<b>Approver name and position:</b> Nick Brown, Secretary	Signature: 	
<b>Date of approval:</b> 23 November 2018		
<b>Review date</b> 23 November 2019		

This form was adapted from the CBAA Complaints Pro Forma.