



reading radio 4rph

FEEDBACK & COMPLAINTS POLICY

2020

QUEENSLAND RADIO FOR THE PRINT HANDICAPPED LIMITED
SUITE 3, 17 HENRY STREET, SPRING HILL, QLD 4000

Feedback and Complaints Policy

1. Purpose and Scope

Queensland Radio for the Print Handicapped Limited (here after known as Reading Radio 4RPH) values complaints as they assist us to improve our services and customer service.

This policy has been designed to assist volunteers, the Board of Directors, and staff. Reading Radio 4RPH is committed to consistent, fair, and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat listeners, volunteers, members, and staff making a complaint equally.

Definition:

Complaints are defined as any expression of dissatisfaction or grievance made to staff by members, volunteers, staff members, or member of the public in relation to our business.

2. Recording complaints

All complaints made, verbal or written, will be recorded, documented, administered by the Station Manager, and the Secretary of the Board at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details.

When taking a complaint, staff will record the name and contact details of the volunteer, listener, staff member or other individual, as well as full details of the complaint including the date. Details of all communication with the complaint and any actions to resolve the complaint will be recorded in the same place.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues. The complainant's personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

3. Informing complainant of progress

Reading Radio 4RPH strives to resolve all complaints within ten business days. Written complaints will be acknowledged promptly.

Complainants will be given an approximate timeframe at the time they make their complaint. Complainants will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Complainants will be informed of any changes to our policies or procedures as a result of their complaint.

Where appropriate, complainants who have had a complaint resolved will be contacted with a follow-up to see if they are happy with how their complaint was handled.

4. Responding to complaints

All people making a complaint will be treated with courtesy. Where the complaint cannot be resolved immediately, the complainants will be given a timeframe (maximum of 60 days), a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

5. Escalation of complaints

If a complaint cannot be resolved by the usual complaint process, it should be referred to the Board of Directors and mediation will be a considered practice. The complainants will be informed and given an amended timeframe for resolution.

If necessary, mediation will be provided as a courtesy. Mediation is the process through which the parties involved in a dispute or allegations are assisted by a mediator to assist them to reach an agreement which settles the dispute. Mediation encourages negotiation in a non-threatening environment. A mediator is an appropriately qualified person, appointed by a neutral party not directly affected by the complaint ie: Station Manager or Reading Radio Board of Directors to mediate between the parties in a non-judgmental and independent manner. In some circumstances, an external person may be appointed as a mediator.

If we cannot resolve the complaint to the complainants' satisfaction, we will inform them that it can be escalated to the Australian Communications and Media Authority by visiting www.acma.gov.au or calling 1300 850 115.

Managing Unreasonable Behaviour:

The threat or use of physical violence, verbal abuse or harassment towards Reading Radio volunteers or staff will result in a termination of all direct contact with the complainant. Serious incidents may be reported to the police. This will always be the case if physical violence is used or threatened. We will not accept any correspondence that is considered abusive or contains allegations that lack substantive evidence. We will inform the complainant that we consider their language offensive and ask them to stop using such language. We will state that we will not respond to their correspondence if the action or behaviour continues.

Reading Radio 4RPH staff will end face-to-face conversations or telephone calls if they consider the interaction aggressive, abusive, or offensive. Staff have the right to make this decision, to tell a volunteer or a caller that their behaviour is unacceptable. In extreme situations, we will inform the complainant of further communication via a third-party practice.

6. Review of complaint handling policy and procedures

Reading Radio 4RPH is committed to continuous improvement and this policy will be reviewed regularly (at least every six months) for effectiveness and updated.

This complaint handling policy is supported by management. We commit to providing this policy to all staff, volunteers, members, and listeners and displaying it in our business.

7. References & Resources

7.1 Internal

- Code of Conduct
- Volunteer Policy
- Occupational Health and Safety Policy
- Privacy and Confidentiality Policy
- Feedback and Complaints Policy (*this document*)
- Grievance and Dispute Policy
- Reading Radio 4RPH Volunteer Handbook

7.2 External

Fair Work Australia Website

www.fwa.gov.au

Workcover Authority of QLD website

www.worksafe.qld.gov.au

Queensland Industrial Relations Commission

www.qirc.qld.gov.au