

Community Broadcasting (2MCE) Complaints Procedure

Section 1 - Purpose

(1) This procedure outlines how 2MCE-FM (2MCE) will manage and respond to complaints from members of the public.

Scope

(2) This procedure applies to listeners, members and volunteers of 2MCE.

Section 2 - Policy

(3) This procedure supports the [Community Broadcasting \(2MCE\) Policy](#).

Section 3 - Procedures

(4) 2MCE will provide a minimum of 50 on-air announcements every year containing information about [Community Radio Broadcasting Codes of Practice](#) and how audiences may obtain them.

(5) Complaints may be submitted to 2MCE-FM in writing, either by email or letter.

2MCE contact information

- Email: 2MCE@csu.edu.au
- Website: <https://arts-ed.csu.edu.au/2mce/contact-us>
- Mail: 2MCE Charles Sturt University, Panorama Avenue, Bathurst NSW 2795

(6) Complaints will be responded to in writing within 60 days of receipt (as required in the [Broadcasting Services Act](#) section 148), and will include a copy of the [Community Radio Broadcasting Codes of Practice](#).

(7) 2MCE will make every reasonable effort to resolve complaints, except where a complaint is clearly frivolous, vexatious or not made in good faith.

(8) 2MCE will ensure that complaints will be conscientiously considered, investigated if necessary and responded to as soon as practicable.

(9) Complainants are advised in writing that they have the right to refer their complaint to the Australian Communications and Media Authority (ACMA) provided they have first:

- a. formally lodged their complaint with the licensee (as per clause 5)
- b. received a substantive response from the licensee and are dissatisfied with this response.

(10) A record of complaints in a permanent form will be maintained, for a period of at least two years, by a responsible

officer of the licensee. This will include audio copies of broadcast material, and written documentation for two years, including:

- a. the date and time the complaint was received
- b. the name and address of the complainant
- c. the substance of the complaint
- d. the substance and date of the licensee's response.

(11) Records are subject to the University's [Privacy Management Plan](#) and [Records Management Policy](#).

(12) The record of complaints will be made available to the ACMA on request, in a format advised by the ACMA.

Section 4 - Guidelines

(13) Nil.

Section 5 - Glossary

(14) Nil.

Status and Details

Status	Current
Effective Date	2nd November 2023
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