



Policy on Complaints from Existing KCR Members

OUTLINE

KCR 102.5fm fulfils its Community mandate through the hard work and effort provided by the Members that volunteer their time. As is the case with all social groups, occasion will arise where Members have an issue or concern that they wish to table for clarification or resolution. Such complaints may be of the following nature:

- Issue with the way the Station is being managed,
- Issue with Presenter content broadcast in a particular program,
- Friction with another KCR Member that cannot be resolved in a direct discussion,
- An inability to comply with Policy & Procedure as mandated by the KCR Management Committee,
- Concerns around the content contained with Community Service Announcements or broadcast Sponsor messages.

PROCESS

Any and all complaints must be addressed to the KCR Secretary (kcrsecretary@aussiebb.com.au). The Secretary will table said complaints at the next monthly meeting of the Management Committee, for discussion and comment. The Secretary will communicate directly back to the Complainant with the outcome of said discussion, and suggested course of resolution. All complaints made to the Secretary will be treated respectfully, and with appropriate discretion between the Management Committee and the Complainant.

In the event that a satisfactory resolution cannot be found to the complaint, the KCR Rules, Part 5 – Disciplinary Action, Disputes and Mediation will be followed to provide closure.

KCR 102.5fm – Heart and Soul of the Hills since 1997