

LUISTERFM COMPLAINTS PROCEDURE

1. At Luister FM, we value our listeners' feedback and are committed to maintaining a high programming standard. We understand that complaints may arise from time to time, and we have established this Complaints Procedure to address and resolve such concerns in a transparent and efficient manner.
2. Submitting a Complaint:
 - 2.1. Listeners are encouraged to submit their complaints in writing via email. The contact information for submitting complaints is via email to info@luisterfm.co.za.
3. When submitting complaints, please provide:
 - 3.1. your name and phone number, preferred method of contact and time of day for contact by phone;
 - 3.2. a clear description of the complaint, including specific details like date, time, and the program involved;
 - 3.3. any supporting documentation or evidence, if applicable.
4. Receiving and Acknowledging Complaints:
 - 4.1. Upon receiving a complaint, Luister FM will acknowledge receipt within 3 business days.
5. Investigation and Resolution:
 - 5.1. Complaints will be investigated promptly and impartially by [station management, and if necessary, a designated complaints official]. The station will make all reasonable efforts to resolve the complaint within fourteen from the date of receipt.
 - 5.2. The investigation and resolution process may include the following steps:
 - 5.2.1. Reviewing the complaint and any supporting evidence.
 - 5.2.2. Contacting relevant personnel, including the involved parties, if necessary.
 - 5.2.3. Assessing whether the complaint requires further investigation.
 - 5.2.4. If the complaint is valid, taking appropriate corrective action.
6. Communication:
 - 6.1. The complainant will be kept informed of the progress of their complaint, including updates on the status and expected resolution timeline. The station will also provide the complainant with a final response in writing.
7. Final Response:
 - 7.1. The final response will include:
 - 7.1.1. A summary of the investigation and findings.
 - 7.1.2. Details of any actions taken to resolve the complaint.
 - 7.1.3. An apology, if warranted.
 - 7.1.4. Information about further steps if the complainant is not satisfied with the resolution (e.g., escalating the complaint to a regulatory authority).

8. Confidentiality:
 - 8.1. All complaints will be treated with the utmost confidentiality. Personal information will not be disclosed without the complainant's consent, except as required by law.
9. Escalation:
 - 9.1. If the complainant is not satisfied with the resolution provided by Luister FM, they may escalate their complaint to the board of directors, or relevant regulatory authority (if applicable).
10. Review and Improvement:
 - 10.1. Luister FM will periodically review its Complaints Procedure to ensure it remains effective and relevant. Feedback from complainants will be considered in making necessary improvements.
11. This Complaints Procedure is intended to demonstrate our commitment to addressing listener concerns promptly and fairly. We value our listeners' input and appreciate their engagement with our community radio station.
12. Listeners can also lodge complaints directly to The BCCSA, **Broadcasting Complaints Commission of South Africa**, bccsa@nabsa.co.za.

Effective Date: 1 June 2023