



CHBN COMMUNITY RADIO 100.8FM COMPLAINTS POLICY

As a community radio station we do our very best to represent the entire local community of Truro and surrounding areas. We adhere to the highest professional standards in broadcasting and community journalism, complying at all times with the provisions of the Ofcom Community Broadcasting regulations. We try at all times to be your voice and forum for expressing your interests and promoting community events and activities.

As a community station we are community owned and run on a voluntary basis. We welcome your feedback and we recognise that, no matter how hard we try, sometimes we will make honest mistakes. We will treat seriously any concerns and complaints which you may have with regard to any content of our broadcasts or the way in which the station conducts its business. Any complaints will be treated in the strictest confidence except in the interests of fairness, or compelled by the Regulator (Ofcom) to reveal your identity.

This is how your complaint will be dealt with:

1. You should submit your complaint in **writing** to the Board of Directors in an envelope marked 'Private and Confidential'. (a Listener Complaint Form can be downloaded from our website)
2. We will **in writing** acknowledge your complaint within 10 working days and advise you as to how the complaint will be handled and the estimated time frame for resolution. We may also request further clarifying information at this point, if required.
3. Complaints will be dealt with by members of the voluntary Board of Directors and hopefully resolved within an acceptable space of time.
4. We will notify you of our findings and, if applicable, our proposals to resolve your complaint. We will also provide details on how you can appeal our findings, decision or proposed resolution.
5. We would always seek to resolve any issues to the satisfaction of our complainants, but should this not be possible you should contact the national regulator for the Broadcasting and Communications sector (Ofcom).

Should you need this guidance in an alternative format please contact info@chbnradio.org

March 2014