COMPLAINTS POLICY

Making a complaint

If something has gone wrong, we want to know. Complaints can be about anything to do with Westsider Radio: what you've heard on air, an editorial decision, or how someone from the station has behaved.

You can raise a concern with us informally before making a formal complaint. Formal complaints need to be in writing. Email is fine. If your complaint is about something broadcast, please make it within 30 days of the broadcast. Include the date, time, and program if you can.

You don't have to give your name, but we won't be able to respond to you if you don't.

Send complaints to

Adam Weatherhead, Station Manager
stationmanager@westsiderradio.com.au

If your complaint is about Adam Weatherhead, contact the Board at:
support@localimpact.org.au

What happens next

We will acknowledge your complaint within 5 business days. We will look into it fairly and confidentially, and write back to you with our findings and any action we plan to take. We aim to respond within 30 days.

We keep records of all complaints for at least 24 months.

If you are not satisfied

You can ask us to look at the matter again. If you remain unsatisfied, you can contact the Board at support@localimpact.org.au.

Complaints we may not respond to

We are not required to respond to complaints that are frivolous, abusive, or a repeat of an earlier complaint from the same person about the same issue. We will still keep a record of them.

Adopted: ____14/05/26_____ Next review: ___14/05/27_____ Version 1.0