2NURFM Complaint Handling Procedure

Section 1 - Audience

(1) Complaints about the 2NURFM Radio Station (the station) can be lodged by students, staff, volunteers, members of the community or other persons under this procedure.

Section 2 - Executive Summary

(2) This procedure outlines the process for complaints handling by the University of Newcastle's (University) Community Radio Station 2NURFM. It supports the University's Complaint Management Policy and should be read in conjunction with that policy.

(3) The principles adopted in this procedure align with the guiding principles for complaints handling identified within the Australian Communication and Media Authority(ACMA) requirements under the Broadcasting Services Act 1992 (the Act) and the Community Broadcasting Codes of Practice 2025 (the Codes).

Section 3 - Principles

(4) The station welcomes feedback from the community. It recognises the right of the public to comment and make complaints concerning its compliance with license conditions under the Act, including but not limited to:

a. the station's compliance with the Codes;
b. conditions of the licence;
c. program content; and/or
d. the general service provided to the community.

(5) This procedure aligns with Code 10 of the Codes – Handling Complaints from the Public.

(6) Wherever possible, complaints will be resolved locally by the radio station through informal discussion, mediation, or direct engagement with the complainant. The station will aim to resolve concerns promptly and respectfully, ensuring transparency and fairness. Where appropriate, the complainant may be actively involved in the resolution process. If local resolution is not possible, the complaint will proceed through the formal complaints process.

(7) Staff, students, volunteers, members of the community and any other person may:

a. approach the ACMA with a complaint if they have already lodged that complaint with the station and either not received a response or received an unsatisfactory response; or
b. approach the ACMA directly if their complaint relates to the station's compliance to license conditions or provisions under the Act.

(8) In accordance with Code 10.8 the station reserves the right to not respond to certain types of complaints, including but not limited to those that are:

a. frivolous, vexatious, or an abuse of the complaints process;
b. offensive or vulgar in nature;
c. repetitive complaints from the same individual about the same issue;
d. explicitly marked by the complainant as not requiring a response.

(9) The station will provide at least one on-air announcement per week, containing information about Community Broadcasting Codes of Practice 2025 and how audiences may access them.

(10) The station's University website will provide a link to the feedback and complaint process.

Section 4 - Complaint Handling Process

(11) Complainants who wish to make a complaint are encouraged in the first instance to discuss any issue or concern directly with the station. If unable to be resolved directly, the complainant may lodge a formal complaint.

(12) Formal complaints can be made:

a. via the stations website and using the link to lodge a complaint or feedback;
b. by email to contact@2nurfm.com; or
c. by telephone +61 2 4921 5555.

(13) Once received, a formal complaint will be managed in accordance with the University's Complaint Management Policy and its associated Procedure.

(14) The station will ensure that the formal complaint is:

a. acknowledged in writing within 5 working days of receipt;
b. conscientiously considered and assessed within 20 working days; and
c. responded to in writing within 60 days. The response will include reasons for the decision and information about the complainant's right to refer the matter to the ACMA if unsatisfied.

Resolving Complaints – Appeal Process

(15) If a complainant is not satisfied with 2NURFM's response they may:

a. appeal the formal complaint under the University's Complaint Management Policy by emailing complaints@newcastle.edu.au; or
b. take their complaint to the ACMA for review.

ACMA Recording Requirements

(16) In accordance with ACMA requirements, the station will log the complaint and maintain a record of complaints in the ACMA approved format for a period of at least two years.

(17) Written complaints will be logged, filed and made available to the ACMA on request. Complaints made by telephone or in person will be logged using the station's logging sheet.

Status and Details

Status	Current
Effective Date	16th October 2025
Review Date	16th October 2028
Approval Authority	Deputy Vice-Chancellor Engagement and Equity
Approval Date	29th September 2025
Expiry Date	Not Applicable
Responsible Executive	Nathan Towney Deputy Vice-Chancellor Engagement and Equity +61 2 4055 3001
Enquiries Contact	Shane Peak Station Manager, 2NURFM +61 413 973 217 --- 2NURFM

Glossary Terms and Definitions

"University" - The University of Newcastle, a body corporate established under sections 4 and 5 of the University of Newcastle Act 1989.

"Working day" - Any day other than Saturday, Sunday, or a public holiday in Newcastle, on which business may be conducted.

"Complainant" - As defined in Australian/New Zealand Standard - Guidelines for complaint management in organisations.

"Complaint" - As defined in Australian/New Zealand Standard - Guidelines for complaint management in organisations.

"Student" - A person formally enrolled in a course or active in a program offered by the University or affiliated entity.

"Formal complaint" - A concern which has not been resolved informally, and which is then set out in writing, and forwarded to the University's Complaints team.

"Staff" - Means a person who was at the relevant time employed by the University and includes professional and academic staff of the University, by contract or ongoing, as well as conjoint staff but does not include visitors to the University.