

INFORMING AUDIENCES

Policy

- In compliance with the Community Broadcasting Code of Practice, Sonshine will ensure that its audience is aware of the Code and how to obtain copies of it.

INFORMING BROADCASTERS

Policy

- Sonshine will ensure that all its on-air staff are accurately informed of what constitutes unacceptable program content, both with respect to media law and station policy.

RECEIVING COMPLAINTS

Policy

- Sonshine recognises that feedback from listeners, both positive and negative, is important and needs to be responded to in good faith and in a timely manner.

RECORDS & NOTIFICATION

Policy

- Sonshine will maintain a record of all complaints received, the investigations that were made into them and the responses made. Reports will be made to the Australian Communication and Media Authority at the times and in the format advised by the ACMA.