

Disputes and Complaints Procedure

Approved by the Board of Directors of 10Radio on 10 September 2008

1. Any dispute involving staff or volunteers of 10Radio shall, in the first place, be referred to any Director of 10Radio for amicable and informal resolution. The Director involved shall inform the Board of the actions they have taken.
2. Any formal complaint about 10Radio's broadcasts or activities shall be submitted in writing to the Chair at 10Radio, West St, Wiveliscombe. If the complaint concerns or includes the Chair, it shall be submitted to the Board of Directors via the Company Secretary.
3. The Chair shall use their discretion to decide whether they can deal with the matter themselves or refer the matter to the Board of Directors.
4. If the Chair deals with the matter themselves they may nevertheless consult other Directors, staff or volunteers in reaching their conclusions. In considering the complaint the Chair will consider the degree to which they consider the complaint to be valid and, if appropriate, the recommended action that should be taken by 10Radio as a result of the complaint. The complainant will be informed of the decision within two weeks of the complaint being received and the outcome will be reported to the next meeting of the Board of Directors.
5. If the matter is to be dealt with by the full Board of Directors the complainant shall be so informed within one week of the complaint being received. The complainant will also be advised of the likely timescale to consider the matter. The Board will appoint two Directors (who, ideally, have had little or no prior involvement in the matter) to consider the matter of the complaint and make recommendations as to the action that should be taken. The recommendations will be approved or otherwise by the next Board of Directors and the complainant advised accordingly.
6. Complaints regarding child protection shall be dealt with through the Child Protection Policy.
7. If the complaint relates to the FM broadcasts of 10Radio and the complainant is not satisfied at 10Radio's formal response they may refer the matter to Ofcom. In all other matters the decision of the Board of Directors is final.

julian mellor

9 September 2008