

RADIO HARTLEPOOL

Should you wish to make a complaint, compliment or give feedback regarding Radio Hartlepool, this is our Public Complaints, Compliments and Feedback Procedure:

Complaints, Compliments and Feedback Procedure

(e-mail or telephone complaints will not be accepted!)

- 1 **Complaints, compliments and feedback regarding broadcast material will be dealt with in the first instance by the Head of Programming. If a satisfactory conclusion can be reached then that is the end of the matter. Complaints, compliments or feedback MUST be sent in writing and addressed to the Station's Head of Programming, Chris Hakin. The person writing to us will receive acknowledgement within 5 working days, and the station will respond to the complaint, compliment or feedback within 28 days (where possible).**
- 2 **Complaints, compliments or feedback received regarding the behaviour of Radio Hartlepool staff will be dealt with in the first instance by the Managing Director. If a satisfactory conclusion can be reached then that is the end of the matter. Complaints, compliments or feedback MUST be sent in writing and addressed to the Station's Managing Director, Jason Anderson. The person writing to us will receive acknowledgement within 5 working days, and the station will respond to the complaint, compliment or feedback within 28 days (where possible).**
- 3 **If a satisfactory conclusion cannot be reached in the event of a complaint being received, then the complaint will be referred to Radio Hartlepool's Chairman.**
- 4 **In the case of a complaint against Senior Management, that complaint will be referred to the Chairman.**
- 5 **Complaints that are unable to be solved by the Chairman will be referred to an extraordinary or quarterly meeting of the Board of Radio Hartlepool.**
- 6 **Complaints sent directly to OFCOM are referred to the Station's Managing Director, Jason Anderson and are subject to the same procedures.**
- 7 **In all cases complaints of whatever nature should be dealt with as quickly as possible.**
- 8 **A Log-Book of complaints received to be maintained in the Radio Hartlepool offices. The Log will contain details of complainant, date/time, nature of complaint and details of how the complaint has been handled and the outcome.**
- 9 **At each quarterly meeting of the Board details of complaints to be presented to the Board in the form of an Agenda item and log book.**

Complaints, compliments or feedback regarding broadcast material to be addressed to:

Chris Hakin / Head of Programming

102.4 Radio Hartlepool

Broadcasting House

79 York Road

Hartlepool

TS26 8AH

Complaints, compliments or feedback regarding Radio Hartlepool Staff to be addressed to:

Jason Anderson / Managing Director

102.4 Radio Hartlepool

Broadcasting House

79 York Road

Hartlepool

TS26 8AH

Radio Hartlepool is the trading name of Hartlepool Community Broadcasting Ltd.,

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Registered Office address: 79 York Road, Hartlepool, TS26 8AH