



Complaints Procedure Revised Summer 2015

Soundart Radio is regulated by the Office of Communications (Ofcom) and seeks to abide by the Ofcom Broadcast Code at all times. The Code covers areas such as Protecting the Under Eighteens, Offensive Language, Religion, Broadcasting around the time of Elections or Referendums, Commercial Communications and Privacy. Ofcom publish the Code at <http://stakeholders.ofcom.org.uk/broadcasting/broadcastcodes/broadcast-code/>.

As a radio station licensed by Ofcom we have a responsibility to deliver a number of Key Commitments which we publish on this website under Our Community > Ofcom. We also have our own guidelines for Soundart Radio volunteers and staff, including an Equality and Safeguarding Policy on this website under Services > Learning > studio Introduction.

We are interested in feedback from listeners about our programmes, but it is not our policy to create content in response to listeners tastes. Our licence is for radio that offers something different than mainstream media.

If you feel that something you have heard on Soundart Radio breaks the Ofcom Broadcast Code, or if you have a specific complaint about the behaviour of a member of the Soundart Radio team (whilst on duty in the studio or delivering a Soundart project) then please:

Contact us by email info@soundartradio.org.uk

Give us as much detail as you can about what was wrong, including the date and time of the broadcast you heard and, if known, the presenter's name.

We will respond to you within ten days.

For technical problems, we will explain to you what went wrong, and what we are doing to prevent the same problem happening again.

If a volunteer presenter has not followed the broadcast code, and/or Soundart Radio's guidelines, we will meet with them and if necessary provide more guidance and training.

If you are not satisfied with our response and feel that the Broadcast Code has not been followed, you can ask Ofcom to investigate the matter further.