

Compliments, Comments and Complaints Policy (External)

Black Country Radio operates under Ofcom licensing regulations, and as such has to comply with the complaints procedure this body operates. In addition as a media organisation our audience and public have a right to compliment, comment or complain about our service. (See **Ofcom Licence Obligations**).

It is also a key part of the station's Customer Care ethos.

Black Country Radio Compliments, Comments and Complaints Procedure.

If you have a compliment, comment or complaint about our organisation we want to hear about it. If it is a complaint, we will do our best to put it right.

We aim to:

- Deal with compliments, comments or complaints fairly, efficiently and effectively
- Handle such enquiries in a constant manner
- Increase our customer satisfaction
- Use such feedback in a constructive way to improve the way the station operates.

You can compliment, comment or complain by:

- Sending an email to: feedback@blackcountryradio.co.uk
- In writing to: Compliments, Comments and Complaints, Black Country Radio, ITAN House, Saltwells Rd, Dudley DY2 9PE

You **MUST** include your full name, postal address and telephone number, and a valid email address. We aim to investigate and respond to all formal compliments, comments or complaints within 28 days.

If you are not satisfied you can complain to Ofcom, who regulate Black Country Radio.

To find out more you can visit: <http://consumers.ofcom.org.uk/complain/tv-and-radio-complaints/>

All comments, compliments and complaints received are forwarded to the CEO to discuss with the Board.

People choose to make comments, compliments and complaints via social media. Black Country Radio's social media feeds are continually monitored and any such comments, and may be forwarded to the CEO if they are considered of note to do so.

If a volunteer takes a call from a member of the public who wishes to make a comment, compliment and complaint, then the volunteer should take down the name and phone number and pass immediately to the CEO via email or text, and refer the caller to the Black Country Radio website where the formal procedure is outlined.

Black Country Radio Directors (as managed by Waterfront Media CIC) have overall responsibility for this policy.