

Complaints Procedure

All feedback is very important to Shire Sounds Radio Limited, we believe that all feedback plays a vital part in building our community focused business. Because Shire Sounds Radio Limited is more than just a radio station, we have focused this procedure on the general business as a whole.

Complaints Policy & Procedure Our Complaints Policy

You have the right to expect to receive a high quality of service from our team and it is our intention to deliver this. However, if for any reason you are dissatisfied with the service you have received we would encourage you to let us know. By letting us know when things go wrong, you help us to put them right,

It is our policy to deal with any complaints we receive:

- objectively and fairly,
- independently,
- sensitively and respectfully,
- confidentially where applicable,
- And in a timely manner.

If you have a complaint about any of our services, something you've seen online or on an advertisement, or on air then please let us know.

Our Complaints Procedure is designed to help you raise any problems, and make sure that:

- All complaints are recorded and investigated,
- Every effort is taken to resolve your complaint at an early stage,
- You are kept informed at every stage,
- And your complaint will be dealt with in confidence by the station manager.

We keep careful records of all complaints so that we can be sure that they are properly investigated. We also want to have a clear picture of the kinds of problems customers' experience. This helps us to improve what Shire Sounds has to offer.

There are various ways in which a complaint may be investigated. We will make sure that all those directly involved have a chance to comment. We will also let you know in writing who will be investigating your complaint and who we will need to talk to resolve your complaint. Please be aware that we may need to arrange a formal meeting with you to gather all information

Every effort will be made to resolve your complaint. We can assure you that your complaint will be treated seriously and that we will learn from the problems that you bring to our attention. This can result in an array of levelled warnings for our

presenters all the way up to the possibility of dismissal from a paid or volunteer position.

How to Contact Us

There are various ways to let us know what you think about our services, including:

By telephone – 07557116406

By E-mail – cstone@shiresoundsradio.co.uk

In Writing to
Station Manager
Shire Sounds Radio Limited
2 Church Walk
Kettering
NN16 0DJ

Please remember to include the following details to assist us to resolve your complaint swiftly:

- Your Name
- Your Address and Contact Details
- A detailed explanation of your complaint, including any evidence that may be useful during an investigation

Your details will remain confidential unless you provide your permission for us to disclose them to the relevant people. However, the source and reliability of anonymous complaints will be carefully reviewed by our Station Manager to determine whether they appear to be discriminatory, vexatious or the investigation process is likely to be hindered by a lack of information, before we perform a detailed investigation.