

COMPLAINTS POLICY

Updated: 1 May 2020

GENERAL

Provincial Media understands that occasionally readers may be dissatisfied with the content found in our publications or on our social media or concerns relating with our distribution or other and they may wish to raise their concerns and make a complaint. Please note, Provincial Media can only respond to matters relating to our publications and digital services that we manage.

We take every concern seriously and we aim to resolve these as quickly and as seamlessly as possible. Complaints should be made within 30 days of the concern and we aim to address these within 30 days, unless we refer the matter to legal.

All complaints will be treated with the utmost confidentiality, seriousness, treated fairly, courteously and with respect. Provincial Media's internal process is intended to be as informal, prompt and economical as possible and without the need to seek legal.

We reserve the right to disregard any complaint written or verbal which is made in an abusive or offensive manner. We also do not consider complaints about advertising material, except where the complaint is that the material is not clearly identifiable as advertising.

Please note that we may not address complaints older than 12 months and if the matter is being dealt with under law and anonymous complaints may not be considered.

HOW TO REPORT A COMPLAINT

You can lodge your complaint;

1. Via our website www.provincialmedia.com.au contact us
2. Email info@provincialmedia.com.au
3. Email the publishers directly

Garry Flanigan garry@provincialmedia.com.au
Jon Zabiegala jon@provincialmedia.com.au

4. In writing and addressed to Complaints
Provincial Media
PO Box 1891, Geelong Vic 3220

5. Telephone 1800 063 063
or speak with the publishers directly
Garry Flanigan 0422 402 271
Jon Zabiegala 0412 996 210

YOUR COMPLAINT INFORMATION SHOULD INCLUDE

For your complaint to be valid and to allow Provincial Media to undertake a full assessment and investigations please provide,

1. your full name (given name and surname)
2. email address
3. contact telephone number
4. address
5. the name of the publication or webpage
6. the date on which the material was published
7. the page number, if applicable
8. a printed copy, a screenshot or link to the issue
9. other evidence you
10. description and grounds for your complaint (no more than 300 words)
11. were you personally identified in the article or post and how you were affected

We reserve the right to disregard any complaint written or verbal which is made in an abusive or offensive manner and all anonymous complaints may become invalid as we cannot verify and communicate a reasonable response back to you.

Provincial Media treats all matters of this nature confidential and we too would appreciate and expect your confidentiality during this time while we process and access your concern.

ASSESSMENT AND INVESTIGATION OF YOUR COMPLAINT

Provincial Media's handling process is transparent but confidential and we aim to manage the assessment and investigations internally and without the need to refer to legal.

Investigations will be contacted by the Publishers of Provincial Media and will respond to you directly.

Provincial Media is committed to five fundamental principles during the investigation process;

1. Fairness
2. Accessibility
3. Responsiveness
4. Efficiency
5. Integration

The investigation is twofold, to resolve the complaint by reaching a fair and independent view on the issues raised; and to provide an appropriate remedy.

OUR RESPONSE TO YOU

Provincial Media will acknowledge your complaint within 24 hours of receipt.

Once Provincial Media accepts the complaint to be valid, we will commence investigations and assessments and we aim to resolve the concern to the best of our ability within 30 days. If you are satisfied with the outcome to resolve your complaint, Provincial Media will close your complaint that it has been dealt with and we will close your complaint if we haven't heard from you after 14 days.

Provincial Media wishes for a mutually agreed outcome from your complaint and we will take the necessary actions, that being,

- an expression of regret by the publication
- publication of a correction, clarification or apology in an agreed form
- amendment or removal of material on a website
- commitment about future coverage of particular people or issue
- other as mutually agreed

Please note, in the case that Provincial Media receives multiple complaints about the same issue, Provincial Media may make one response to all of them.

IF YOU'RE STILL NOT HAPPY AND HOW TO APPEAL

We thank you for your complaint and hopefully we have resolved your concerns as we seek to facilitate an outcome acceptable to all parties.

In the event that you remain unhappy or unsatisfied with our 'Final Response' you can either;

1. Reply to Provincial Media to express your concerns and expected outcomes, in which Provincial Media will again respond to your concerns within 30 days
2. You may refer your matter to the Australia Press Council or the Media Entertainment & Arts Alliance.

We deem the matter finalised and closed if during the process and handling of the complaint process that we do not hear back from you within 14 days.