

Complaints Handling Policy

Star Observer (SO Media) and its associated entities are committed to producing quality and reputable journalism for news, educations and /or entertainment since 1979.

This policy details how SO Media will assess, resolve and follow up on complaints and applies to all staff, contractors, volunteers and consultants.

1. Highest Standards of Respect

1.1. All Staff:

- treat all people with respect including people who make a complaint and any person who is the subject of a complaint
- read and comply with this complaints policy and procedures
- identify when complaints are being made and assist people to make complaints if they wish to do so
- respond to individual complaints, when requested
- escalate certain complaints and reviews of complaint handling to more senior staff, if necessary

1.2. Wherever possible, staff should attempt to directly resolve face to face an issue or complaint raised by staff, volunteers, contractors, readers, or other person by providing feedback or relevant information.

2. Escalation and Review Process

2.1. If a complaint cannot be resolved directly or face to face, it should be referred to the supervisor, CEO and/or Chairman.

2.2. Any formal complaint by a staff member about another staff member should be made in writing.

2.3. All staff involved in a complaint must keep information confidential and only discuss the issues raised by the complaint on a 'need to know' basis. Staff who raise a complaint must not be subjected to reprisal action.

2.4. The CEO and/or Chairman will manage the complaint process (managing it themselves unless the complaint is about them). The complaint manager should gather information, assess the issues raised by the complaint and consider reasonable outcomes.

2.5. If a complaint is made anonymously, the person who receives the complaint should, wherever possible, consider the issues raised and respond appropriately.

Version	Date	Policy Change Reason	Approved By:
Current	1 May 2018	Documenting the policy	Sebastian Rice
Previous	-	-	-

This policy replaces the all previous policies on Editorial Standards, written or verbal.

2.6. Complaints should be finalised within 20 working days and all parties will be kept informed of the progress of the complaint, the reasons for any decision/s and the outcomes that will be implemented.

2.7. A complainant can request a review of a complaint outcome, which should be done within 10 working days from the decision, and will be carried out by an independent person and/or Director who has not previously managed the complaint.

3. Changes to the Editorial Standards Policy

3.1. SO Media is entitled to amend or modify the Complaints Handling Policy at any time.

4. Definitions

Complaint – is defined as an expression of dissatisfaction made by a staff member, volunteer, contractors or consumer about:

- about any aspect of a service provided (or contracted, the behaviour or decisions of staff, or about practices, policies and procedures, or
- another staff member relating to a range of concerns, including interpersonal conflict, behaviour, disagreements, or other perceived unfairness.