



**Express FM (Portsmouth) Ltd**

## *Complaints Procedure*

---

If you are dissatisfied about the services Express FM provides or your experience with us, you can make a complaint. The procedure for making a complaint is set out below.

### **How does Express FM deal with complaints?**

All of Express FM's customers have the right to expect high quality services and provision. If you have a complaint about any of the services Express FM provides, please let us know. By letting us know when things go wrong, you help us to put them right. Express FM's Complaints Procedure is designed to help you take up 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.
- Your complaint will be dealt with in confidence.

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 our customers experience. This helps us to improve what is on 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.

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.

### **What areas does the Complaints Procedure cover?**

The Complaints Procedure covers the training and participation opportunities we offer and the broadcast services we provide.

## **What are the stages in the Complaints Procedure?**

### **Stage 1      How can you let us know if you have a complaint about a service provided by Express FM?**

We recommend that you first discuss the problem with the member of staff concerned, as they may be able to put things right. If you are still unhappy, you can make a formal complaint. When you make a formal complaint, we will ask you whether you have talked to the relevant staff member about your complaint.

### **Stage 2      How can you make a formal complaint?**

You can make a formal complaint in whatever way you like – in writing, by telephone, by e-mail, by filling in a Complaints Form or by asking to speak to the Station Director. Here are our contact details:

- Express FM, 49 Arundel Street, Portsmouth PO1 1SA
- 023 9275 1530
- [complaints@expressfm.com](mailto:complaints@expressfm.com)

Complaints forms are available from Express FM's studio centre at the Highbury College Arundel Centre. If you telephone or ask to speak to the Station Director, he/she will record your complaint on a complaints form.

### **How will we deal with any formal complaint you raise with us?**

- We will acknowledge receipt of your complaint in writing within 3 working days from the receipt of your complaint.
- We will investigate the matter(s) you have raised.
- We will write to you with the outcome of your complaint within 15 working days wherever possible.
- We will inform you in writing if the matter you have raised cannot be dealt with within 15 working days, including the reasons for the delay and the date by which we will respond.

### **Stage 3      What should you do if you do not agree with the way in which your complaint has been dealt with?**

If you do not agree with the outcome of a complaint that we have investigated using Express FM procedure and wish to appeal to someone outside the station staff, you may write to the Chair at the following address:

Dee John, Chair, Express FM (Portsmouth) Ltd  
c/o Highbury College  
Dovercourt Road  
Cosham  
Portsmouth PO6 2SA



CONFIDENTIAL: Express FM (Portsmouth) Ltd

*Complaints Form serial no:*

---

If you are dissatisfied about the services Express FM provides or your experience with us, you can make a complaint. The procedure for making a complaint is set out in the complaints procedure, published online at [www.expressfm.com](http://www.expressfm.com) in the 'about' section. We recommend you raise concerns verbally or by e-mail. Alternatively, you can use this form, place it in an envelope marked 'confidential' and address it to:

The Station Director  
Express FM  
49 Arundel Street  
PORTSMOUTH PO1 1SA

***My name:***

***How to contact me:***

***Brief summary of my complaint:***

***Signed:***

***Date:***