



WaveUp Radio

Complaints Procedure Policy

1. Purpose

WaveUp Radio is committed to maintaining high standards of professionalism, fairness and respect across its broadcasting, workplace conduct and audience engagement.

This Complaints Procedure provides a clear process for handling complaints fairly, consistently and confidentially.

The policy applies to complaints from:

- Listeners
- Staff
- Volunteers
- Presenters
- Contributors
- Members of the public
- External partners

2. Types of Complaints

WaveUp Radio may consider complaints relating to:

- On-air content
- Offensive or discriminatory material
- Staff or presenter conduct

- Harassment or bullying
 - Equality, diversity and inclusion concerns
 - Workplace behaviour
 - Operational or service concerns
 - Community engagement matters
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3. Informal Resolution

Where appropriate, individuals are encouraged to raise concerns informally in the first instance to allow quick and constructive resolution.

Minor concerns may often be resolved through discussion and clarification.

4. Formal Complaints Process

Step 1 — Submitting a Complaint

Complaints should be submitted in writing via:

✉ Email: admin@waveupradio.com

Complaints should include:

- Name and contact details
- Nature of complaint
- Date/time of incident (if applicable)
- Individuals involved
- Any supporting evidence

Anonymous complaints may be considered where appropriate.

Step 2 — Acknowledgement

WaveUp Radio will aim to acknowledge complaints within:

🕒 **5 working days**

Step 3 — Investigation

The complaint will be reviewed fairly and confidentially.

This may involve:

- Reviewing relevant broadcasts or communications
 - Speaking with relevant individuals
 - Assessing supporting evidence
 - Considering organisational policies and broadcasting standards
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Step 4 — Outcome

WaveUp Radio will aim to provide a response within:

 **20 working days**

(where reasonably possible)

Possible outcomes may include:

- Informal resolution
 - Clarification or apology
 - Internal action or guidance
 - Further investigation
 - Referral to relevant authorities or regulators where appropriate
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5. Confidentiality

All complaints will be handled sensitively and confidentially where possible.

Information will only be shared with individuals directly involved in resolving the complaint.

6. Equality & Fair Treatment

WaveUp Radio is committed to ensuring that no individual is treated unfairly for making a genuine complaint.

Retaliation, victimisation or harassment relating to complaints will not be tolerated.

7. Escalation

If a complainant is dissatisfied with the outcome, they may request that the matter be reviewed by senior management.

Broadcast-related complaints may also be referred to relevant external regulatory bodies where applicable, including:

- Ofcom
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8. Record Keeping

WaveUp Radio may maintain confidential records of complaints for:

- Compliance purposes
- Organisational learning
- Regulatory reporting
- Service improvement

Records will be stored in accordance with applicable data protection legislation.

9. Responsibility

All staff, presenters, volunteers and contributors are expected to cooperate with this policy and maintain professional conduct.

Management is responsible for ensuring complaints are handled fairly and appropriately.

10. Policy Review

Organisation:

WaveUp Radio

Approved by:

PrimeVortex Holdings Limited

Effective Date:

1 May 2026

Review Date:

1 May 2027