

## RADIO HARTLEPOOL

Should you wish to make a complaint, compliment or give feedback regarding Radio Hartlepool, this is our Public Complaints, Compliments and Feedback Procedure:

### Complaints, Compliments and Feedback Procedure

(e-mail or telephone complaints will not be accepted!)

- 1 Complaints, compliments and feedback regarding broadcast material will be dealt with in the first instance by the Head of Programming. If a satisfactory conclusion can be reached then that is the end of the matter. Complaints, compliments or feedback **MUST** be sent in writing and addressed to the Station's Head of Programming, Lee Theasby. The person writing to us will receive acknowledgement within 5 working days, and the station will respond to the complaint, compliment or feedback within 28 days (where possible).
- 2 Complaints, compliments or feedback received regarding the behaviour of Radio Hartlepool staff will be dealt with in the first instance by the Managing Director. If a satisfactory conclusion can be reached then that is the end of the matter. Complaints, compliments or feedback **MUST** be sent in writing and addressed to the Station's Managing Director, Jason Anderson. The person writing to us will receive acknowledgement within 5 working days, and the station will respond to the complaint, compliment or feedback within 28 days (where possible).
- 3 If a satisfactory conclusion cannot be reached in the event of a complaint being received, then the complaint will be referred to an extraordinary or quarterly meeting of the Board of Radio Hartlepool.
- 4 Complaints sent directly to OFCOM are referred to the Station's Managing Director, Jason Anderson and are subject to the same procedures.
- 5 In all cases complaints of whatever nature should be dealt with as quickly as possible.

Complaints, compliments or feedback regarding broadcast material to be addressed to:

Lee Theasby / Head of Programming  
102.4 Radio Hartlepool  
Broadcasting House  
79 York Road  
Hartlepool  
TS26 8AH

Complaints, compliments or feedback regarding Radio Hartlepool Staff to be addressed to:

Jason Anderson / Managing Director  
102.4 Radio Hartlepool  
Broadcasting House  
79 York Road  
Hartlepool  
TS26 8AH

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