



**STUDENT
RADIO**
ASSOCIATION

30 LEICESTER SQUARE
LONDON, WC2H 7LA

STUDENT RADIO ASSOCIATION COMPLAINTS DOCUMENT

This document can be used if you want to raise a complaint against either a member of the SRA team whether that be the Executive, Administration Team, SRA Member, the organisation or a member of industry.

The complaint will be treated with the strictest confidentiality.

Name	
Station/Employee	
Contact Number	
Contact Email	
Date of Incident (DD/MM/YY)	

Your Complaint

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat our team dealing with your complaint with the same courtesy, respect and fairness.

Where did the incident take place? Please be as specific as possible.

Please can you explain what happened? Please give as much detail as you feel comfortable enough giving.

How would you like the Student Radio Association to deal with this complaint?

Have you escalated this with the Police? It's important to know if this is the case before we investigate.

The Next Steps

The Student Radio Association will seek to respond to your complaint within 14 days. Full co-operation with the complaint will help the process. We iterate that your complaint will be treated with the strictest confidentiality.

Signature

Date (DD//MM//YY)

Please email this finished document to complaints@studentradio.org.uk