

Complaints Procedure

If you have a complaint about anything broadcast on Redstone.fm you should put the details in writing to us at manager@redstone.fm

Your complaint must include:

- your name and contact details
- date/time of the broadcast concerned
- full details of your complaint.

Your e-mail will be acknowledged within 5 working days. We strive to deal with complaints within 20 working days but should it take longer, we will keep you informed of progress. However you should note that we only keep recordings of programmes for 42 days (as required by the 1990 Broadcasting Act). Therefore any complaint received after 42 days from the alleged incident can not be entertained under any circumstance.

Appeals

If you are unhappy with the reply you have received to our complaint, you may appeal. Such appeal must be made within 5 working days of receipt of our response and addressed to:

chair@redstone.fm

We strive to deal with any appeal within 20 working days.

Ofcom

Redstone.fm is licensed by Ofcom. If you are unhappy with our response to the complaint or subsequent appeal, you can take the matter up with Ofcom. Details of their complaints procedure may be found here: <http://ofcom.org.uk/complain/progs/specific/>

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