

# COMPLAINTS PROCEDURE

Do you like what you hear on this station?

If you do not, and have any complaints about the **program content** of Link FM, talk to us.

You can inform us by writing to The Station Manager within 60 days of the date of broadcast on which your complaint is based.

*(Please provide the date of broadcast)*

**You can post or e-mail your complaint to:**

**Postal address:**

Link FM, 1st Floor, River Park Building, East London, 5201.

**E-mail:** [info@linkfm.co.za](mailto:info@linkfm.co.za)

We will reply to your complaint in writing within 5 working days of receipt of your complaint.

You may also phone us on **043 711 4900** during office hours, Monday to Friday from 8am to 4pm.

Alternatively, you are welcome to engage with us by completing a Written Comment at any one of our regular Community Outside Broadcast Forums.

These are advertised On-Air at least 2 weeks ahead of time.

If this however is not sufficient for the complainant, the Station Manager will then ask the complainant to contact by phone or mail, the monitoring and complaints department of the Independent Communications Authority of South Africa.

The Station Manager will provide all the necessary contact details to the complainant upon request.

