



At WWR we try to do everything to high standards but sometimes we may get things wrong.

We welcome all comments from our audience as these help us improve.

If you are unhappy with something we have done you can complain to our regulatory body Ofcom. However you can also raise the matter with us first.

We will deal with you and your complaint diligently, respectfully and impartially. We will keep all details confidential and only disclose them to the extent necessary to resolve the matter. We will try to resolve the matter amicably and quickly in the following way:

i) as a first step please try to resolve the matter by discussing it with the WWR person who caused your complaint to arise. We will give our station manager details of all complaints as soon as they are received.

ii) if you are not satisfied, please contact our station manager by email at [station.manager@westwiltsradio.com](mailto:station.manager@westwiltsradio.com) - start the subject line with COMPLAINT and please tell us the best phone number to contact you on. The station manager will contact you and try to resolve the matter within three days.

iii) if you remain unhappy, the station manager will escalate the matter to our directors who will try to resolve the matter within a further seven days.

At each of the stages shown above, we will copy you with a written note accurately setting out: the actions we took to investigate and resolve the matter, the details of our findings and our suggested resolutions.

If you are still unhappy you will need to contact Ofcom.

Thank-you