



## **If you have a complaint...We'd love to help solve it.**

We're pleased to say that it's not often we receive a complaint. However, if there is something you'd like to raise with us, we're all ears!

Rhema 99.9 seeks to model the Biblical framework for resolving issues. The Apostle Paul set the standard when he said "If it is possible, as much as depends on you, live peaceably with all men" (Romans 12:18 NKJV).

So, if you wish to make a comment or complaint about something, we want to hear from you to help resolve the matter.

How to ensure your concerns are heard. Please:

1. Collate the information;

Clearly identify the matter or item you are concerned about and the nature of your concern. Also think about whether you wish to lodge a complaint or just make a comment.

2. Contact us:

1. At our website using the contact form located here:
2. By email at [admin@rhema999.com.au](mailto:admin@rhema999.com.au)
3. By mail at: Rhema 99.9, P O Box 5725, Port Macquarie NSW 2444

We've found that some issues can be quickly resolved in conversation so we encourage you to include a phone number in your submission as we may opt to call you to talk through your concern before responding in writing.

If you are not satisfied with our response:

We invite you to let us know your feelings so we can try to resolve the matter. Also, if you are not satisfied with our written response to a complaint then you also have the option of referring the matter to the board of Rhema 99.9 by emailing the Secretary of the Board directly at [production@rhema999.com.au](mailto:production@rhema999.com.au).

### **Our commitment to you:**

We are committed to keeping the lines of communication open and will make every reasonable effort to resolve your genuine complaint in a courteous and timely manner.