# ACMA broadcasting complaint form





# Instructions for completion

#### What to provide

## Code complaints

A complaint about a matter that is covered by a code of practice must be first made to the station concerned. If your complaint is about a matter that is covered by a code of practice, please provide details on this form and attach:

- · a copy of your complaint to the station
- · a copy of the station's response to you, if received
- a copy of any other correspondence between you and the station.

## Complaints about a licence condition or standard

If your complaint is about a licence condition matter or a standard, it can be made directly to ACMA. Please provide details on this form.

#### Where to send your complaint

# Complaints about community broadcasting services

Community complaints
Community Broadcasting Group
Australian Communications and Media Authority
PO Box Q500
Queen Victoria Building
SYDNEY NSW 2000
Fax: 02 9334 7799

Email: communitybroadcasting@acma.gov.au

#### Complaints about other broadcasting services

Assistant Manager Investigations Section Australian Communications & Media Authority PO Box Q500 Queen Victoria Building Sydney NSW 2000

Fax: 02 9334 7799

Email: broadcasting@acma.gov.au

#### Interpreter assistance

Interpreter assistance in making a complaint about a radio or television broadcast can be arranged, at cost to ACMA. The Telephone Interpreter Service is a national service and can be contacted during business hours on 131 450.

# **Privacy notes**

- As a complaint about a code matter must be made to the station before it is made to ACMA, the name and address of the complainant are usually disclosed to that licensee.
- As a complaint about a licence condition or standard can be made directly to ACMA, the name and address of the complainant are usually not disclosed to a licensee, unless the consent of the complainant has been obtained.
- ACMA publishes most investigation reports on its website and includes a summary in its Annual report and other ACMA publications. A media release may also be issued. ACMA's usual practice is to not use a complainant's name in an investigation report. However, complainants need to be aware that some details of the complaint may receive publicity, regardless of whether a breach is found.

Personal information	
Surname	Contact details
Given name	Home ( )
Title	Work ( )
	Mobile ( )
Address	Fax ( )
	Email ( )
Postcode	

Complaint information		
Complaint issue/s		Time and date of broadcast (if applicable)
Code provision licence	e condition or standard (if known)	
Code provision, licence	e condition of standard (ii known)	For code complaints:  Date of complaint to station (attach copy of letter)
Station	Location	Date of station reply (attach copy of letter if received)
Program title (if applica	able)	
Complaint sumn	nary	