

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 monthly newsletter and Annual Report. 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
Given name
Title

Address

Postcode

Contact details

Home ()
Work ()
Mobile
Fax ()
Email

