

## 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](mailto: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](mailto: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

