



COMPLAINTS MADE EASY

ACMA complaint form and documents required

The following notes will assist you to understand the regulations and the process of how to lodge your complaint as set down by the Australian Communications and Media Authority in accordance with the Broadcasting Services Act 1992.

Notes

If you wish to make a complaint to ACMA about a matter concerning a television or radio program that is covered by a code of practice, **you must, by law, have first made your complaint directly to the relevant station.** Have you complained directly to the station?

If you have complained to a station, and you are dissatisfied with the response or the station has not answered your complaint within 60 days, you may proceed to make your complaint to ACMA. If you have NOT complained to the station first, you use the ACMA complaint form (attached) and **hand/send it TO THE STATION** after you have completed it.

Note that you may make a complaint directly to ACMA only if the matter relates to a [licence condition](#).

Privacy note: The information in your complaint, including your name and address, will usually be disclosed to the broadcaster concerned during the course of investigating your complaint. Your name and address may also be published in a report or on the ACMA website.

If you do not want your details to be given to the broadcaster concerned, or used in any publication, please indicate your preference for confidentiality in your letter of complaint to the Station or to ACMA, by ticking the box located at the end of the ACMA complaint form.

Documents required

If you wish to make a complaint to a radio or TV station, you can do so by printing and completing the ACMA complaint form and sending it to the station on which you saw or heard the program. If you prefer to write a letter instead of using the ACMA complaint form, **please provide all the details requested in the form.**

If you are writing to ACMA, remember to attach a copy of your complaint to the station, a copy of the station's reply if this has been received, and any other relevant correspondence between you and the station.

Where to send your complaint

TO THE STATION: (Our Address is shown on the Complaints Form)

TO ACMA : If you have complained to a station about a matter covered by a code of practice, AND you are dissatisfied with the response or the station has not answered your complaint within 60 days. If sending to ACMA, the address is:

Assistant Manager
Investigations Section
Australian Communications & Media Authority
PO Box Q500
Queen Victoria Building
Sydney NSW 1230