

COMMERCIAL RADIO CODES OF PRACTICE - LISTENER COMPLAINT FORM

All program content on commercial radio stations (music, news, talk, advertisements, etc) is regulated by the *Commercial Radio Codes of Practice (Codes)*. The Codes also provide a complaints process through which any listener can make an official written complaint to a station if he or she reasonably feels that a program on the station breached the Codes.

On receiving a valid complaint, the relevant station must resolve the complaint by writing back to the complainant at the address supplied. A complainant that's not satisfied with that response is entitled to refer the matter to the Australian Broadcasting Authority (**ABA**).

You may use this form only if you wish to make a complaint to a station that a program it broadcast has breached the Codes. Do not send this form to Commercial Radio Australia. For a copy of the Codes or to find a station's contact details, visit www.commercialradio.com.au or call us on **(02) 9281 6577** during office hours.

You must provide the information below so that we can process your complaint and respond to you as required by the Codes.

A. PERSONAL INFORMATION

Title (e.g. Mr/Mrs)	<input type="text"/>	Surname	<input type="text"/>
Given Names	<input type="text"/>		
Address	<input type="text"/>		
State/Territory	<input type="text"/>	Post Code	<input type="text"/>
Phone: (optional)	<input type="text"/>	Fax (optional)	<input type="text"/>

*You must provide the information below so that we can carry out our internal investigations to identify the program complained about. **Your complaint cannot be made more than 30 days after the broadcast.***

B. COMPLAINT INFORMATION

Name of Station	<input type="text"/>	Listening Area	<input type="text"/>
Name of Program	<input type="text"/>		
Time of Broadcast	<input type="text"/>	Date of Broadcast	<input type="text"/>
Complaint Issue	<input type="text"/>		
Code Provision (if known)	<input type="text"/>		

Please provide a summary of your complaint.

C. SUMMARY OF COMPLAINT

Please sign the form and send it to this station using the contact details below

Signature <input style="width: 90%;" type="text"/>	Date <input style="width: 90%;" type="text"/>
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FAX COMPLETED FORM TO: "Attention: Station Manager", (fax no); **or POST TO:** "The Station Manager",(station postal address)