

## Complaint form

To make a complaint you must send your complaint to us via this form or write to us by letter. Please check the station website for the postal address if you wish to send your complaint by post.

Please note that this form is to be used only for complaints made under the Commercial Radio Code of Practice (Code). A copy of the Code is available at

<http://commercialradio.com.au/CR/media/CommercialRadio/Commercial-Radio-Code-of-Practice.pdf>

The Code provides a process through which a listener may make a formal complaint to a station asserting a breach of the Code. The complaints process is set out in section 10 of the Code.

A complainant who is not satisfied with the response it receives from the station may refer the matter to the Australian Communications and Media Authority for resolution.

Under the Code, complaints relating to advertising, other than complaints under section 4 (identifiability of advertising material) and section 9 (gambling and betting odds), should be sent to the Advertising Standards Bureau - <http://www.adstandards.com.au>

Questions marked with an asterisk (\*) are mandatory.

**Is your complaint about an advertisement other than a complaint under section 4 (identifiability of advertising material) or section 9 (gambling and betting odds) of the Code?\***

Yes      No

If Yes, your complaint should be made to the Advertising Standards Bureau - <http://www.adstandards.com.au>

**Do you assert that the station has broadcast matter which breaches the Code?\***

Yes      No

**Code provision (if known):**

**Title:**

**Name\*:**

**Email Address:**

**Street Address/P.O. Box\*:**

**Town / Suburb / City\*:**

**State\*:**

**Postcode\*:**

**Telephone No:**

**Mobile No:**

	10 - 17	18 - 24
<b>Age Range:</b>	25 - 39	40 - 54
	55 - 70	70+

**Do you make this complaint as a member, employee or representative of a business, organization or other entity?:**

Yes    No

**Radio Station\*:**

**Frequency (eg. 85.2FM):**

**Date of broadcast\*:**

**Time of broadcast:**

**Did you hear the broadcast?\***

Yes    No

**Are you making a complaint relating to privacy (provision 3.3 of the Code)?\***

Yes    No

**How did you hear it?\***

**If Other Please Enter:**

**Please provide a description of the material which you are complaining about below (minimum 25 words). The description must be sufficiently detailed to enable the station to understand the substance of your complaint\*:**

**In lodging this form, you are commencing a formal complaint under the Code. Do you confirm that all contact and broadcast information provided in this form is true and accurate to the best of your knowledge?\***