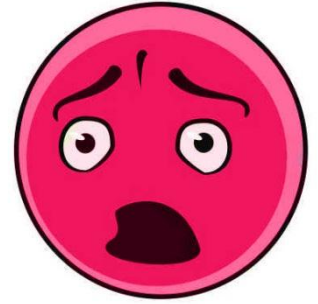


How to complain



about a TV program or an advertisement

*These days, broadcasting and advertising are ‘self-regulated’ – there are no government inspectors checking to see the rules are obeyed. Instead, **YOU** are the inspector! So, if you see a problem, please help by lodging a complaint. Your country needs you!*

Complaints about content of advertisements should be sent to the **Advertising Standards Bureau**. You can write to the Bureau at Level 2, 97 Northbourne Ave, Turner ACT 2612, or use the complaint form on their website: www.adstandards.com.au (click on the red box on the home page – “Lodge a complaint!!!”) *Include your name, address, details of the ad, where you saw it, and why you believe it is harmful.*

Complaints about programs or placement of ads on commercial television can be made via the complaint form on the website: www.freetv.com.au. Click on **Viewer Feedback** in the list on the left hand side of the home page, then scroll down and click on **Electronic Lodgement System**, then follow instructions requiring details of your name, address, TV station, program, date and time, and reasons why you are complaining. Send your complaint within 30 days of the broadcast.

You may instead complain directly to the TV station. You must send a letter or fax (not phone) and include your name, address, program name, date/time of broadcast, and how it breached the TV Code (www.freetv.com.au/media/Code_of_Practice/2010_Commercial_Television_Industry_Code_of_Practice.pdf).

Channel 2 (ABC): Write c/o GPO Box 9994 in your state capital (eg GPO Box 9994, Adelaide 5001), or use the feedback form on the ABC website: www.abc.net.au/contact/complain.htm.

SBS – all states: Locked Bag 028, Crows Nest NSW 1585 or use the complaint form: www20.sbs.com.au/complaints/

Channel 7 – Sydney: PO Box 777, Pyrmont 2009, fax 02 8777 7778; **Brisbane:** GPO Box 604, Brisbane 4001, fax 07 3368 2970; **Melbourne:** GPO Box 4477, Melbourne 3001, fax 03 9697 7789; **Adelaide:** 40 Port Rd, Hindmarsh 5007, fax 08 8342 7717; **Perth:** PO Box 77, Tuart Hill 6060, fax 08 9344 0687; **Queensland:** PO Box 296, Maroochydore 4558, fax 07 5430 1777.

Channel 9 – all states: Executive Producer, [Name of program], PO Box 27, Willoughby 2068, fax 02 9958 2279.

Channel 10 – Sydney: GPO Box 10, Sydney 2001, fax 02 9650 1010; **Brisbane:** GPO Box 751, Brisbane 4001, fax 07 3369 3786; **Melbourne:** Private Bag 5000, South Yarra 3141, Fax 03 9275 1011; **Adelaide:** Locked Bag 10, Adelaide 5001, fax 08 8225 1011; **Perth:** PO Box 10, Mirrabooka 6061, fax 08 9344 8076.

(For details of regional TV stations, see www.freetv.com.au/Content_Common/pg-TV-Station-Members.seo.)

Keep a copy of your complaint (with date sent). The station should respond within six weeks (30 working days). If, as is likely, you are not satisfied with this response, you should send a copy of your complaint plus the unsatisfactory reply and a brief covering letter explaining your ongoing concern, to the **Australian Communications and Media Authority (ACMA)** – via email: communitybroadcasting@acma.gov.au; or post: Community Complaints, ACMA, PO Box Q500, Queen Victoria Building, Sydney 2000; fax 02 9334 7799.

FamilyVoice Australia – a Christian voice for family, faith and freedom:

office@fava.org.au; phone 1300 365 965; www.fava.org.au