

# 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](http://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](http://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](http://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](http://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/](http://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](http://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](mailto: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](mailto:office@fava.org.au); phone 1300 365 965; [www.fava.org.au](http://www.fava.org.au)