



44 Avenue Road  
Mosman NSW  
Australia 2088

T : 61 2 8968 7100  
F : 61 2 9969 3520  
W : [freetv.com.au](http://freetv.com.au)

**Media Release  
2 December 2011**

**FREE TV'S ANNUAL CODE COMPLAINT REPORT 2010/2011**

The commercial television industry's Annual Code Complaint Report released today shows that Free TV broadcasters continue to maintain a low number of complaints overall. In the period from 1 July 2010 to 30 June 2011 there were 2,816 complaints received nationwide.

Free TV Australia is the industry body representing all of Australia's commercial free-to-air television licensees. Free TV develops the Commercial Television Code of Practice, which must be registered by the Government regulator, the Australian Communications and Media Authority (ACMA).

Releasing the report, Julie Flynn, CEO of Free TV Australia stated, "It's clear from the low number of viewer complaints that the Code is working well. In fact, 2,816 complaints amount to less than 4 complaints per month per service. Considering Free TV has an output of over 6,400 hours of programming a month and is watched by 14 million people every day, this is a strong result."

Whilst the 2010-2011 figures are higher than the previous reporting period (1,292), this was the first full year incorporating complaints submitted electronically via the Free TV website complaints portal.

Only 2.2% of the 2,816 Code complaints received were referred by the viewer to ACMA, indicating that 97.8% of complainants were satisfied with the station's response. Of the 61 Code complaints referred to the ACMA, only 16 were upheld.

Ms Flynn said, "This is a great report card. It shows that broadcasters take their Code obligations very seriously and that the Code of Practice continues to reflect community standards. Viewers and broadcasters can be confident that the Code is working effectively".

A copy of the report can be obtained from [www.freetv.com.au](http://www.freetv.com.au) or by telephoning Free TV Australia on 02 8968 7100.

-ENDS-

**Media enquiries and interviews:**

Julie Flynn, Chief Executive Officer, Free TV Australia – 02 8968 7100