

# VIEWER FEEDBACK & COMPLAINTS

**This Fact Sheet provides guidance to viewers on the complaints procedure for content they have viewed on commercial free-to-air television.**

## Complaints under the Code of Practice

The Commercial Television Industry Code of Practice (the Code) contains a range of rules regulating the content on commercial free-to-air television. An overview of the Code and the matters it covers can be found [here](#), or you can find a complete copy of the Code [here](#).

The Code of Practice sets out a formal complaints process for matters covered by the Code. **If you believe a broadcaster has acted contrary to the Code, you should follow the steps below.**

## How to make a formal complaint

If you wish to make a **formal complaint** about something you have seen or heard on commercial free-to-air television, you should **contact the broadcaster in writing within 30 days of the relevant broadcast.**

You can do this by either:

- lodging an online complaint with Free TV Australia using the online complaint form available on the Free TV website [www.freetv.com.au](http://www.freetv.com.au); or
- in writing to the relevant broadcaster to the address specified in Appendix 2: *Television Station Contacts for Code Complaints* of the Code.

The formal complaints process only relates to material that you saw or heard on a commercial free-to-air broadcast service. It does not cover other services such as online content.

For more information on Viewer Feedback and Complaints and to access the online complaints form [click here](#).

For contact details for each of the commercial free-to-air television stations [see Appendix 2 \(pg 31\)](#).

## Information to include

Your complaint should include:

- details about the broadcast (such as date, time, channel, location, program or description of the material);
- the reason for your concern;
- a name and address for response.

When making a complaint you do not need to indicate which section of the Code is relevant, but you do need to provide the broadcaster with enough information to allow them to properly respond.

It's a good idea to keep a copy of your complaint and if you are mailing your complaint, you may wish to send it via registered mail, to ensure it is received.

## What happens next

If your complaint relates to a matter covered by the Code, the relevant broadcaster will **provide a written response within 30 working days**, unless your complaint:

- is frivolous, vexatious, or an abuse of process;
- is offensive or vulgar;
- is a second or subsequent complaint in relation to the same issue;
- relates to the privacy of another person.

If you are not satisfied with the response or you do not receive a response within 60 days, **you can escalate your complaint to the Australian Communications and Media Authority (ACMA).**

## Advertising complaints

Complaints about the amount of advertising or about the scheduling/classification of advertisements are covered by the Code.

Other complaints about the nature or content of an advertisement or marketing communications should be directed to the Advertising Standards Bureau (ASB).

For more information regarding the ASB's complaints process, or to make a complaint, please visit the ASB's website at [www.adstandards.com.au](http://www.adstandards.com.au)

## Other viewer feedback

Broadcasters value audience feedback as an important way of keeping in touch with community opinion.

If your feedback concerns a matter not covered by the Code, such as scheduling queries or general comments about a program, you should contact the relevant broadcaster. [Click here](#) for contact details.

## Need more information?

For more detailed information about the Code complaints process, [click here](#).

A full copy of the Commercial Television Industry Code of Practice can be found on the Free TV Australia website at [www.freetv.com.au](http://www.freetv.com.au). Or you can write or call us at:

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