

## **Media Release** **20 November 2007**

### **17% DROP IN COMPLAINTS ABOUT TELEVISION**

The commercial television industry's Annual Code Complaints Report released today shows that Free TV broadcasters received only 914 code complaints in the period from 1 July 2006 to 30 June 2007. This is 17 per cent less than the previous reporting period.

The Commercial Television Industry Code of Practice is developed by Free TV Australia and must be registered by the Government regulator, the Australian Communications and Media Authority (ACMA).

Releasing the report, David Leckie, Chairman of Free TV Australia said: *"These figures very clearly demonstrate that the Code is working well. Only 914 complaints over a 12 month period is a very small number when one considers there are 55 commercial television stations around the country broadcasting all day every day of the year. A 17 per cent decrease in complaints compared to the previous year, is a great achievement.."*

Mr Leckie noted that in the year to 30 June 2007 commercial television stations upheld complaints about 9 program items. Less than 7 per cent of complaints received by stations were referred to the ACMA for investigation, indicating that most viewers were satisfied with the station's response. Of the 61 complaints referred to the ACMA, only 11 were upheld.

Mr Leckie said, *"Considering Free TV has an output of well over 2,000 hours of programming a month, this is a terrific achievement. It shows the Code is working effectively and that it continues to reflect community standards. Free TV broadcasters are committed to the Commercial Television Code of Practice and take their obligations under the Code very seriously."*

A copy of the report can be obtained from [www.freetvaust.com.au](http://www.freetvaust.com.au) or by telephoning Free TV Australia on 02 8968 7100. Free TV Australia is the industry body representing all of Australia's commercial free-to-air television licensees.

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