

# How to complain about a TV program or advertisement



1. Write a heading, "Complaint".

2. Write your name and address in block capitals

Title (eg Mrs):.....First Name.....Last name.....

Address:..... State..... Postcode..... Phone (...) .....

3. Print general details of the complaint

Name of TV channel: ..... Location (eg Adelaide):.....

Name of program/product advertised .....Date and time of broadcast .....

Complaint issue (eg drug/crime promotion, coarse language/blasphemy, sex/nudity, violence) .....

TV code provision (if known - see [www.freetvaust.com.au/Content\\_Common/pg-Code-of-Practice.seo](http://www.freetvaust.com.au/Content_Common/pg-Code-of-Practice.seo)).

4. Write a summary of your complaint - explain why you believe the program or advertisement was harmful or breached the TV code of practice.

5. Sign your name, write the date and post your complaint to the TV station (see addresses below - phone or email complaints are not valid).

6. Keep a copy of your complaint! If, after 60 days, you are not happy with the station's response, forward a copy of that response with a copy of your original complaint and an explanatory note, to the **Australian Communications and Media Authority** at PO Box Q500, Queen Victoria Building, Sydney NSW 1230.

## Addresses of TV stations

**ABC CHANNEL 2:** GPO Box 9994 in **your state capital** (eg GPO Box 9994, ADELAIDE SA 5001).

**CHANNEL 7:** Park Tce, Gilberton **SA** 5081; PO Box 50, Epping, **NSW** 2121; PO Box 296, Maroochydore **Qld** 4558; GPO Box 4477, Melbourne **Vic** 3001; PO Box 77, Tuart Hill **WA** 6060.

**CHANNEL 9:** PO Box 9, North Adelaide **SA** 5006; PO Box 27, Willoughby **NSW** 2068; PO Box 100, Richmond, **Vic** 3121; PO Box 72, Brisbane, **Qld** 4001; PO Box 99, Tuart Hill **WA** 6060; 37 Watchhorn St, Launceston **Tas** 7250.

**CHANNEL 10:** PO Box 1010, North Adelaide **SA** 5006; GPO Box 10, Sydney **NSW** 2001; Private Bag 5000, South Yarra **Vic** 3141; GPO Box 751, Brisbane **Qld** 4001; PO Box 10, Mirrabooka **WA** 6941.

**SBS:** All states - **Locked Bag 028, Crows Nest NSW 1585.**

8. Complaints about advertising content cannot be handled by TV stations, who only deal with complaints about wrong time slots for advertisements. Send advertising content complaints to: **The Advertising Standards Bureau**, Level 2/97 Northbourne Ave, TURNER, ACT 2612.

For more information, including addresses of TV stations in country regions, contact **Festival of Light Australia**, phone 1300 365 965; email [office@fol.org.au](mailto:office@fol.org.au); GPO Box 9894 in your capital city.