

Complaints about ABC Programming

ABC Contact Details

Comments or complaints can be made about ABC programming

By Phone or Post

- . local phone listing in your local phone book;
or
phone 139 994
(In most instances a call to this number is the cost of a local call. But it may be higher, depending on your carrier, or if calling from a mobile phone or pay phone.)
- . The ABC, GPO Box 9994 in your capital city
- . addresses and phone numbers for ABC services are at: www.abc.net.au/contact/abc_offices.htm

Online <http://abc.net.au/contact/>

Teletypewriter service (TTY) 1800 627 854

Complaining

- . You can lodge any comment or complaint about the ABC by telephone or online, and it will be noted and passed on to the appropriate program area.
If you want a reply, you must specify that it is required.
- . If your complaint is serious, it is best to put it in writing.

Lodging a Serious Complaint

Step 1. Write to the ABC

Details on contacting the ABC are outlined above.

The ABC aims to respond as quickly as possible to serious complaints, but no later than four weeks. If the response is likely to be delayed while information is collected, an acknowledgement will be sent.

If you are dissatisfied with the ABC's handling of a complaint covered by the ABC's Code of Practice, you can seek external review through the Australian Communications & Media Authority.

Step 2. Complain to the Australian Communications and Media Authority (ACMA) www.acma.com.au

ACMA is an independent federal statutory authority responsible for the regulation of free-to-air radio and television, pay TV, digital broadcasting and internet content in Australia.

Phone: 1800 226 667

Post: ACMA, PO Box Q500, Queen Victoria Building, NSW 1230

Email: broadcasting@acma.gov.au

Teletypewriter service (TTY): (03) 9963 6948

More Information about complaints :

www.abc.net.au/contact/complaints_process.htm#what1

The ABC Code of Practice and ABC Editorial Policies :

www.abc.net.au/contact/complaints.htm



Friends of the ABC (Vic) Inc. www.fabc.org.au
GPO Box 4065, Melbourne, Vic 3001. Ph (03) 9682 0073 A0034181A
FABC Vic Info sheet: GS

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