

COMMERCIAL RADIO CODES OF PRACTICE - LISTENER COMPLAINT FORM

All program content on this station (music, news, talk, advertisements, etc) is regulated by the *Commercial Radio Codes of Practice (Codes)*. The Codes also provide a complaints process through which any listener can make an official written complaint to a station if he or she reasonably feels that the station has broadcast a program which breaches the Codes.

On receiving a valid complaint, the relevant station must resolve the complaint by writing back to the complainant at the address supplied. A complainant that's not satisfied with that response is entitled to refer the matter to the Australian Communications and Broadcasting Authority (ACMA).

You may use this form only if you wish to make a complaint to this station that a program we broadcast has breached the Codes. For a copy of the Codes, visit www.commercialradio.com.au or contact this station on (08) 99412223 during office hours.

You must provide the information below so that we can process your complaint and respond to you as required by the Codes.

Title (e.g. Mr/Mrs) _____ Surname: _____
Given Names: _____
Address: _____
State/Territory: _____ Post Code: _____
Phone: (optional) _____ Fax (optional): _____

*You must provide the information below so that we can carry out our internal investigations to identify the program complained about. **Your complaint cannot be made more than 30 days after the broadcast.***

Name of Station: _____ Listening Area: _____
Name of Program: _____
Time of Broadcast: _____ Date of Broadcast: _____
Complaint Issue: *Please provide a summary of your complaint.*

Code Provision (if known) _____

Please sign the form and send it to this station using the contact details below

Signature: _____ Date: _____

**FAX COMPLETED FORM TO: "Attention: Station Manager", (08) 99412223; or
POST TO: "The Station Manager, Hits Radio Pty Ltd, PO Box 1150, Carnarvon
WA 6701".**