

## 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 & Media 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](http://www.commercialradio.com.au) or contact this station on 02 6552 2100 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.*

*Please provide a summary of your complaint.*

A. PERSONAL INFORMATION	C. SUMMARY OF COMPLAINT
Title (e.g. Mr/Mrs) <input style="width: 60px;" type="text"/> Surname <input style="width: 160px;" type="text"/> Given Names <input style="width: 320px;" type="text"/> Address <input style="width: 350px;" type="text"/> State/Territory <input style="width: 100px;" type="text"/> Post Code <input style="width: 130px;" type="text"/> Phone: (optional) <input style="width: 100px;" type="text"/> Fax (optional) <input style="width: 110px;" type="text"/>	<div style="border: 1px solid black; height: 700px; margin-bottom: 5px;"></div>
<i><b>You must provide the information below so that we can carry out our internal investigations to identify the program complained about. <span style="color: red;"><u>Your complaint cannot be made more than 30 days after the broadcast.</u></span></b></i>	
B. COMPLAINT INFORMATION	
Name of Station <input style="width: 100px;" type="text"/> Listening Area <input style="width: 110px;" type="text"/> Name of Program <input style="width: 300px;" type="text"/> Time of Broadcast <input style="width: 90px;" type="text"/> Date of Broadcast <input style="width: 90px;" type="text"/> Complaint Issue <input style="width: 310px;" type="text"/> Code Provision (if known) <input style="width: 250px;" type="text"/>	
<b>Signature</b> <span style="float: right;"><b>Date</b></span>	

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

**FAX COMPLETED FORM TO:**

“Attention: General Manager Murray Nelson”, 02 6551 0522; or POST TO: “MaxFM General Manager, Cowper Street, Taree NSW 2430”