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 or contact this station on 02 6722 2444 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.

A. PERSONAL INFORMATION

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.

B. COMPLAINT INFORMATION

Name of Station _____ Listening Area _____

Name of Program _____

Time of Broadcast _____ Date of Broadcast _____

Complaint Issue _____

Code Provision (*if known*) _____

Please provide a summary of your complaint.

C. SUMMARY OF COMPLAINT

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

Signature **Date**

FAX COMPLETED FORM TO: "Attention: Station Manager", 02 6722 1353; or POST TO: "GEM FM Station Manager, PO Box 770, Inverell, NSW 2360"