COMMERCIAL RADIO CODES OF PRACTICE - LISTENER COMPLAINT FORM

All program content on this station (news, talk, music, 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 material which breaches the Codes.

On receiving a valid complaint, this station must resolve the complaint by responding to the complainant at the address supplied. In the event that the complainant is not satisfied with the response the complainant is entitled to refer the matter to the Australian Broadcasting Authority (**ABA**).

You may use this form only if you wish to make a complaint to this station that material we broadcast has breached the Codes. For a copy of the Codes, visit www.commercialradio.com.au or contact this station on (08) 9323 9600 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: General Manager", (08) 9323 9666; or POST TO: "The General Manager, 96fm, Level 1, 169 Hay Street EAST PERTH WA 6004"