

From: [REDACTED]
To: [REDACTED]
Subject: RE: Your complaint about Ben Fordham Breakfast Show broadcast by 2GB Sydney on 10 July 2024 [SEC=OFFICIAL]
Date: Tuesday, 4 November 2025 5:04:00 PM
Attachments: [BM-15558 - response .docx](#)
[image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.jpg](#)

OFFICIAL

Hi [REDACTED],

Please see my suggest edits attached. I have made quite a few changes noting you followed my instructions well. Having seen it though I think we can be less general and more specific to the questions in our response.

Happy to discuss.

[REDACTED]

OFFICIAL

From: [REDACTED]
Sent: Monday, 3 November 2025 3:27 PM
To: [REDACTED]
Subject: RE: Your complaint about Ben Fordham Breakfast Show broadcast by 2GB Sydney on 10 July 2024 [SEC=OFFICIAL]

OFFICIAL

Hi [REDACTED]

As discussed, please see below a draft response for Jeff Hudson. I am happy to discuss.

Regards,

[REDACTED]

BM-15558

Dear [REDACTED],

RE: Your complaint about Ben Fordham Breakfast Show broadcast by 2GB Sydney on 10 July 2024

I refer to your email addressed to the Chair of the Australian Communications and

Media Authority (ACMA), Ms Nerida O'Loughlin, dated 31 October 2025 regarding an update on your above complaint. I have been asked to respond to your email on behalf of Ms Nerida O'Loughlin.

I note that your previous emails dated 7 and 10 September 2025 were not delivered to the ACMA due to the size of the files and you resent the emails and information to the ACMA on 26 September 2025.

I understand [REDACTED] from the ACMA Customer Service Centre (CSC) left a message on 26 September 2025, advising that the Content Investigations Section was in receipt of your email dated 26 September 2025. I note that you also asked three questions regarding the ACMA's processes, I apologise for the delay in responding.

As set out in our previous emails, while the ACMA can assess complaints about broadcasting issues, we work in a co-regulatory framework. Under this model, if a listener believes what they heard may have been in breach of a Code of practice, they are required to send their complaint to the broadcaster for a response in the first instance. I understand that you have now followed this process, and you are not satisfied with 2GB's response and have advised the ACMA accordingly. The ACMA is currently assessing your complaint, including 2GB's response dated 8 July 2025 and will advise you soon with the outcome of the assessment.

In responding to your specific questions,

1. Does the ACMA process involve meetings or phone contact with any party or their representatives?

In assessing complaints, the ACMA does not usually meet or speak to licensees or complainants. In making its assessment, the ACMA relies on the broadcast and other relevant information, for example, the response from the licensee or the complainant's letters to the licensee and the ACMA. In some instances, the ACMA may also seek further information from the complainant or licensee.

2. Are all documents and information forwarded to ACMA shared with all parties?

Under the co-regulatory framework, the complainant raises their concerns in the first instance with the licensee so they should have the relevant information. The ACMA, in some circumstances, may forward the complaint information to the licensee but only when it is seeking further clarification or information about the broadcast.

3. Does ACMA encourage mediation for the parties to resolve the complaint (which I would support)?

The ACMA's role regarding commercial radio is to ensure that the content broadcast by commercial radio licensees complies with the relevant license conditions in the Broadcasting Services Act 1992, relevant Standards, and the Commercial Radio Code of Practice 2017. The ACMA has no role in dispute resolution between parties, and we do not offer mediation services.

4. Any other issues you can advise me to understand how the complaint is

resolved.

In terms of the ACMA's complaints handling process, when we receive a complaint about a broadcast, we weigh up a number of factors to help us decide whether to investigate further. These include the specifics and merits of the matter, the nature and seriousness of the issue, the matter's potential to affect the community, and its priority in relation to other matters. As stated above, the ACMA is currently assessing whether to investigate and will advise shortly of the outcome.

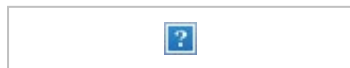
I trust this information has been of assistance.

Yours sincerely,


Compliance Officer
Content Investigations Section

Australian Communications and Media Authority





The ACMA acknowledges First Nations peoples as the Traditional Owners and Custodians of Australia. We respect and celebrate First Nations peoples as the original storytellers and content creators of the lands on which we work and honour the enduring strength and commitment of Aboriginal and Torres Strait Islander peoples to the land, waters and their communities. We pay our respects to Elders past, present, and emerging.



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