

**From:** [REDACTED]  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Your complaint about Ben Fordham Breakfast Show broadcast by 2GB Sydney on 10 July 2024 [SEC=OFFICIAL]  
**Date:** Wednesday, 5 November 2025 9:36:12 AM  
**Attachments:** [image004.png](#)  
[image006.png](#)  
[image007.png](#)  
[image008.png](#)

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OFFICIAL

**BM-15558**

Dear [REDACTED],

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

Thank you for 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 you on behalf of Ms 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 you that the Content Investigations Section was in receipt of your email dated 26 September 2025. I apologise for the delay in responding to your questions regarding the ACMA's processes.

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 only information the ACMA usually requires is the complaint to the licensee/ACMA and the licensee's response to the complaint. The ACMA does not meet with licensees or complainants when assessing complaints. In rare circumstances if the ACMA requires further information to complete its assessment and the information cannot be provided in writing the ACMA may use a telephone call to obtain the information required.

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

Under the co-regulatory framework, Code complaints need to be addressed to licensees in the first instance, hence the licensee should have the relevant information. The ACMA, in some circumstances, may forward complaint information to the licensee but only when it is seeking further clarification or information on issues that may not have been presented to the licensee.

**3. Does the ACMA encourage mediation for the parties to resolve the complaint**

**(which I would support)?**

Regarding matters covered by the Commercial Radio Code of Practice 2017 (the Code), the ACMA's role is to ensure that broadcast licensees comply with the rules in the Code. While complaints are a means of bringing potential compliance issues to the attention of the ACMA (and the ACMA may communicate the outcome of its assessment or investigation findings to complainants) the ACMA's role is limited to considering the licensees' compliance. The ACMA's role does not include dispute resolution such as mediation nor does the ACMA offer personal remedies to complainants.

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

If you consider that you have a personal dispute with 2GB, beyond concerns that they may have breached the Code, you may wish to seek independent legal advice.

The ACMA is currently assessing your complaint and we will advise you soon of the outcome of our assessment.

I trust this information has been of assistance.

Yours sincerely,



**Content Investigations Section**

**Australian Communications and Media Authority**

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W [acma.gov.au](http://acma.gov.au)



*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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