

FOI Request [REDACTED]

Contact ID: 50297116

Name: [REDACTED]

Email: [REDACTED]

Interaction IDs:

- [CSC2025-11227](#)
- [CSC2025-18486](#)

Contact ID: 50297116

Name: [REDACTED]

Interaction IDs:

- [CSC2025-10585](#)
- [CSC2025-20865](#)

[CSC2025-11227](#)

Screenshot of CRM

INTERACTION INFORMATION

CSC2025-11227

Record StatusClosed

Interaction IDCSC2025-11227

Owner[REDACTED]

General

Anonymous

No

Lead *

Contact *

[REDACTED]

Opted Out of Survey

No

Web Form Reference

Response

Type *

Enquiry

On Behalf Of Customer

Method of Contact *

Email

On Behalf Of Contact

CPOS Task

Owner *

[REDACTED]

Description

Broadcast Radio Complaint referred to LA
[REDACTED] 8/06 - coro - called LA, they will follow up regarding his documents that have been posted.

Date Received

11/06/2025 12:07 AM

Date Opened

16/06/2025 12:05 PM

Date Referred

16/06/2025 1:38 PM

Date Last Responed

16/06/2025 3:38 PM

Date Actioned by CSC

16/06/2025 1:09 PM

Date Closed

16/06/2025 3:54 PM

Date Resolved by Line Area

16/06/2025 8:00 AM

Classification

ISSUES

Level 1 Issue

Level 2 Issue

Level 3 Issue

Primary

Broadcasting

Broadcasting code of practice

YES

Attached Files:

- FOI Request [REDACTED] – File 1 – Email trail showing initial email and correspondence with [REDACTED]
- FOI Request [REDACTED] – File 2 – Email referral to Line Area for action.

CSC2025-18486

INTERACTION INFORMATION

CSC2025-18486

Record Status

Closed

Interaction ID

CSC2025-18486

Owner

General

Anonymous

Lead

Contact

Opted Out of Survey

Web Form Reference

Reopened

On Behalf Of Customer

On Behalf Of Contact

Owner

Description

Date Received

Date Opened

Date Referred

Date Last Reopened

29/09/2025 10:02 AM

29/09/2025 10:02 AM

Date Actioned By CSC

29/09/2025 10:05 AM

Date Closed

29/09/2025 10:05 AM

Date Resolved By Time Area

2 Phone Calls Associated with this interaction.

Action & Advice

Subject	Regarding	Activity Type	Activity Status	Owner	Priority	Last Updated	Primary Email (Owning ...)
ust rang wan...	CSC2025-18486	Phone Call	Completed		Normal	29/09/2025 10:03 AM	
9/9 - advised co...	CSC2025-18486	Phone Call	Completed		Normal	29/09/2025 2:13 PM	

Phone Call

Call From

Call To

Phone Number

Direction

Incoming

Subject

ust rang wanting to speak to Content Investigations. I spoke with our contact for today in Content and we suspect he meant CSC who had escalated the co

ust rang wanting to speak to Content Investigations. I spoke with our contact for today in Content and we suspect he meant CSC who had escalated the complaint to them. Somewhere in the process, the call got d/c but I called back and left a voicemail stating that our content team are reviewing his complaint (they only received it on Friday) and will contact him if and when they need. This is in case he rings back.

Regarding

Owner

Time Spent (in minutes)

CSC2025-18486

10

Notes

Phone Call

Call From

Phone Number

Call To

Direction

Incoming

Subject

9/9 - advised Jeff complaint was with broadcasting section area - already advised previously by

9/9 - advised Jeff complaint was with broadcasting section area - already advised previously by

Regarding

CSC2025-10486

Owner

Time Spent (in minutes)

10

Notes

CSC2025-10585

Screenshot of CRM

INTERACTION : INFORMATION

CSC2025-10585

Record Status

Closed

Interaction ID

CSC2025-10585

Owner

General

Anonymous

Lead

Contact

Opted Out of Survey

Exquiry

Web Form Reference

Recopened

Type

Method of Contact

COS Task

Description

Date Received

Date Opened

Date Referred

Date Last Recopened

On Behalf Of Customer

On Behalf Of Contact

Owner

Lodge a complaint about Sydney 3GB False accusations - Help client to find the Broadcasting Complaint Form online.

10.06 PM - Client called in as he needs to provide more information following his complaint made online, ACMA-3030-WDW22 - He was unable to attach some document. Recommend client to send it to us by email and also provide client our Postal Address in Sydney.

3/06/2025 2:55 PM

3/06/2025 2:55 PM

Date Actioned By CSC

3/06/2025 3:31 PM

Date Closed

10/06/2025 4:05 PM

Date Resolved by Line Area

Classification

ISSUES

Phone calls associated with interaction

Action & Advice

Subject	Regarding	Activity Type	Activity Status...	Owner	Priority	Sta...	Last Updated	Due ...	Primary Email (Owning ...)
Lodge a complaint about ...	CSC2025-10585	Phone Call	Completed		Normal		3/06/2025 3:31 PM		
10.06 PM - Client called in...	CSC2025-10585	Phone Call	Completed		Normal		10/06/2025 4:04 PM		

Phone Call

Call From

Phone Number

Call To

Direction

Incoming

Subject

Lodge a complaint about Sydney 2GB False accusations - Help client to find the Broadcasting Complaint form online.

Lodge a complaint about Sydney 2GB False accusations - Help client to find the Broadcasting Complaint form online.

Regarding

CSC2025-10585

Owner

Time Spent (in minutes)

5

Notes

Phone Call

Call From

Phone Number

Call To

Direction

Incoming

Subject

10:06 PM - Client called in as he needs to provide more information following his complaint made online, ACMA-3030-WDWF21 - He was unable to attach some document. Recommend client to send it to us by

10:06 PM - Client called in as he needs to provide more information following his complaint made online, ACMA-3030-WDWF21 - He was unable to attach some document. Recommend client to send it to us by email and also provide client our Postal Address in Sydney.

Regarding

CSC2025-10585

Owner

Time Spent (in minutes)

5

Notes

CSC2025-20865

Screenshot of CRM

INTERACTION : INFORMATION

CSC2025-20865

Record Status

Closed

Interaction ID

CSC2025-20865

Owner

General

Anonymous

No

Lead

Web Form Reference

Contact

Reopened

Opted Out of Survey

No

Type

Enquiry

On behalf Of Customer

Method of Contact

Phone

On behalf Of Contact

CROS Task

Owner

Description

Will sent an official correspondence to the Office of the Chair and wanted to confirm what office they can send it, Advised them to send it to either Canberra or Melbourne Office and same will be forwarded to OC.

Date Received

31/10/2025 4:36 PM

Date Actioned By CSC

31/10/2025 4:39 PM

Date Opened

31/10/2025 4:36 PM

Date Closed

31/10/2025 4:39 PM

Date Referred

Date Resolved by Line Area

Date Last Reopened

Classification

Phone call associated with interaction

Action & Advice

Subject	Regarding	Activity Type	Activity Status..	Owner	Priority	Start ..	Last Updated	Du...	Primary Email (Owning ...
Will sent an official corres..	CSC2025-2...	Phone Call	Completed		Normal	31/10/2025 ...			

Phone Call

Call From	[REDACTED]	Phone Number		
Call To	[REDACTED]	Direction	Incoming	
Subject	Will sent an official correspondence to the Office of the Chair and wanted to confirm what office they can send it. Advised them to send it to either Canberra or Melbourne Office and same will be brow			
	Will sent an official correspondence to the Office of the Chair and wanted to confirm what office they can send it. Advised them to send it to either Canberra or Melbourne Office and same will be forwarded to OC.			
Regarding	Re: CSC2025-25665			
Owner	[REDACTED]			
Time Spent (in minutes)	5			

Notes