

s 47F

From: Broadcasting
Sent: Wednesday, 24 July 2024 4:18 PM
To: s 22
Subject: RE: Your complaint about s 22 programs broadcast by s 22 on 26 to 28 June 2026 [SEC=OFFICIAL]
Attachments: Complaints about commercial TV_2020.pdf

ACMA reference: BM-13986

Dear s 22,

RE: Your complaint about s 22 programs broadcast by s 22 on 26 to 28 June 2024

Thank you for your webform complaint received by the ACMA on 23 July 2024, raising compliance issues with the [Commercial television industry code of practice 2015 \(revised 2018\)](#).

We note that you sent a complaint to s 22 by email on 28 June 2024 to s 22 and s 22 rather than through the Code complaints process specified below. As such, your complaint may be considered feedback and the broadcaster is not obligated to respond.

In relation to Code complaints, your complaint needs to be lodged online via the Free TV website [here](#) or the complaint can be posted to:

Complaints Officer

s 22

We have attached information about the Code complaints process in relation to commercial TV.

Please note that complaints about programs need to be submitted to the broadcaster within 30 days of broadcast. As such, you may wish to submit your complaint as soon as possible to meet this requirement.

We also note that under the co-regulatory regime, the broadcaster is given the opportunity to try to resolve a Code complaint before the ACMA becomes involved. If, after complaining to the broadcaster, you receive a response you are not happy with or you do not receive a response within 60 days, you can then refer your complaint to the ACMA, quoting the reference BM-13986.

We hope this information assists you.

Yours sincerely,

Monica

Content Investigations Section

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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 and present.

