



**Pirie Community Radio Broadcasters Inc**  
PO Box 887  
Port Pirie  
South Australia 5540  
Telephone (08) 8633 2111  
Facsimile (08) 8633 4419  
ABN 62 763 780 505 (Registered for GST)

## **Public Complaints Procedure**

Complaints to a Community Radio Station such as Pirie Community Radio Broadcasters Inc (Trax FM) will be responded to in writing by the station within **60** days of receipt of the complaint together with a copy of the **Community Broadcasting Code of Practice**.

Complainants are advised that they have the right to refer that complaint to the Australian Communications and Media Authority provided they have first:

1. Formally lodged their complaint with the licensee (in this case Pirie Community Radio Broadcasters Inc ).
2. Received a substantive response from the licensee and are dissatisfied with this response.

Should Pirie Community Radio Broadcasters Inc fail to provide a substantive response in the period of 60 days from receipt of the complaint at the station as required in the **Broadcasting Services Act 1992**, the complainant can also refer the complaint to the Australian Communications and Media Authority.

In May 2008 the contact details for the ACMA are:

Australian Communications and Media Authority  
PO Box Q500  
Queen Victoria Building, NSW 1230

Telephone (02) 9334 7700 or 1800 226 667  
Fax (02) 9334 7799

Please check these details in your local telephone book

If you downloaded this complaints procedure from our web site, then a copy of the Code of Practice should also be available from that site.

