



Pirie Community Radio Broadcasters Inc
PO Box 887
Port Pirie
South Australia 5540
Telephone (08) 8633 2111
Studio (08) 8630 0719
ABN 62 763 780 505 (Registered for GST)

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**.

Complaints should be made in writing to the station via

PO Box 887, Port Pirie, SA, 5540 or
secretary@traxfm.org.au or
by bringing it to the studios.

Please include your details (name, address) so that we can reply to your complaint. Anonymous complaints may be acted on if there is enough detail, but we have no means of following up your issues.

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.

The ACMA may be contacted at:

Telephone: 1300 850 115 (Monday to Friday 9am to 5pm AEST not public holidays)

Email: info@acma.gov.au

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.

