



# Complaint Form

The Australian Press Council handles complaints against publishers for alleged breaches of the Council's Standards of Practice. The Council considers and investigates complaints, seeks to facilitate an outcome acceptable to the parties, and where appropriate adjudicate the matter to determine whether the publication has breached the Standards. Adjudications must be published by the publication in accordance with the Council's specific requirements.

## ***Legal Proceedings***

The Australian Press Council's complaints process seeks to be as informal, prompt and economical as possible, and serves as an alternative to litigation. Complaints to the Council should be made and pursued by the complainants themselves, not by lawyers or other professional representatives. The Council does not require complainants to waive all rights to commence legal proceedings against publishers in relation to the material about which they are complaining. However, complainants must inform the Council if they have commenced proceedings or intend to do so. If legal proceedings have commenced, or there is a reasonable possibility that they may be commenced, the publisher may request that the Council delay action unless the complainant meets specified conditions.

Before completing this form, please read summaries of Council processes for "[Making a Complaint](#)" and "[Handling of Complaints](#)". These summaries are available on the Council's website or by contacting the Council at [info@presscouncil.org.au](mailto:info@presscouncil.org.au) or by telephone at 02-9261-1930 or 1800-025-712.

**\* = required field.**

## **YOUR DETAILS**

1. The following details must be provided:

Given Name: \*

Family Name: \*

Email Address: \*

Phone Number (Landline or Mobile): \*

Address:

## PUBLICATION DETAILS

2. The following details must be provided about the article or other published material which is the subject of your complaint:

What is the name of the Newspaper, Magazine or Website where the material was printed? \*

Please indicate the Date/s on which the material was published. \*

Please provide the Headline, URL or any other identification which can help us locate the material. \*

3. Please also send us a printed copy or screenshot of the material.

4. Please tell us where you saw the material (Print/Online/Both) \* *Circle as appropriate.*

Print

Online

Both Print and Online

## REASONS FOR COMPLAINT

5. Please state in **no more than 400** words the reasons for your complaint and, where possible, state which of the Council's Standards of Practice you think have been breached. (Attach another sheet of paper if you cannot summarise the reasons for your complaint in the space provided.) \*

*(Example: "The article's statement that I threatened my neighbour is inaccurate and misleading, which in my view breaches the Council's General Principle 1. Also, the newspaper has refused to publish my denial of the allegation, which in my view breaches General Principle 4".)*

## OTHER INFORMATION

6. Were you personally identified in the article? \* *Circle as appropriate.*

Yes

No

7. Were you directly affected by the article's contents? \* *Circle as appropriate.*

Yes

No

7a. If **'Yes'**, how were you directly affected?

7b. If **'No'**, what is the main reason for your complaint?

8. Have you complained directly to the publication itself? \* *Circle as appropriate.*

Yes

No

8b. If **'Yes'**, please enclose any correspondence, or the details of the responses you have received.

9. I consent to the Australian Press Council collecting and using my personal information for the purpose of dealing with my complaint in accordance with the Council's Privacy Policy. \*  
*Circle as appropriate.*

Yes

No

**Information on this form is used by the Council for the purposes of responding to your complaint and may also be used for general research into the operation of our Complaints system.**