

Thank you for contacting the ABC. The ABC values audience feedback whether supportive or critical and all complaints are reviewed by ABC Audience Support. Your reference number is C10996-24. Please do not respond to this automated email.

The ABC receives many thousands of written complaints a year and we need to ensure a common-sense approach when responding. In summary, we will take action when warranted, engage where there is value in doing so, and note criticism of our performance when there is nothing more of substance we can offer. In some cases, including where your complaint relates to a matter of personal taste or preference, you may receive no more than this automated acknowledgement that your complaint has been received.

Complaints about specific ABC content which concern our [editorial standards](#) will be noted and may be referred to the content area concerned or retained by the [ABC Ombudsman's Office](#) for further consideration.

If complaints about specific ABC content relate to the same issue, the ABC may consider these complaints together and send out a consolidated response.

Where a further response is provided, the ABC aims to respond to you within the next 30 days. However, please be aware that due to the large volume of correspondence we receive and the complex nature of some matters, responses may take longer than this.

The ABC's [complaints process](#), including an Ombudsman review function, is further outlined on our website.

If you would like to contact us again about this complaint, please use the [form](#) on our website.

Thank you for taking the time to contact us, and for your interest in the ABC.

ABC Audience Support