s47F

From:

Sent: Monday, 23 July 2018 11:19 AM

To: Mark Maley <Maley.Mark@abc.net.au>; Simon Melkman <Melkman.Simon@abc.net.au>; Jane Connors <Connors.Jane@abc.net.au>; Alan Sunderland <Sunderland.Alan@abc.net.au>; Jo Mullaley <Mullaley.Jo@abc.net.au>; Kirstin McLiesh <McLiesh.Kirstin@abc.net.au>; Denise Musto <Musto.Denise@abc.net.au>; Ruth McGuire <McGuire.Ruth@abc.net.au>; Andrea Farrell

<Farrell.Andrea@abc.net.au>

Subject: Audience Contact Highlights: 16-22 July 2018

## **Audience & Consumer Affairs: Audience Contact Highlights**

Week 29: 16-22 July 2018

## • Descent into the Maelstrom - The Radio Birdman Story 59 complaints:

The complaints were from fans of the band *Radio Birdman* who expressed disappointment that the ABC declined to acquire and broadcast the documentary on the band *Descent into the Maelstrom*.

irrelevant to scope of request



Top 5 by complaint	
Program	Complaints
Descent into the Maelstrom	59

Top 5 by appreciation/request	
Program	Appreciation/request

From: Denise Musto

Sent: Wednesday, 25 July 2018 3:35 PM s47F

**To:** Reena Rihan <Rihan.Reena@abc.net.au>; Kieran

Doyle <Doyle.Kieran@abc.net.au>; Lauren Crozier <Crozier.Lauren@abc.net.au>

**Subject:** FW: Complaints - hot issues

fyi

From: Kirstin McLiesh

Sent: Wednesday, 25 July 2018 3:34 PM

To: Michelle Guthrie <Guthrie.Michelle@abc.net.au>

Cc: Alan Sunderland <<u>Sunderland.Alan@abc.net.au</u>>; Denise Musto <<u>Musto.Denise@abc.net.au</u>>;

Ruth McGuire < < McGuire.Ruth@abc.net.au >; Managing Director's Office

<<u>managingdirectorsoffice@abc.net.au</u>>; Kevin McAlinden <<u>McAlinden.Kevin@abc.net.au</u>>; Michael Millett <<u>Millett.Michael@abc.net.au</u>>; Suzanne Barron <<u>Barron.Suzanne@abc.net.au</u>>; Connie Carnabuci <<u>Carnabuci.Connie@abc.net.au</u>>; Kathryn Wilson <<u>Wilson.Kathryn@abc.net.au</u>>

**Subject:** Complaints - hot issues

Dear Michelle,

irrelevant to scope of request



- Pasted below is a broader overview of the main issues identified in audience contacts received by Audience and Consumer Affairs last week, for your information.

Kind regards,

Kirstin

## **Audience & Consumer Affairs: Audience Contact Highlights**

Week 29: 16-22 July 2018

• Descent into the Maelstrom – The Radio Birdman Story 59 complaints:

The complaints were from fans of the band *Radio Birdman* who expressed disappointment that the ABC declined to acquire and broadcast the documentary on the band *Descent into the Maelstrom*.

irrelevant to scope of request



Top 5 by complaint		Top 5 by appreciation/	request
Program	Complaints	Program	Appreciation/request
Descent into the Maelstrom	59		

From: Kirstin McLiesh

Sent: Tuesday, 14 August 2018 11:44 AM

To: Alan Sunderland <Sunderland.Alan@abc.net.au>

**Cc:** Denise Musto <Musto.Denise@abc.net.au>; Ruth McGuire <McGuire.Ruth@abc.net.au>;

s47F Linda Mottram < Mottram.Linda@abc.net.au>; Mark

Maley <Maley.Mark@abc.net.au>; Claire M Gorman <Gorman.Claire.M@abc.net.au>; Simon Melkman <Melkman.Simon@abc.net.au>; Reena Rihan <Rihan.Reena@abc.net.au>; Jane Connors

<Connors.Jane@abc.net.au>; Jo Mullaley <Mullaley.Jo@abc.net.au>; Chris Scaddan

<Scaddan.Chris@abc.net.au>; Suzanne Barron <Barron.Suzanne@abc.net.au>; Kevin McAlinden

<McAlinden.Kevin@abc.net.au>

Subject: Bouquets and brickbats: July

Dear all,

Attached is our Bouquets and Brickbats paper for July.

irrelevant to scope of request



Kind regards,

Kirstin

## **Audience Contact Summary: July 2018**

This report provides summary details of written audience contacts logged by ABC Audience and Consumer Affairs over the period 1 to 31 July 2018.

Complaints about programs and services  This section highlights programs and services which attracted the greatest numbers of complaints in the period and draws out any particular issues that are driving higher complaint numbers. It		
includes both editorial and non-editorial complaints.	irrelevant to scope of request	
<ul> <li>Descent Into The Maelstrom – The Radio Birdman Story were from fans of the band Radio Birdman who express declined to acquire and broadcast the documentary on</li> </ul>	sed disappointment that the ABC	
Maelstrom.		
	irrelevant to scope of request	

