

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Budget Estimates May 2017**  
**Communications Portfolio**  
**Australian Broadcasting Corporation**

**Question No: 123**

**Australian Broadcasting Corporation**

**Hansard Ref: Page 136, 24/05/2017**

**Topic: Complaints**

**Senator Dastyari, Sam asked:**

**Senator DASTYARI:** Mr Sutherland, as a headline figure how many complaints—I do not know if that is the right word—do you get a year?

**Mr Sunderland:** I will take that on notice.

**Senator DASTYARI:** Are we talking about 10,000 or 20,000?

**Mr Sunderland:** It is in that order, but there is a difference between the number of obvious complaints we get and the number of editorial complaints we get, and so I would prefer to give you some more accurate figures on that.

**Answer:**

In 2015-16, the ABC received 24,002 written complaints. Of these, 19,166 were matters of personal taste and preference, for example, changes to program schedules. The balance of the complaints, which numbered 4,836, were in regard to editorial matters.