

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Budget Estimates May 2017**  
**Communications Portfolio**  
**The Australian Communications and Media Authority**

**Question No: 177**

**The Australian Communications and Media Authority**

**Hansard Ref: Written, 07/06/2017**

**Topic: Do Not Call Register complaints**

**Senator Urquhart, Anne asked:**

Please provide the total number of complaints and investigations in relation to the Do Not Call Register for 2014-15 & 2015-16

- (a) Please break complaints down into complaints about charities, complaints about political parties, complaints about business and other.

**Answer:**

**Complaints**

<b>Nature of complaint</b>	<b>Number of complaints 2014-15</b>	<b>Percentage</b>	<b>Number of complaints 2015-16</b>	<b>Percentage</b>
Charities	457	2.51%	833	3.62%
Government bodies	0	-	5	0.02%
Political parties, independent members of parliament, candidates etc.	14	0.08%	152	0.66%
Educational institutions	0	-	2	0.01%
Market Research	394	2.16%	1,126	4.89%
Business / Other	17,315	95.24%	20,941	90.81%
<b>Total complaints</b>	<b>18,180</b>		<b>23,059</b>	

**Investigations**

In 2014-15, the Australian Communications and Media Authority (ACMA) finalised a total of five investigations into alleged breaches of the *Do Not Call Register Act 2006*.

In 2015-16, the ACMA finalised a total of eight investigation into alleged breaches of the *Do Not Call Register Act 2006* and/or Telecommunications (Telemarketing and Research Calls) Industry Standard.