

Begin forwarded message:

**From:** "Richard Wiltshire (Main)" < >  
**Subject:** **Comments made by the ABC regarding Complaints in the May ABC submission to the Restoring Shortwave Radio Bill 2017**  
**Date:** 8 May 2017 at 4:10:21 pm AEST  
**To:** [ec.sen@aph.gov.au](mailto:ec.sen@aph.gov.au)

Committee Secretary, Senate Standing Committees on Environment and Communications

Dear Committee Secretary

While I acknowledge that submissions have closed, I felt obliged to rebut the point made by the ABC concerning complaints, made in the ABC submission that has just been uploaded to your site.

It took great determination (and not a little blind faith) to get my complaint in amongst one of the 20 recorded by the ABC.

It was very difficult to make a complaint. There was no advice as to how to make a complaint on the page used to make the announcement. ABC Local Radio was constructive by providing the e-mail below.

However, the ABC complaints page that I finally reached had no area to comment on shortwave, and when you consider this related to cessation of transmission, selecting 'Reception and Transmission' lead to what appeared to be a totally illogical area. I did not receive an electronic acknowledgement when submitted, and finally got a acknowledgement/response (surprisingly from 'Reception Advice') just over a month later. The response provided no additional information or justification.

I can well understand why so few people could have effectively registered a complaint. It would have been simple to broadcast on Domestic Shortwave and Radio Australia, advice on a dedicated internet page, and a postal and fax address for those without internet, in order to get a better picture of how many and in what way people were affected, so as to capture this before cessation. Quoting only 20 complaints is meaningless, when it was so difficult to complain for everyone, and impossible if without good internet access - i.e. the likely RA shortwave listeners. For the ABC to have read all the Senate inquiry submissions, many of which noted the difficulties, and still quote their statistic is irritating to say the least.

I commend the Senate Inquiry for allowing so many to express valuable opinions on this issue. I will not interrupt your good work again.

Yours sincerely,

Richard Wiltshire

Begin forwarded message:

**From:**  
**Subject: RE: Complaint link does not work Fwd: shortwave link**  
**Date:** 19 January 2017 at 11:29:52 am AEST  
**To:** "Richard Wiltshire (Main)" < >

Hi Richard – sorry about the delay.  
Try this one  
<http://www.abc.net.au/contact/complain.htm>

**From:** Richard Wiltshire (Main) [ ]  
**Sent:** Monday, 12 December 2016 10:57 AM  
**To:**  
**Subject:** Complaint link does not work Fwd: shortwave link

Regret the link you sent me does not work:

[abc.net.au/contact/complain](http://www.abc.net.au/contact/complain)

Could you check it?

Thanks,

Richard Wiltshire

Begin forwarded message:

**From:**  
**Subject: shortwave link**  
**Date:** 12 December 2016 at 10:25:45 AM ACST  
**To:** " " < >

**For information about the end of shortwave broadcasting, head to [abc.net.au/shortwave](http://abc.net.au/shortwave). To make a formal complaint - [abc.net.au/contact/complain](http://abc.net.au/contact/complain).**

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