

s47F

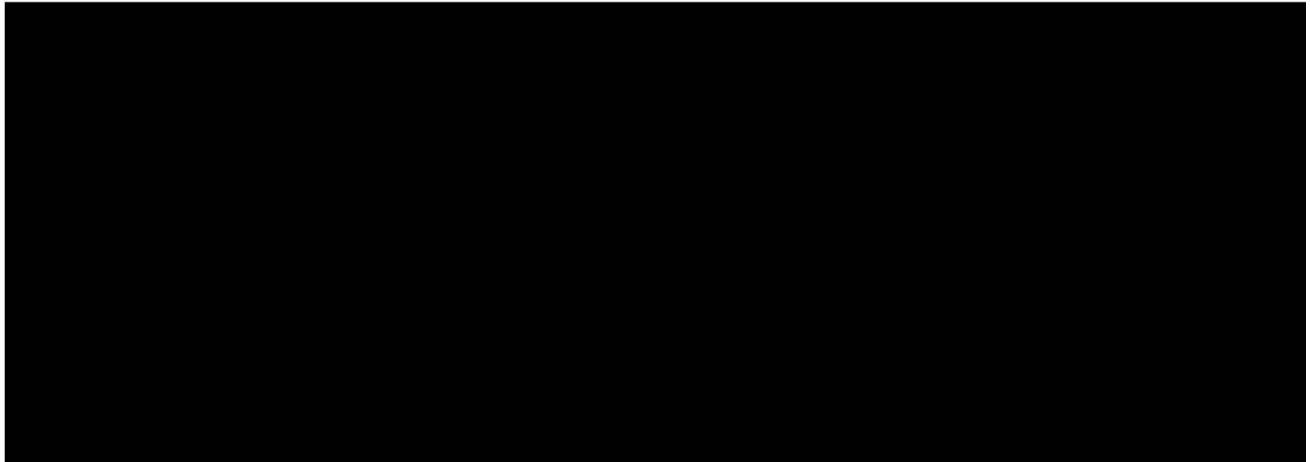
**From:** [REDACTED]  
**Sent:** Monday, 23 July 2018 11:19 AM  
**To:** Mark Maley <Maley.Mark@abc.net.au>; Simon Melkman <Melkman.Simon@abc.net.au>; Jane Connors <Connors.Jane@abc.net.au>; Alan Sunderland <Sunderland.Alan@abc.net.au>; Jo Mullaley <Mullaley.Jo@abc.net.au>; Kirstin McLiesh <McLiesh.Kirstin@abc.net.au>; 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

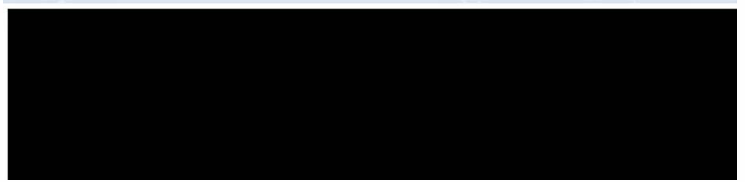
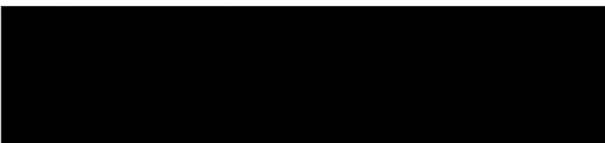


### Top 5 by complaint

Program	Complaints
<i>Descent into the Maelstrom</i>	59

### Top 5 by appreciation/request

Program	Appreciation/request
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irrelevant to scope of request

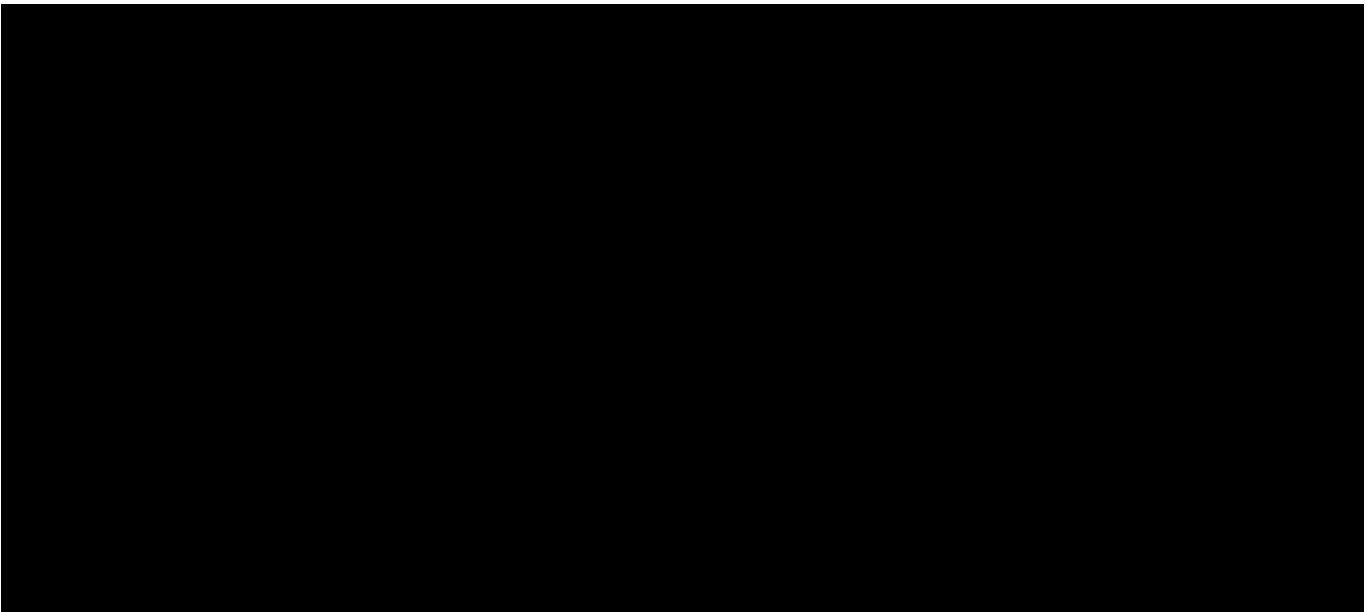
**From:** Denise Musto  
**Sent:** Wednesday, 25 July 2018 3:35 PM s47F  
**To:** Reena Rihan <Rihan.Reena@abc.net.au>; [REDACTED] Kieran Doyle <Doyle.Kieran@abc.net.au>; Lauren Crozier <Crozier.Lauren@abc.net.au>  
**Subject:** FW: Complaints - hot issues

fyi

**From:** Kirstin McLiesh  
**Sent:** Wednesday, 25 July 2018 3:34 PM  
**To:** Michelle Guthrie <[Guthrie.Michelle@abc.net.au](mailto:Guthrie.Michelle@abc.net.au)>  
**Cc:** Alan Sunderland <[Sunderland.Alan@abc.net.au](mailto:Sunderland.Alan@abc.net.au)>; Denise Musto <[Musto.Denise@abc.net.au](mailto:Musto.Denise@abc.net.au)>; Ruth McGuire <[McGuire.Ruth@abc.net.au](mailto:McGuire.Ruth@abc.net.au)>; Managing Director's Office <[managingdirectorsoffice@abc.net.au](mailto:managingdirectorsoffice@abc.net.au)>; Kevin McAlinden <[McAlinden.Kevin@abc.net.au](mailto:McAlinden.Kevin@abc.net.au)>; Michael Millett <[Millett.Michael@abc.net.au](mailto:Millett.Michael@abc.net.au)>; Suzanne Barron <[Barron.Suzanne@abc.net.au](mailto:Barron.Suzanne@abc.net.au)>; Connie Carnabuci <[Carnabuci.Connie@abc.net.au](mailto:Carnabuci.Connie@abc.net.au)>; Kathryn Wilson <[Wilson.Kathryn@abc.net.au](mailto:Wilson.Kathryn@abc.net.au)>  
**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

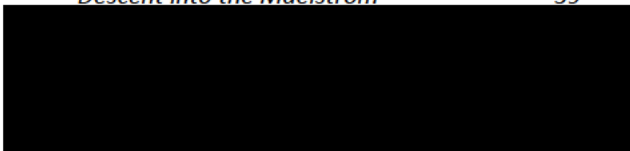
- ***Descent into the Maelstrom – The Radio Birdman Story* 59 complaints:**  
The complaints were from fans of the band *Radio Birdman* who expressed disappointment that the ABC declined to acquire and broadcast the documentary on the band *Descent into the Maelstrom*.

irrelevant to scope of request



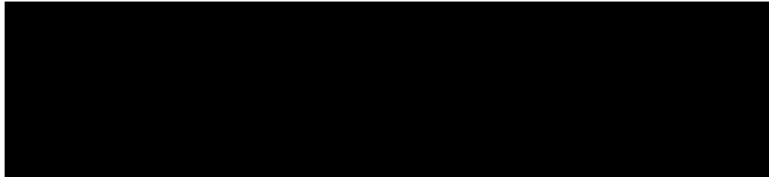
Top 5 by complaint

Program	Complaints
<i>Descent into the Maelstrom</i>	59



Top 5 by appreciation/request

Program	Appreciation/request
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irrelevant to scope of request

**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>;

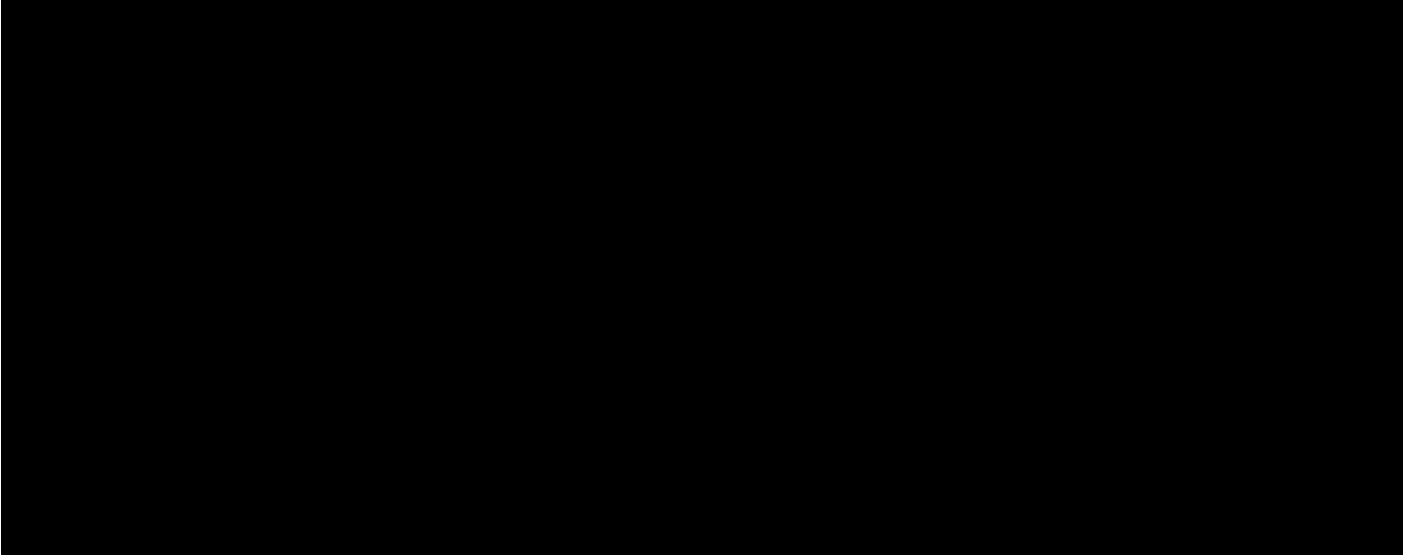
s47F [REDACTED] Linda Mottram <Mottram.Linda@abc.net.au>; Mark Maley <Maley.Mark@abc.net.au>; Claire M Gorman <Gorman.Claire.M@abc.net.au>; Simon Melkman <Melkman.Simon@abc.net.au>; Reena Rihan <Rihan.Reena@abc.net.au>; Jane Connors <Connors.Jane@abc.net.au>; Jo Mullaley <Mullaley.Jo@abc.net.au>; Chris 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



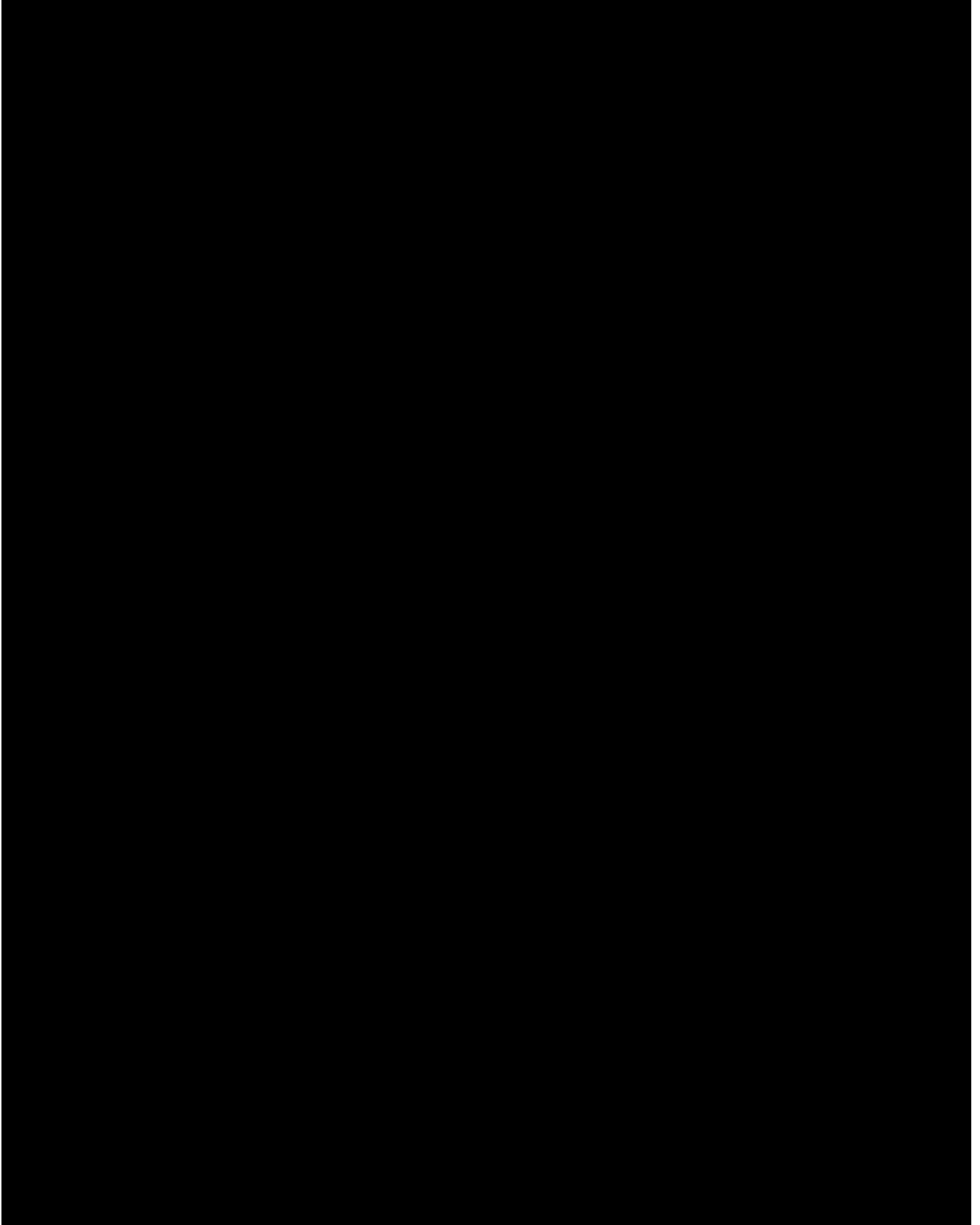
Kind regards,

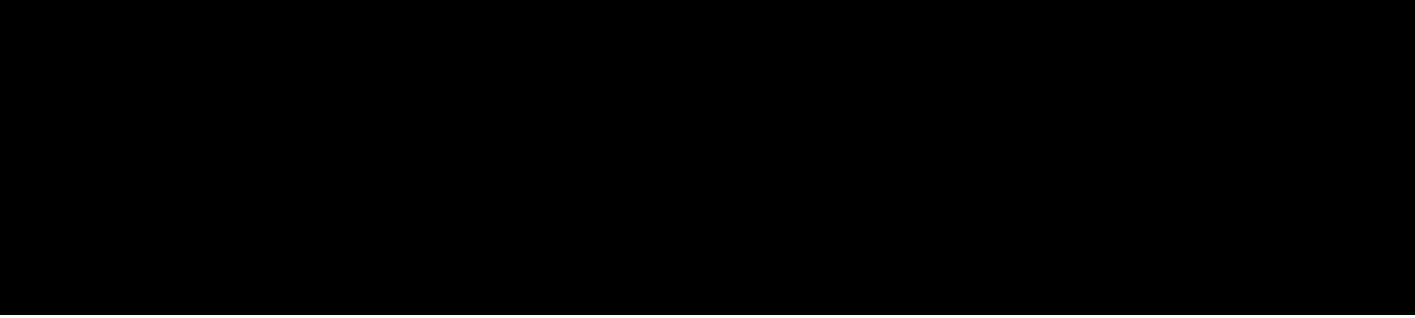
Kirstin

## 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.

irrelevant to scope of request

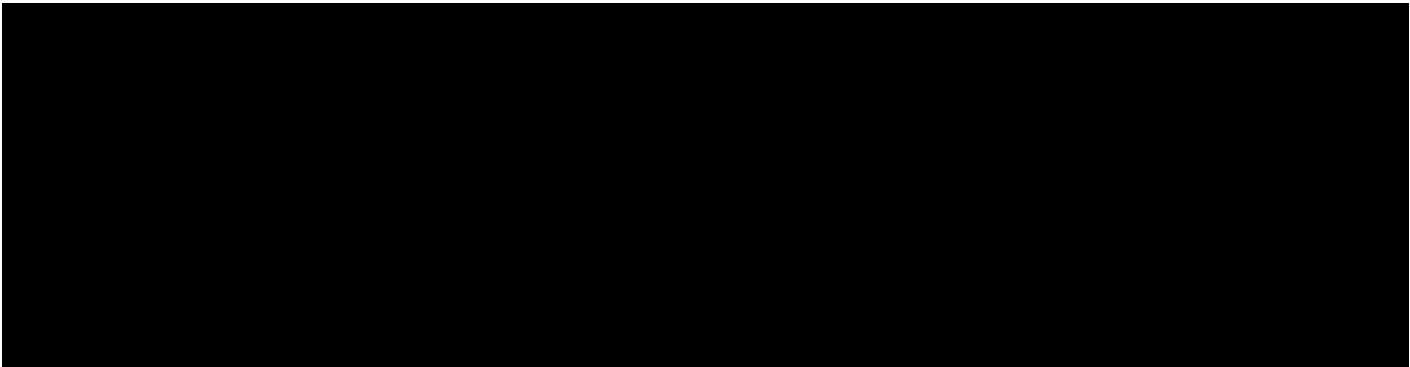




**Complaints about programs and services**

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



- ***Descent Into The Maelstrom – The Radio Birdman Story* 141 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

