



QTQ 9 Brisbane

Complaint handling

Complaint

On 7 April 2000, the ABA received a complaint which alleged that an item on the program 'A Current Affair' regarding FAI Home Security, broadcast by QTQ 9 on 7 February 2000, was inaccurate. The complainant wrote to the executive producer of 'A Current Affair' on 3 March 2000 and was dissatisfied with the response.

Relevant code of practice

The Commercial Television Industry Code of Practice provides:

News and Current Affairs Programs

4.3 In broadcasting news and current affairs programs, licensees:

4.3.1. must present factual material accurately and represent viewpoints fairly, having regard to the circumstances at the time of preparing and broadcasting the program;

...

4.3.2 must not present material in a manner that creates public panic;

...

4.3.7 should avoid unfairly identifying a single person or business when commenting on the behaviour of a group of persons in businesses.

Time Limits on Responses to Code Complaints

7.12. In all cases, a licensee's substantive reply will also advise the complainant that he or she may refer the matter to the Australian Broadcasting Authority if not satisfied with the licensee's response.

Decision

The ABA determined that the licensee of QTQ 9, Queensland Television Ltd, did not breach clauses 4.3.1, 4.3.2 or 4.3.7 of the code in its broadcast of 'A Current Affair' on 7 February 2000 but breached clause 7.12 of the code by not advising the complainant that the matter could be referred to ABA if dissatisfied with the licensee's response.

Action taken

On 10 October 2000 Nine responded on behalf of QTQ to the ABA's preliminary breach finding regarding complaints handling. Nine stated that have conducted a code of practice training seminar for department heads and executive producers at TCN 9. A second seminar will be run at TCN 9 in the near future which the executive producer of 'A Current Affair' will attend, as well as a training seminar at QTQ to be held at the end of October.

