

Your Say

Complaints made to commercial television stations about programs: October – December 2002

	Sex/ nudity	Language	Violence	Suicide	Drug use	Classification	Bias/inaccuracy	Privacy	Discrimination	Comm. content	Comm. placement	Comm. general	Closed caption	Complaint handling	Total	% All complaints
Children			1			1									2	1.1
Comedy	8	1	2			9			2						22	11.7
Current Affairs	3					16	31	2	1						53	28.2
Documentary				2		1	1								4	2.1
Drama Series	7	2	2			13			1	1					26	13.8
Information		1				2			2						5	2.7
Movies	6	1				2					1				10	5.3
Music Video	4														4	2.1
News		2				5	10	1	1						19	10.1
Promo	16		2			4	2								24	12.8
Quiz						1									1	0.5
Religion						1									1	0.5
Sport	1					1									2	1.1
Unspecified						1			1		5				7	3.7
Variety	7								1						8	4.3
Total	52	7	7	2	0	57	44	3	7	3	6	0	0	0	188	100.0
% All complaints	27.7	3.7	3.7	1.1	0.0	30.3	23.4	1.6	3.7	1.6	3.2	0.0	0.0	0.0	100.0	

Drama Series includes Serials

Source: Commercial Television Industry Code of Practice: Complaints summary December quarter 2002.

Complaint handling by commercial television stations

The Commercial Television Industry Code of Practice requires each commercial television broadcaster to report to Commercial Television Australia*, within 15 working days of the end of each quarter, the number and substance of written complaints alleging specific breaches of the code. CTVA provides a consolidated report to the ABA.

* Previously Federation of Australian Commercial Television Stations

October - December 2002

Commercial television stations reported 188 written complaints about matters covered by the Code of Practice in the fourth quarter of 2002. This was 7.3% less than the 203 complaints reported in the previous quarter.

Complaint levels were steady or decreased in most areas. In particular, there was a decrease in the number of complaints concerning violence, discrimination, language and commercial placement. There was an increase in the number of complaints concerning bias and inaccuracy, classification and drug use.

In two instances a station agreed that a complaint identified a breach of the code (as against eight instances in the previous quarter). These were:

- Two complaints regarding the placement of a promotion for a news update shown during the program *Surprise Chef*. The station agreed that the promotion was unsuitable for the G classification zone.

In each instance, the station's response to the viewer complaint outlined the

remedial measure the station proposed to take in response to the acknowledged breach of the code.

There were also complaints that were not upheld. The highest number of complaints concerned:

- Unsuitable placement of a program promotion for the movie *American Pie*
- Dangerous and unsuitable material shown in *Australia's Funniest Home Videos*
- Unsuitable placement of a program promotion for *Footballers' Wives*
- Inaccurate and biased reporting on *Sunday, Sunrise, Today* and *Nine News* programs
- Unsuitable classification of the program *The Simpsons*.

