

CALLSIGN	PROGRAM/ADVERTISEMENT/ISSUE	SUBSTANCE OF COMPLAINT	CODE/LICENCE CONDITION
<b>ABC TELEVISION</b>			
ABC TV	<i>Enough Rope</i>	Interview with Lisa Marie Presley contained coarse language.	Language, M classification.
ABC TV	<i>News</i>	Albert Park Formula One Grand Prix – inaccurate figures reported on spectator attendance.	Accuracy and correction of errors.
ABC TV	<i>Lateline</i>	Segment featuring an interview with John Pilger was biased and failed to challenge views of the interviewee.	Accuracy, balance and impartiality in current affairs.
ABC TV	<i>Australian Story – The Brendan Abbott Story</i>	The program contained coarse language and did not provide a warning.	Language and warnings.
ABC TV	<i>George Negus Tonight</i>	The presenter referred to a migrant from England as the 'Pommy power man'. Complaints handling.	Discrimination, complaints handling.
<b>ABC RADIO</b>			
ABC METRO 7ZR Hobart	<i>AM</i>	Alleged that a report on the Middle East conflict was inaccurate and biased in favour of Israel.	Accuracy, balance and impartiality in current affairs.
ABC JJJ	<i>Morning Show</i>	Concerned with inappropriate language on youth radio.	Language.
<b>SBS TELEVISION</b>			
SBS TV	<i>Stories from the Golf</i>	Objected to the use of 'Jesus Christ' as a swear word.	Religions.
SBS TV	<i>Pizza</i>	Program contained material which degrades women and is offensive to people from ethnic backgrounds.	Portrayal of women and indigenous Australians.
<b>SUBSCRIPTION TELEVISION BROADCASTING</b>			
FOXTEL	Mild Seven Outdoor Quest	The broadcast on Fox Sports contained tobacco advertising.	Broadcasting a tobacco advertisement.*

\*Potential breach of a licence condition or the *Broadcasting Services Act 1992*. All other potential breaches were of a code of practice.

## COMPLAINT HANDLING BY COMMERCIAL RADIO STATIONS

The Commercial Radio Codes of Practice require each commercial radio broadcaster to provide Commercial Radio Australia with an extract of the record of complaints received. Commercial Radio Australia

provides a consolidated report to ACMA.

Member stations recorded 302 written complaints alleging breaches of the Commercial Radio Codes of Practice during the second half of 2004.

	TALKBACK & DISCUSSION	NEWS & CURRENT AFFAIRS	MUSIC PROGRAMS	ADVERTISING	MISCELLANEOUS	TOTAL
Offensive matters in	251	1	12	3	3	270
Prohibited matter in	5	0	0	0	0	5
Other complaints	11	3	2	2	9	27
<b>Total</b>	<b>267</b>	<b>4</b>	<b>14</b>	<b>5</b>	<b>12</b>	<b>302</b>

Source: CRA Commercial Radio Codes of Practice: Complaints summary July to December 2004

## COMPLAINT HANDLING BY COMMERCIAL TELEVISION STATIONS

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

Commercial television stations reported 358 written complaints about matters covered by the code of practice in the second half of 2004. This was 37 per cent fewer than the 571 complaints reported in the first half.

### COMPLAINTS UPHELD

In 10 instances in the six months, a station agreed that a complaint identified a breach of

the code, compared with seven instances in the previous six months.

- One concerned the handling of a complaint about an interview with the complainant on *Today Tonight* (Seven Network). The network agreed that it had not responded to the complainant within 30 working days and agreed to conduct a compliance training program on complaints handling for the news and current affairs area.
- One was about a news item shown on *Seven Nightly News* (Seven Network),

which contained footage of a train crash in Melbourne. The network agreed that greater sensitivity could have been exercised in the use of this footage.

- One was in relation to placement of a program promotion for *There's Something about Miriam* (Network Ten). The network agreed that the program promotion was inappropriately placed, a result of a technical error. The network has investigated the error and has taken measures to guard against a similar future occurrence.