

CALLSIGN	PROGRAM/ ADVERTISEMENT/ISSUE	SUBSTANCE OF COMPLAINT	CODE/LICENCE CONDITION
ABC TELEVISION			
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.
ABC RADIO			
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.
SBS TELEVISION			
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.
SUBSCRIPTION TELEVISION BROADCASTING			
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
Total	267	4	14	5	12	302

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.

- One was about the placement of an advertisement shown during the *Australian Rally Championship* (Southern Cross Ten, Canberra). The station agreed that the advertisement had been classified incorrectly, and changed the classification of the commercial to ensure that it would only be broadcast at appropriate times. The station agreed to review its commercial classification procedures to ensure this did not happen again.
- One was about the placement of an advertisement shown during *Ten News* (Southern Cross Ten, Coffs Harbour). The network agreed that the advertisement had been classified incorrectly. In response to the complaint, the station changed the classification of the commercial to ensure that it would only be broadcast at appropriate times. The station agreed to review its commercial classification procedures to ensure this does not happen again.
- One was in relation to exceeding the hourly limit for non-program matter during the *US PGA Golf* (Channel 9 Perth). The station acknowledged that during certain periods of the coverage, it had exceeded the hourly limit for non-program matter. During other periods, the amount of non-program matter was substantially lower than the hourly limit. The cause of the variation was the way coverage was provided by the host broadcaster in the US (which had determined how often and when advertising breaks occurred). This variation, which resulted in a breach of the hourly limit, was outside the station’s control. However, the station will be alert to the issue in the future.
- Two upheld complaints were about the placement of a program promotion for *Lost* during a G rated program (Seven Network). The network agreed that the program promotion was inappropriately placed as a result of a technical error and rectified the error immediately.
- Two related to the placement of a program promotion for *The Grudge* (WIN Television). The network agreed that the program promotion was inappropriately scheduled and took steps to ensure that this did not happen again.
- *Australian Idol* (Network Ten) – seven complaints, mostly concerning language considered inappropriate for the time zone.
- *All Saints* (Seven Network) – five complaints, mostly concerning sex and nudity and some coarse language considered inappropriate for the time zone.
- *Australia’s Funniest Home Video Show* (Nine Network) – five complaints, mostly concerning perceived dangerous and imitable behavior and sex and nudity considered inappropriate for the time zone.
- *Neighbours* (Network Ten) – nine complaints, mostly concerning sexual references considered unsuitable for the time zone.
- *Marty & Jess: An Outback Wedding* (Network Ten) – eight complaints, mostly concerning language and sexual references considered unsuitable for the time zone.
- *Ten News* (Network Ten) – seven complaints, mostly concerning perceived inaccuracy and potentially distressing material.

COMPLAINTS NOT UPHELD

Programs receiving the highest number of complaints (not upheld) were:

- *60 Minutes* (Nine Network) – 25 complaints, mostly concerning perceived bias and inaccuracy in reporting and lack of warnings for potentially distressing or offensive images.
- *Today Tonight* (Seven Network) – 17 complaints, mostly concerning perceived inaccuracy in reporting.
- *Comedy Inc* (Nine Network) – 10 complaints, mostly concerning material considered unsuitable and content considered offensive to religion.
- *Seven Nightly News* (Seven Network) – 14 complaints, concerning the alleged inaccurate reporting of

COMPLAINTS MADE TO COMMERCIAL TELEVISION STATIONS ABOUT PROGRAMS, JULY-DECEMBER 2004

	BIAS/ INACCURACY	CLASSIFICATION/ OTHER	CLOSED CAPTION	COMMERCIAL CONTENT	COMMERCIAL GENERAL	COMMERCIAL PLACEMENT	COMPLAINT HANDLING	DISCLOSURE	DISCRIMINATION	LANGUAGE	PRIVACY	SEX/NUDITY	SUICIDE	VIOLENCE	TOTAL	% ALL
CHILDREN		2													2	0.56
COMEDY		18							10	5		9		2	44	12.29
CURRENT AFFAIRS	43	10		4			1		1		2			1	62	17.32
DOCUMENTARY				1					1	2		2		1	7	1.96
DRAMA		6		2	1				2	1		11	2	4	29	8.10
INFORMATION		3							1	2		3		2	11	3.07
MOVIES		13	2	2		2				8		4		2	33	9.22
MUSIC VIDEO		2							5	1		2	2		12	3.35
NEWS	23	15	1			1			4		4				48	13.41
PROGRAM PROMO		15		2					2	3		14		8	44	12.29
SPORT		0		2		1				3				1	7	1.96
UNSPECIFIED		9		3	1	7		1	4	7		8			40	11.17
VARIETY		4							4	6		5			19	5.31
TOTAL	66	97	3	16	2	11	1	1	34	38	6	58	4	21	358	100
% ALL COMPLAINTS	18.44	27.09	0.84	4.47	0.56	3.07	0.28	0.28	9.50	10.61	1.68	16.20	1.12	5.87	100	

Source: Free TV Commercial Television Industry Code of Practice: Complaints summary July to December 2004