

Updates on Complaints
(Position as at 1.1.2017)

A. Complaints considered by the Communications Authority¹ which have been deliberated by Broadcast Complaints Committee from November to December 2016

Title	No. of Complaints	Substance of Complaint	Decision
<p>City Forum (城市論壇)</p> <p>RTHK (TVB Jade), RTHK TV 31 & 31A 12:05 pm to 1:00 pm 19.6.2016 (livecast)</p> <p>RTHK TV 31 & 31A 6:00 pm to 6:55 pm 19.6.2016 (rerun)</p>	1	<p>– A member of the public complained that a spectator on the floor uttered a foul expression and a coarse expression in the forum, which should not be broadcast.</p>	<p>– The Communications Authority (CA) considered although the host had taken actions to mitigate the situation and it could be difficult for RTHK to stop the airing of the offensive expressions uttered by the concerned spectator during the livecast, the broadcast of the concerned expressions in the rerun during the family viewing hours (FVH) reflected that RTHK had not taken adequate steps to ensure compliance with the relevant provisions of the TV Programme Code. In view of the above, the CA considered that the complaint was justified and decided that RTHK should be <u>advised</u> to observe more closely paragraphs 5 and 6 of Chapter 4 of the TV Programme Code.</p>
<p>eZone (e線金融網)</p> <p>RTHK Putonghua Channel 21.7.2016</p>	1	<p>– A member of the public complained that a guest uttered a foul expression during the programme.</p>	<p>– The CA considered that it seemed the concerned foul expression was uttered unintentionally by the concerned commentator. Nonetheless, it was the responsibility of RTHK to ensure that all its radio programmes should comply with the relevant provision of the Radio Programme Code. In view of the above, the CA considered that the complaint was justified and decided that RTHK should be</p>

¹ The content of Section A about complaints considered by the Communications Authority is extracted from the homepage of the Communications Authority:
http://www.coms-auth.hk/en/complaints/handle/broadcasting_services/complaints_ca/index.html

Title	No. of Complaints	Substance of Complaint	Decision
			<u>advised</u> to observe more closely paragraph 15 of the Radio Programme Code.

A. Complaints dealt with by the Director-General of Communications falling under Section 11(1) of the Broadcasting (Miscellaneous Provisions) Ordinance²² from July to August 2016

Title	Substance of Complaint	Decision
News Report (新聞報道) RTHK Radio 2 29.5.2016	Inaccuracy	Minor breach
News Report (新聞報道) RTHK Radio 1 1.6.2016	Inaccuracy	Minor breach

**Radio Television Hong Kong
January 2017**

²² Section 11(1) of the Broadcasting (Miscellaneous Provisions) Ordinance (Cap 391) provides that Communications Authority (which is established by section 3 of the Communications Authority Ordinance (Cap 616)) shall refer to the Broadcast Complaints Committee complaints about contravention of the said Ordinance, the Broadcasting Ordinance (Cap 562), Part IIIA of the Telecommunications Ordinance (Cap 106), the terms or conditions of a licence or a Code of Practice.