

**Updates on Complaints for the Quarter April – June 2011<sup>1</sup>**  
**(Position as at 2.8.2011)**

**A. Complaints dealt with by the Broadcasting Authority Complaints Committee and considered by the Broadcasting Authority**

Title	No. of Complaints	Substance of Complaint	Decision
		NIL	

**B. Complaints dealt with by the Television and Entertainment Licensing Authority falling under Section 11(1) of the Broadcasting Authority Ordinance<sup>2</sup>**

Title	No. of Complaints	Substance of Complaint	Decision
<i>Accuracy &amp; Denigration</i>			
Free As The Wind (講東講西)  RTHK Radio 2 13.2.2011	1	- the hosts' remarks about the information of marriage in society of Islam and Mormon were inaccurate, irresponsible, misleading and unfair to religions and listeners	- talk show broadcast at 10:00am – 12:00noon - when chatting about universal value (普世價值) in the perspective of equality between the sexes, the hosts remarked that an Islam in Xinjiang having two wives, which appeared to be in violation of the laws of China, was interviewed in a TV programme, that a famous tycoon had four wives, that a host's uncle had two wives, and that Mormons in Utah of the United States could have up to sixty wives and incestuous relationships were acceptable

<sup>1</sup> Content of this paper is extracted from the homepage of the Broadcasting Authority: <http://www.hkba.hk/en/complaints/archives.html>

<sup>2</sup> Section 11(1) of Broadcasting Authority Ordinance (Cap 391) provides that BA shall refer to the Complaints Committee complaints about contravention of the said Ordinance, Broadcasting Ordinance (Cap 562), Part III A of Telecommunication Ordinance (Cap 106), terms or conditions of a licence or Code of Practice.

			<ul style="list-style-type: none"> <li>- RTHK submitted that the theme in this episode was not religion, but "universal values" including food, warmth, human rights, right to live, democracy, freedom, equality between the sexes, love, respect, marriage, etc., and that polygamy was a common topic with regard to Mormonism and Islam</li> <li>- information gathered from the internet revealed that there were news reports and court cases about Mormons involving in polygamy and incestuous relations</li> <li>- the hosts' brief remarks in context would unlikely be considered misleading, denigrating or insulting to any person(s) or group(s) on the basis of religion or unacceptable for broadcast</li> <li>- complaint <b><u>unsubstantiated</u></b></li> </ul>
<i>Discrimination</i>			
<p>Open Line Open View (自由風自由 Phone)</p> <p>RTHK Radio 1 27.4.2011</p>	1	<ul style="list-style-type: none"> <li>- the hosts' remarks on kidney failure misled listeners that the disease was a critical, awful, dangerous and troublesome one. They misunderstood the side effects of kidney dialysis and were unfair and discriminating against the patients</li> </ul>	<ul style="list-style-type: none"> <li>- personal view programme</li> <li>- on the Secretary for Education being diagnosed with chronic kidney failure, the hosts sought advice from a doctor on symptoms of kidney failure, medical treatment and possible side effects</li> <li>- the discussion did not amount to discrimination and would unlikely be considered unfair or unacceptable for broadcast</li> <li>- complaint <b><u>unsubstantiated</u></b></li> </ul>
<i>Distortion of Facts</i>			
<p>Free As the Wind (講東講西)</p> <p>RTHK Radio 1</p>	1	<ul style="list-style-type: none"> <li>- the criticism on the chairman of the Estate Agents Authority (EAA) distorted facts and damaged the reputation of the person concerned</li> </ul>	<ul style="list-style-type: none"> <li>- personal view programme (PVP)</li> <li>- when a caller complained about the services of EAA, a host remarked that the head of EAA owned property that cost over one thousand million dollars and would probably not want the property market to be down, and</li> </ul>

15.4.2011			<p>that when she had so many vested interests, she would not want to do anything to damage the property market. And though it was not illegal for her to own properties, it somehow became part of the hegemony of the real estate sector</p> <ul style="list-style-type: none"> <li>- it was reported in the media that the EAA chairman, did own property that cost over one thousand million dollars in Hong Kong. In this respect, there was no evidence of distortion</li> <li>- the host's other remarks were personal views which were not unacceptable for broadcast in a PVP</li> <li>- complaint <b><u>unsubstantiated</u></b></li> </ul>
<i>Indirect Advertising</i>			
<p>Free As the Wind (講東講西)</p> <p>RTHK Radio 1 22.2.2011</p>	1	<ul style="list-style-type: none"> <li>- the guest host's references to his new book in the programme amounted to abuse of public airwaves</li> </ul>	<ul style="list-style-type: none"> <li>- personal view programme (PVP)</li> <li>- at the beginning of the programme, a host introduced the topic of the day "香港式荒謬" by defining absurdity and relating it to the title of the guest host's new book "太多荒謬，太少感動". He also remarked that if one could only find absurdity but not much that were touching in the city he lived, it meant that the person did not have much feeling for the place</li> <li>- the guest host also explained that some absurd current affairs happened and inspired him to use the book title concerned</li> <li>- throughout the programme, the hosts discussed what they found preposterous in Hong Kong, which was more a critique of society and government</li> <li>- details about the new book were not provided. Nor were the audience invited to buy the book</li> <li>- nothing amounting to abuse of public airwaves, indirect advertising or unacceptable for broadcast in a PVP was found</li> </ul>

			- complaint <b><u>unsubstantiated</u></b>
<i>Irresponsible Remark</i>			
Crazy & Happy (瘋 Show 快活人)  RTHK Radio 2 17.3.2011	1	- a host's remark that the price of salt in supermarkets rose to \$50 was irresponsible, exerted a bad influence on the public and incited panic-buying in supermarkets	- light-hearted talk show (10:00am – 1:00pm) - when chatting about panic buying of salt, a host remarked that the retail price of a packet of crude salt had risen from \$5 to \$20 in the market - the other hosts advised people to avoid panic buying and not to raise prices of salt. The host concerned also reminded people of the importance of obtaining full knowledge of things - the concerned remarks would not be considered irresponsible or unacceptable for broadcast - complaint <b><u>unsubstantiated</u></b>
<i>Misleading Remark</i>			
Crazy & Happy (瘋 Show 快活人)  RTHK Radio 2 15.3.2011	1	- a host's remarks that the radiation leaked from the Fukushima nuclear power plant had reached Hong Kong, and that listeners should use umbrellas and not hang laundries out when it rained was misleading	- light-hearted talk show (10:00am – 1:00pm) - in a chitchat about the radiation leak in Fukushima, a host remarked that people had to take information or rumour circulating via SMS or on the Internet with wisdom, and that there was no harm to take simple precautions against contamination like using umbrellas when it rained, but there was no need to be panicked - it was unlikely that the remarks in context would be considered misleading or unacceptable for broadcast - complaint <b><u>unsubstantiated</u></b>
<i>Undesirable Behaviour &amp; Bad Influence on Youth</i>			
Morning Suite (晨光第一線) RTHK Radio 2 16.3.2011	1	- the host's remarks that local Japanese restaurants could tell customers that their food did not come from Japan promoted deceptive business practice and exerted a bad influence on youth	- light-hearted talk show - when chatting about the negative effect of Japan's earthquake on local Japanese restaurants, a host suggested that these restaurants could publicize that their food did not come from Japan but from various

			<ul style="list-style-type: none"> <li>- other countries, as Japanese cuisine did not necessarily prepared with food from Japan</li> <li>- there was no promotion of deceptive business practice</li> <li>- complaint <b><u>unsubstantiated</u></b></li> </ul>
<i>Language</i>			
<p>Open Line Open View (自由風自由 Phone)</p> <p>RTHK Radio 1 16.12.2010</p>	1	<ul style="list-style-type: none"> <li>- a complainant doubted if a host's remark "又怕痕又怕痛" was suitable for broadcast</li> </ul>	<ul style="list-style-type: none"> <li>- when talking about the review of the Pre-primary Education Voucher Scheme, a host opined that the government was bureaucratic and made the alleged remark without any further elaboration</li> <li>- the remark in the context was not unacceptable for broadcast</li> <li>- complaint <b><u>unsubstantiated</u></b></li> </ul>
<i>Violence &amp; Bad Influence on Children</i>			
<p>Sik Si Fung</p> <p>RTHK Radio 2 6.3.2011</p>	1	<ul style="list-style-type: none"> <li>- a host's remark that he would change the \$6000 given out with the revised Financial Budget (the Budget) into coins of \$1 and throw them at the Financial Secretary to vent his anger promoted violence, exerted a bad influence on children and was unsuitable for broadcast during the family viewing hours</li> </ul>	<ul style="list-style-type: none"> <li>- light-hearted personal view programme (PVP) on public affairs</li> <li>- a host made the alleged remark as he considered the relief measure proposed in the Budget shortsighted</li> <li>- the remark was clearly identified as personal views, not unacceptable for broadcast in a PVP</li> <li>- the exaggerated remark in context would unlikely be taken seriously, amount to promotion of violence or unacceptable for broadcast in a PVP not targeting children</li> <li>- the family viewing policy was not applicable to radio broadcasting service</li> <li>- complaint <b><u>unsubstantiated</u></b></li> </ul>
<i>Accuracy</i>			
<p>Pentaprism (左右紅藍綠)</p>	1	<ul style="list-style-type: none"> <li>- the guest host expressed his views on the extension of free education and</li> </ul>	<ul style="list-style-type: none"> <li>- personal view programme on current affairs</li> <li>- RTHK submitted that the guest slipped the word "億"</li> </ul>

<p>RTHK (ATV Home &amp; TVB Jade) 14.2.2011</p>		<p>erroneously remarked that the government had a few thousand dollar reserves (坐擁數千元儲備), while the subtitles showed "坐擁數千億元儲備"</p>	<p>when he recorded the programme but the subtitles, originally written by himself, were correct - RTHK had posted a clarification notice in the programme's archive on its website - complaint classified as a <b><u>minor breach</u></b></p>
<p><i>Black Stripes</i></p>			
<p>LegCo Review (議事論事), Hong Kong Connection (鏗鏘集) &amp; Hong Kong Stories (香港故事)  RTHK (now Direct) 6.2.2011</p>	<p>1</p>	<p>- the black stripes at the bottom of the screen covered the subtitles and would cause damage to the screen</p>	<p>- the Office of the Telecommunications Authority advised that the alleged presentation did not appear to be in breach of any relevant provisions of the Generic Code of Practice on Television Technical Standards - there was no mandatory requirement on the provision of subtitles on the pay TV channel concerned - complaint <b><u>unsubstantiated</u></b> - the appearance of black stripes and allegation on screen being damaged were outside section 11(1) of the Broadcasting Authority Ordinance</p>
<p>LegCo Review (議事論事)  RTHK (now Direct) 20 &amp; 21.2.2011</p>	<p>1</p>	<p>- the black stripes at the bottom of the screen covered the subtitles</p>	<p>- the Office of the Telecommunications Authority advised that the alleged presentation did not appear to be in breach of any relevant provisions of the Generic Code of Practice on Television Technical Standards - there was no mandatory requirement on the provision of subtitles on the pay TV channel concerned - complaint <b><u>unsubstantiated</u></b> - the appearance of black stripes was outside section 11(1) of the Broadcasting Authority Ordinance</p>
<p><i>Indecent Language</i></p>			
<p>Crazy and Happy (瘋 Show 快活人)  RTHK Radio 2</p>	<p>1</p>	<p>- the indecent expressions used for "kiss" were unsuitable for broadcast</p>	<p>- light-hearted talk show - the hosts uttered the expressions "車輪" (a pun on a Cantonese slang for a deep kiss) and "脷疊脷" (overlapping tongues) a couple of times when chatting</p>

29.10.2010			<ul style="list-style-type: none"> <li>- about a news item related to kiss</li> <li>- though unrefined, the expressions in context were not indecent or unacceptable for broadcast in a light-hearted programme not targeting children</li> <li>- complaint <b><u>unsubstantiated</u></b></li> </ul>
<i>Insult</i>			
Promo for 【Sik】 【Si】 【Fung】 (【Sik】 【Si】 【Fung】 宣傳片)  RTHK Radio 1 13.2.2011	1	<ul style="list-style-type: none"> <li>- a hostess' remark that there was a line of security guards, instead of only one guard under normal circumstances, when giving out red packets, was insulting to security guards and irresponsible</li> </ul>	<ul style="list-style-type: none"> <li>- the promo for a talk show presented an excerpt of the hosts' chat</li> <li>- the alleged remark was the hostess' personal observation and would unlikely be considered as insulting to any person or profession, or unacceptable for broadcast</li> <li>- complaint <b><u>unsubstantiated</u></b></li> </ul>

### C. Complaints falling Outside Section 11(1) of the Broadcasting Authority Ordinance

Title	No. of Complaints	Substance of Complaint
<i>Host's Performance</i>		
City Forum (城市論壇)  RTHK (TVB Jade) 23.5.2011	1	<ul style="list-style-type: none"> <li>- the complainant alleged and was dissatisfied that the replacement hostess favoured anti-Beijing and anti-government political parties by always allowing them to speak, and that she was unresponsive to critical comments, and that she was backed by RTHK officials claiming she had control over the discussions in the programme</li> </ul>
Happy Daily (開心日報)	1	<ul style="list-style-type: none"> <li>- when chatting about a teacher who had committed suicide being condemned in online forums, the hosts were unsympathetic and inconsiderate to the family of the deceased</li> </ul>

RTHK Radio 1 17.5.2011		
Crazy and Happy (瘋 Show 快活人)  RTHK Radio 2	1	- the complainant was dissatisfied, without specifying the episodes concerned, that the programme was boring and a host talked bawdy for no reason at all, and on 20 May 2011 the host was vehement against some unfavourable comments he received from listeners
<i>Programming</i>		
Information Programmes on Ai Weiwei  ATV Home & TVB Jade 22.5.2011	1	- the complainant alleged and was dissatisfied with, without giving any specific detail, the frequent broadcast of information programmes ( <b>including RTHK's</b> television programmes) on Ai Weiwei, which was considered objectionable, anti-government, and posing a threat to local and national security
<i>Staff Issue</i>		
Staff Dismissal RTHK	3	- the complainants alleged and were dissatisfied that RTHK dismissed a programme host before the staff contract expired
<i>Accuracy in Entertainment Programme/ Horse Racing Programme/ Infotainment Programme/ Talk Show</i>		
Happy Daily (開心日報)  RTHK Radio 1 14.4.2011	1	- The complainant alleged and was dissatisfied that the information given by the hosts about the types and uses of bicycles was inaccurate and misleading
<i>Accuracy in Newspaper Contents</i>		
Hong Kong Today (晨早新聞天地)  RTHK Radio 1 14 – 18.3.2011	1	- the complainant alleged and was dissatisfied that the host of the segment “報章摘要” (news digest) relayed the inaccurate level of severity at the Fukushima Daiichi nuclear power plant as reported in the newspapers, which would have adverse effects on the listeners



Free As The Wind (講東講西)  RTHK Radio 1 12.4.2011	1	- the complainant was dissatisfied with the frequent use of the expression “無啦啦” (“without any reasoning”) in the programme
<i>Dissatisfaction with Hosts</i>		
Morning Suite (晨光第一線)  RTHK Radio 2 18.3.2011	1	- the complainant alleged and was dissatisfied with a host’s repeated wrong reference to the “3 Low 1 High” (三低一高) diet as “3 High 1 Low” and his denigrating remarks about people’s mad rush for salt being naïve and shameful
Crazy and Happy (瘋 Show 快活人)  RTHK Radio 2 28.4.2011	1	- the complainant alleged that it was inappropriate for a host to joke about some government officials who were seriously ill
Talkabout (千禧年代)  RTHK Radio 1 Monday – Friday	1	- the complainant alleged that a host of the personal view programme was partial as he only talked to callers who shared his views and spoke in a disagreeable tone or refused to talk with those with different views
<i>Hotline Service</i>		
Telephone Service RTHK	1	- the complainant alleged that she made calls to three numbers but was still unable to contact the department responsible for handling complaints while her last call was diverted to a message box with English voice
Hotline Service RTHK	1	- the complainant alleged and was dissatisfied with the hotline service and the lack of improvement in the past few years when the callers were asked to leave messages and no return call was made until three to four weeks later

<i>Conflict of Interest</i>		
Happy Daily (開心日報)  RTHK Radio 1 12.4.2011	1	- the complainant alleged and was dissatisfied that a host of a light-hearted talk show talked too much about programmes broadcast on a television channel, which amounted to conflict of interests between his roles as a programme producer and scriptwriter for television and that of a talk show host on radio
<i>Contest Results</i>		
The 33 <sup>rd</sup> Top Ten Chinese Gold Songs Awards Presentation Concert (第33屆十大中文金曲頒獎音樂會)  RTHK (ATV Home) 9.1.2011	1	- the complainant alleged and was dissatisfied that only a few singers from the four participating record companies attended the show and that the results of the awards were rigged
<i>Dissatisfaction with Anchor</i>		
Dissatisfaction with Anchor RTHK  Radio 1 & 2	1	- the complainant alleged and was dissatisfied that an anchor spoke in a breathy voice which was difficult to be heard
<i>Dissatisfaction with Host's Remarks</i>		
Pentaprimism (左右紅藍綠)  RTHK (ATV Home) 8.4.2011	1	- the complainant alleged and was dissatisfied with the host's remarks that the Chinese taught their younger generation anti-Japanese sentiment and taking pleasure in others' suffering with negative examples while the examples cited like the Diaoyu Islands dispute and Nanjing Massacre were real history, and further queried the rationale of terming such events as negative examples
Morning Suite (晨光第一線)	1	- the complainant alleged and was dissatisfied that in the light-hearted talk show, the host remarked that the police suppressed the demonstrators. He considered that the host spoke selectively for the

		opposing parties, that his remarks were emotional and likely to mislead listeners, including young people
<i>Editorial Decision</i>		
Hong Kong Letter (香港家書)  RTHK Radio 1 12.3.2011	1	- in the programme, a letter from the mother of the tour guide killed in the Manila hostage incident to her deceased son was read. The complainant alleged that the letter was not written by the mother and that the host had been unfair by giving priority for the letter to be read out in the programme
<i>Impartiality</i>		
Crazy and Happy (瘋 show 快活人)  RTHK Radio 2 8.3.2011	1	- the complainant was dissatisfied with the host's remarks on whether children should be brought along to watch a parade, alleging that they were partial and misleading
<i>Insinuation</i>		
Blooming Bauhinia (紫荊花常開)  RTHK Putonghua 10.3.2011	1	- the complainant alleged that the programme contained insinuating remarks against her, especially her habits
Music Dim Sum (音樂早點)  RTHK Putonghua 30.3.2011	1	- the complainant alleged that the programme contained insinuating remarks against her
<i>References to Artistes in Lyrics</i>		
“小明去拜年”	1	- the complainant was dissatisfied with the frequent broadcast of a song during the Lunar New Year

RTHK Radio 2		with lyrics mentioning two popular sexy artistes, alleging that it would exert a worse influence on children than a song with foul lyrics
<i>Standard of Language</i>		
Choice of Expression TV and Radio Stations	1	- the complainant alleged without specific programme detail that the standard of Chinese language used in television and radio programmes was low, citing some remarks and subtitles expressed in colloquial Cantonese as examples
<i>Station Logo</i>		
Hong Kong Connection (鏗鏘集)  RTHK (TVB Jade) 14.3.2011	1	- the complainant alleged and was dissatisfied that TVB had altered the programme by covering the top right hand corner with its station logo
<i>Use of Homophone</i>		
Use of Homophone  All Media	1	- the complainant alleged that the use of homophones by the media would adversely affect the Chinese language standard of students, citing the Chinese title of TVB Jade's programme "依家有喜" (Show Me The Happy) as an example

**Radio Television Hong Kong  
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