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BOA Paper 8/2020  
(For information on  
31.7.2020)

## Updates on Complaints (Position as at 1.7.2020)

### A. Complaints considered by the Communications Authority<sup>1</sup> which have been deliberated by Broadcast Complaints Committee released in May and June 2020

Title	No. of Complaints	Substance of Complaint	Decision
<p>“Headliner” (頭條新聞) RTHK TV 31 and RTHK TV 31A 8:00pm to 8:30pm 14.2.2020</p> <p>Jade Channel of TVB 1:50pm to 12:20am 14.2.2020</p>	1	<p>Over 3 300 members of the public complained about the captioned programme. The main allegations were –</p> <ul style="list-style-type: none"><li>- by way of satirical presentations, the programme repeatedly and maliciously smeared, denigrated, insulted, defamed and mocked the Police and the efforts of the Government / the Police in fighting COVID-19, and incited hatred against the Police, by, among others, including incomplete, inaccurate, untruthful, misleading and biased contents, and exaggerating messages which prejudiced and were unfair to the Government / Police;</li><li>- the programme was one-sided and partial against the Government / government officials / the Police and the pro-establishment camp, and biased towards the pan-democratic camp, medical staff taking industrial</li></ul>	<p>The Communications Authority (CA) considered that the complaints in respect of accuracy of factual contents in the programme, denigration of and insult to the Police, and expression of a sufficiently broad range of views in PVPs were justified. The CA decided that RTHK should be <u>warned</u> to observe more closely paragraph 2(b) of Chapter 3, paragraph 1A of Chapter 9, paragraphs 17(b) and (d) of Chapter 9 of the Television Programme Code.</p>

<sup>1</sup> 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](http://www.coms-auth.hk/en/complaints/handle/broadcasting_services/complaints_ca/index.html)

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Title	No. of Complaints	Substance of Complaint	Decision
		<p>action, and people involved in recent protests. It had not presented the views of those supporting the Government and the Police, and failed to present different viewpoints in a balanced way;</p> <ul style="list-style-type: none"><li>- the programme did not provide a suitable and timely opportunity to the Police for response in respect of the criticisms made against the Police;</li><li>- the programme repeatedly made groundless references and suggestions that the Police were hoarding personal protective equipment (“PPE”) (including surgical masks), depriving other government departments and medical staff of access to such equipment; and</li><li>- the programme contained a segment in which the host was dressed in a style similar to a police officer, with the neck and hands wrapped with rubbish bags. He emerged from a large rubbish bin at the beginning of the segment, spoke while standing inside of it, and retracted into the large rubbish bin and closed the lid at the end of the segment. The portrayal smeared the Police by suggesting that the Police were trash, worthless and repulsive. The host’s appeal to viewers to join his profession satirised the Police’s recruitment as refuse collection, in effect ridiculing those who</li></ul>	

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Title	No. of Complaints	Substance of Complaint	Decision
<p>“Simon Willson”</p> <p>RTHK Radio 3</p> <p>1:00 pm to 4:00 pm</p> <p>15.12.2019</p>	1	<p>aspired to join the Police.</p> <p>A member of the public complained about the captioned programme. The substance of the complaint was that at around 2:40pm, the lyrics of a song broadcast in the programme contained foul expressions.</p>	<p>The Communications Authority (CA) considered that the complaint was justified. Having taken into account that the present case is the third contravention of the provision governing language in less than two years by RTHK’s radio programme services, the CA decided that RTHK should be <u>warned</u> to observe more closely the relevant provision of the Radio Programme Code.</p>
<p>“Weather Forecast” (天氣預報)</p> <p>RTHK TV 33 and RTHK TV 33A</p> <p>8:12pm to 8:17pm</p> <p>30.9.2020</p>	1	<p>A member of the public complained about the captioned programme. The substance of the complaint was that the programme, which was broadcast during the family viewing hours (“FVH”) (viz. 4:00pm –8:30pm), contained product placement of a brand of liquor.</p>	<p>The CA considered that the complaint was justified. Taking into account that RTHK was relaying the programme under complaint with little discretion over its content, and that this was an isolated incident under the relaying arrangement, the CA decided that <u>no sanction</u> be imposed on RTHK. However, RTHK was reminded to liaise with CCTV more closely to ensure future compliance with the relevant provision.</p>

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## B. Complaints dealt with by the Director-General of Communications falling under Section 11(1) of the Broadcasting (Miscellaneous Provisions) Ordinance<sup>2</sup> in March – May 2019

Title	Substance of Complaint	Decision
Open Line Open View (自由風自由 Phone) RTHK Radio 1 13.2.2019	Inaccuracy	Minor breach
News Report (新聞報導) RTHK Radio 1 22.10.2018	Inaccuracy	Minor breach
News Report (新聞報導) RTHK Radio 1 6.4.2019	Inaccuracy	Minor breach

### Radio Television Hong Kong July 2020

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<sup>2</sup> 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.