

Communications Authority

Complaint Form on Television or Radio Broadcast

Ref. No. : LM_____

(For Official Use)

I Notes for Complainant

1. To enable our effective investigation of complaints, members of the public who would like to lodge a broadcast complaint should do so as soon as possible and in any event **within three weeks** after the concerned materials are broadcast.
2. To allow us to investigate your complaint, please provide us with sufficient information such as the name of the programme, advertisement or other broadcasting material, the broadcast station and channel, the actual broadcast date and time, and a brief description of the complaint. In view of the large amount of materials being broadcast to the public, complaints without sufficient and concrete details for identification of the broadcast material concerned cannot be further processed. If a broadcast complaint is lodged without provision of any valid contact information (for example, email or correspondence address), the broadcast complaint will not be processed.
3. Some subject matters are outside the remit of the Communications Authority, for instance:
 - Story plot in entertainment and fiction programmes
 - Programme editing
 - Choice of music/songs/programme topics
 - Accuracy in entertainment and fiction programmes
 - Hotline services of broadcasters
 - Performance and choice of hosts/guests/artistes
 - Frequent broadcast of same type of advertisements
 - Materials on the Internet, irrespective of their source, including programmes/advertisements available on the websites of broadcasters or other websites etc.

If your complaint only involves the above subject matters and is not related to the relevant ordinances, the terms or conditions of a broadcasting licence, or the codes of practice issued by the Communications Authority, we are not authorised to process your complaint. You may send your views directly to the broadcasters concerned. Please visit the website below for the contact details of broadcasters:

https://www.coms-auth.hk/en/complaints/procedures/tv_radio/lodging/contact/index.html

4. Please fax the completed complaint form to the Office of the Communications Authority. (Fax No.: 2507 2219)
5. The information you provided in Part II and Part III will be used for the purposes which are directly related to this complaint. Complaints without sufficient details for follow-up action will not be processed.
6. Complainants have the right to request access to and correction of their personal data submitted for this complaint in accordance with the Personal Data (Privacy) Ordinance. Enquiries concerning the personal data access and correction should be submitted in writing to the Office of the Communications Authority, 20/F., Wu Chung House, 213 Queen's Road East, Wanchai, Hong Kong.

II Particulars of Complainant

Name : Title: Mr/ Ms
(Please put a tick in the appropriate box)

Telephone No. (Day Time) :

Address:

E-mail Address/Fax No.:

III Details of Complaint

Type of complaint:

- Programme Advertisement Programme Promo
 Government Announcement in the Public Interest
 Reception Problems Others
(Please put a tick in the appropriate box)

Title :

Actual Broadcast Date⁺ : _____

Actual Broadcast Time[#] : _____

Broadcast Channel (Please fill in the appropriate blank with the channel name)

Television

Domestic Free Television Programme Services

i-CABLE HOY: _____

HKTVE: _____

TVB: _____

Domestic Pay Television Programme Service

Now TV: _____

⁺ General references such as “Every Day”, “Every Night”, “Monday to Friday”, “Every Sunday”, “March”, “6-15 March”, “episodes 5 to 10”, “the whole drama series” etc. are not concrete enough for identification of the broadcast material under complaint.

[#] General references such as “in the morning”, “at night”, “at prime time”, “at meal time”, “2:00pm-5:00pm” etc. are not concrete enough for identification of the broadcast material under complaint.

Non-domestic Television Programme Services

Station: _____

Channel: _____

Radio Television Hong Kong

Channel: _____

Radio

Commercial Radio: _____

Metro Broadcast: _____

RTHK: _____

Others:

Details of Complaint: