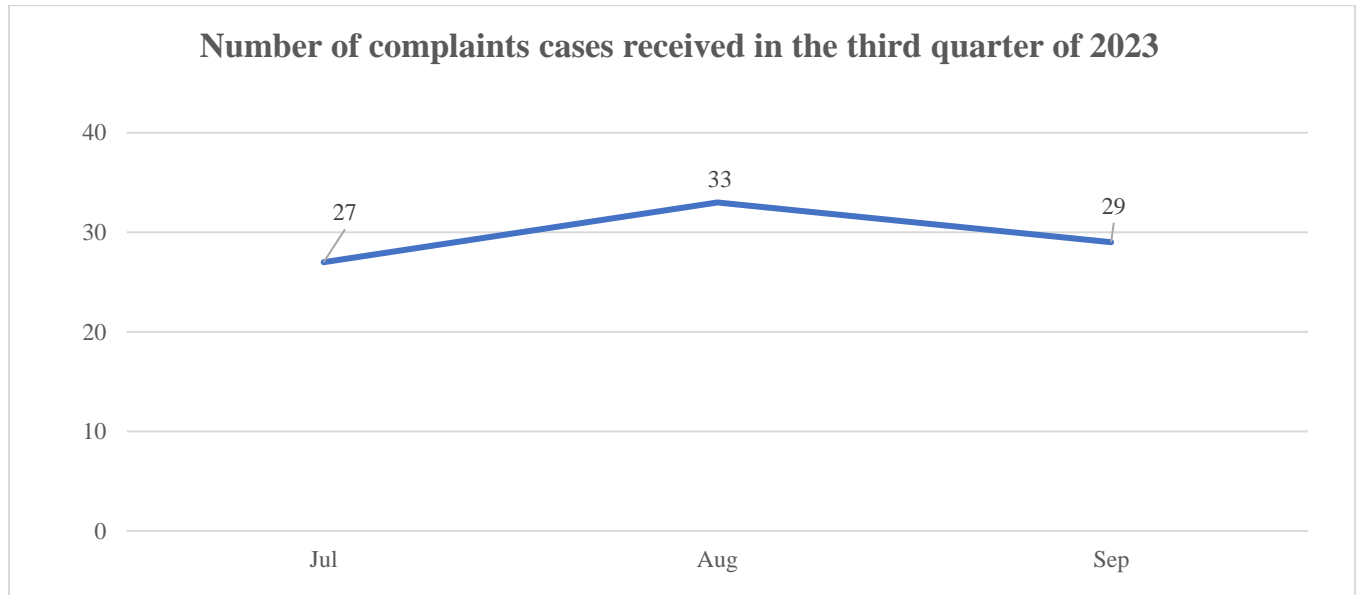


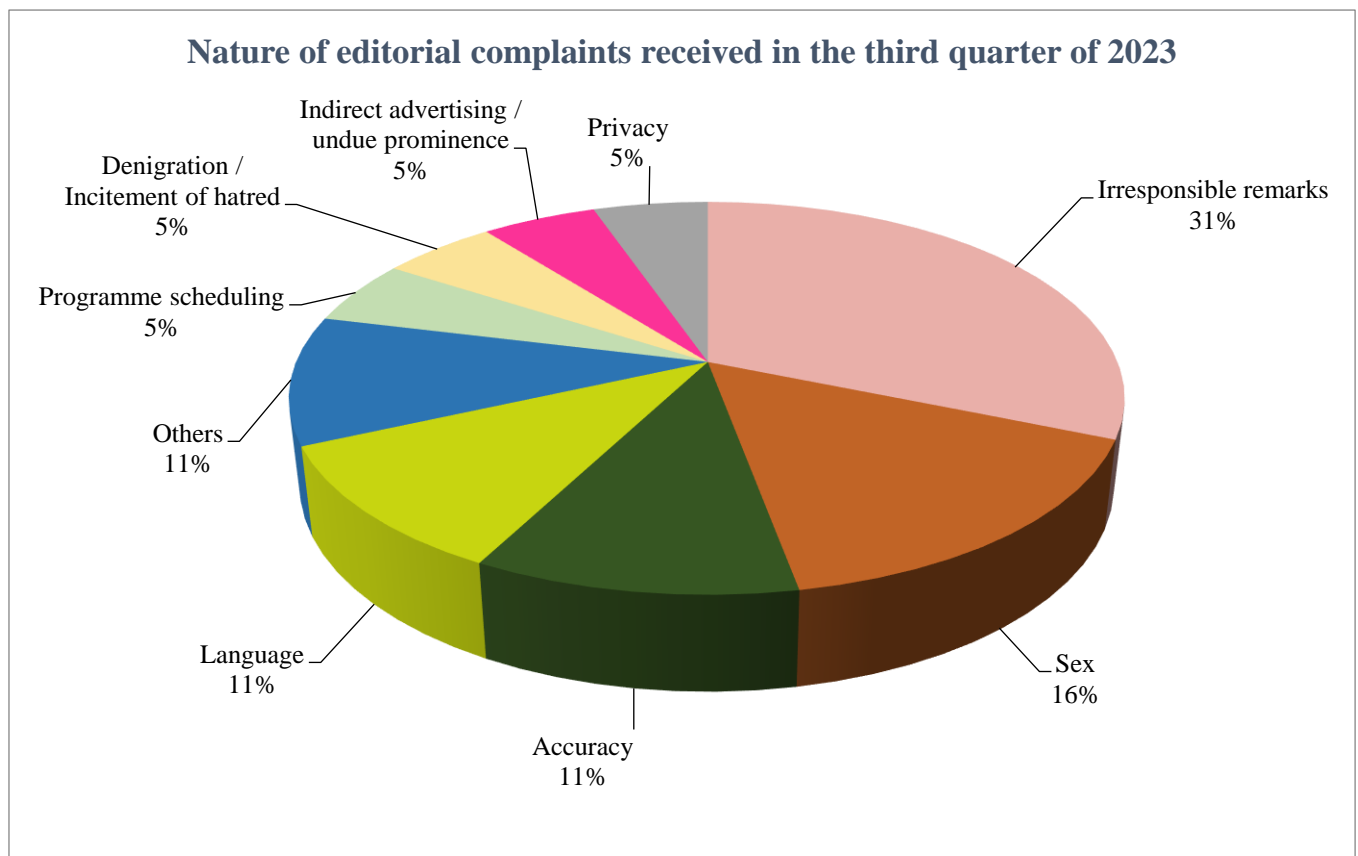
## Summary of Programme-related Complaints Received by RTHK (Third Quarter of 2023)

### A. Statistical information

#### 1. Number of complaint cases received



#### 2. Nature of editorial complaints



## B. Highlights of Major Editorial Complaints

Programme/ Subject	Broadcast/ Publication Date and Channel/ Platform	Case Particulars
RTHK TV34	6.7.2023, 10.7.2023 (Date received)  TV Programming and Administration Unit	<p><i>Complaint substance:</i></p> <ul style="list-style-type: none"> <li>Complained that the programmes have no subtitles.</li> </ul> <p><i>Investigation findings:</i></p> <ul style="list-style-type: none"> <li>The channel relays the China Global Television Network (CGTN) Documentary channel, which contains some programmes with bilingual subtitles. The feedback has been brought to their attention.</li> </ul>
“Arts News”	2.8.2023  Radio 4 / Radio	<p><i>Complaint substance:</i></p> <ul style="list-style-type: none"> <li>Complaint against the delay in broadcast for 13 minutes.</li> </ul> <p><i>Investigation findings:</i></p> <ul style="list-style-type: none"> <li>The audio file was found faulty. The complete version of the programme was broadcast after it was fixed.</li> </ul>
News Information	3.9.2023  Chinese News and Current Affairs / Radio	<p><i>Complaint substance:</i></p> <ul style="list-style-type: none"> <li>It was reported erroneously as “加州” in a teloping news headline on RTHK TV32. It should be “佛州” instead.</li> </ul> <p><i>Investigation findings:</i></p> <ul style="list-style-type: none"> <li>The information has been corrected and the editor was reminded to be more cautious.</li> </ul>
Radio Programmes	8.9.2023 (Date received)  Chinese Programme Service / Radio	<p><i>Complaint substance:</i></p> <ul style="list-style-type: none"> <li>Complaint about the lack of reporting on the operating arrangement of Department of Health clinics under the black rainstorm warning.</li> </ul> <p><i>Investigation findings:</i></p> <ul style="list-style-type: none"> <li>The programmes “Healthpedia”, “Made in Hong Kong”, “Traditional Chinese Opera” and “U Xiu Bang” mentioned the relevant arrangement of clinics of Hospital Authority and Department of Health.</li> </ul>

## C. Complaints Processed by the Communications Authority

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