
APPENDIX

CBSC Decision 07/08-1577 CTV Newsnet re a segment on *Mike Duffy Live* (Chinese Ambassador)

The Complaint

The CBSC received the following complaint via its webform on April 17, 2008:

station: CTV

program: *Mike Duffy Live*

date: March 24th

time: 12:00 am (not sure)

concern: <http://www.youtube.com/watch?v=s4Bxlq1LY4>

The above YouTube video is an interview between Mike Duffy of CTV and Lu Shumin, the Chinese Ambassador to Canada. During the interview, CTV inserted a very misleading video clip of NEPALESE police cracking down on the Tibetan protesters as the background scene.

The short email reply that I have received from Mr. Duffy is simply not acceptable for such a serious TV mistake. After another 2 attempts and waiting for 3 weeks without receiving any further reply from CTV (email attached), I have no choice but to file this complaint and hope it can be addressed with your help. Thank you very much in advance!

The complainant included copies of the email exchange he had had with CTV prior to filing his official complaint with the CBSC. In March, he had written to CTV, although he did not include a copy of that initial letter. Mike Duffy replied on March 26:

Dear Sir:

Your note is a welcome reminder that we must always correctly identify the source of our video. Thanks for taking the time to write, and I hope you will keep watching *Mike Duffy Live*!

Sincerely,

Mike Duffy

The complainant wrote back to Mr. Duffy the same day:

Dear CTV, Mr. Duffy,

Thank you very much for your reply.

I am not sure whether it is CTV's official reply or is only your personal reply. There is no mention of explicit acknowledgement of your serious professional mistake, nor any mention

of offering an apology to the Chinese consulate or the Canadian viewers misled by your obvious mistake.

This is absolutely unacceptable.

I repeat: The damage has already been done by you and CTV.

I again demand you and CTV to acknowledge this publicly and offer a sincere apology to the Chinese consulate and the Canadian viewers.

I am looking forward again to your reply.

After not receiving any further reply, the complainant wrote again to CTV on April 10:

Dear CTV, Mr. Duffy,

After patiently waiting for 2 weeks without receiving any answer, I would like to follow up:

Is there any decision from CTV to address this issue (previous mails attached)??

I am again looking forward to your reply. Thank you very much.

When the complainant still received no additional reply, he filed his complaint with the CBSC.

The CBSC wrote back to the complainant explaining that the Council cannot deal with complaints about website content, even if the video segment had originally been broadcast on traditional television. The complainant wrote back on April 18 stating that he had in fact originally seen it on CTV:

Thank you very much for your quick reply.

I have been a Rogers cable TV subscriber for few years already. Normally I do not watch Mr. Duffy's show. I have only paid more attention to the TV news recently due to the Olympic and Tibet riots. I watched his show by accident when I scanned through the channels. I didn't even notice there was a fake inserted clip. I only found out later through discussion with my friends and felt being cheated [*sic*]. That is why I want to get an apology from CTV.

I repeat, I watched his show on traditional TV in my home with my own 2 eyes. I have searched the internet and provided the YouTube [link] to you only as the proof in case you have not watched his show and want proof for my complaint.

Again thank you very much for your time and hope you can help me in this matter. I am looking forward again for your reply.

The CBSC then agreed to pursue his complaint.

Broadcaster Response

The broadcaster responded on May 2:

Thank you for bringing to our attention your concerns about the source of the video that ran on *Mike Duffy Live* on March 24, 2008.

CTV News and *Mike Duffy Live* endeavour at all times to present a fair, accurate and balanced view of all issues, including China and the upcoming Beijing Olympics and the Tibetan protests and concerns around the world.

You are correct in stating that CTV ran a clip of Nepalese police and Tibetan protestors during the segment involving an interview by Mike Duffy with the Canadian Ambassador to China. CTV should have put a locator on the video so it was clear to our viewers that the Tibetan protests were occurring in Nepal and we regret that this was not done.

The segment in question was however titled – “TIBETANS PROTESTS SPREADS” [*sic*]. In fact, Mike Duffy began the interview by referencing a recent small protest by persons in support of Tibet in Greece where 3 people were arrested at the lighting of the Olympic torch. Mike Duffy and the Ambassador also discussed Tibetan protests and forces in and outside of China.

We can assure you there was no intention on behalf of CTV News or *Mike Duffy Live* to misrepresent the video footage which was shown of a Tibetan protest that same day in Nepal, or to suggest in any way that the Chinese police were mistreating Tibetan protestors. It is, however, an important reminder to us to ensure the source of video is identified in circumstances such as these.

We thank you for taking the time to write with your concerns.

CTV News is a member in good standing of the Canadian Broadcast Standards Council and adheres to its guidelines. We believe the broadcast in question was part of our balanced coverage on the backlash against China by Tibetan protestors in connection with the upcoming Olympics. The Ambassador to China was given an opportunity to speak directly to this issue in this segment.

Additional Correspondence

The complainant responded to CTV Newsnet’s letter on May 3:

Thank you very much for the CTV's official reply.

In your attached reply doc, you said:

“The segment in question was however titled - ‘TIBETANS PROTESTS SPREADS’ [*sic*]. In fact, Mike Duffy began the interview by referencing a recent small protest by persons in support of Tibet in Greece where 3 people were arrested at the lighting of the Olympic torch. Mike Duffy and the Ambassador also discussed Tibetan protests and forces in and outside of China.”

First of all, there are 2 segments in the program. The 1st segment was titled "Tibetans Protests Spreads" [sic] (from time 0:14 - 1:39). The 2nd segment which was much longer, was titled "Boycotting Beijing Olympics" (from time 1:40 - 4:56).

Even in the 1st segment "Tibetans Protests Spreads" [sic], there are 2 parts.

Two points I would like to point out:

(1) The small protest of the 3 men in Greece was referenced ONLY in the first part (time 0:14 - 0:43) of the 1st segment. The second part of the 1st segment (time 0:44 - 1:39) was about the column in the *Montreal Gazette* written by Jack Todd: "...worst mistake since 1936 Olympics went to Hitler's Germany.... It's time to send a message to the Chinese: Stop the killing in Tibet or face a boycott of the Olympic Games."

(2) In fact, the segment in question IS the 2nd segment of the program (from time 1:40 - 4:56) titled "BOYCOTTING BEIJING OLYMPICS". It IS NOT the 1st segment titled "Tibetans Protests Spreads" [sic].

Therefore, CTV's official explanation is TOTALLY WRONG and unacceptable.

In your attached reply doc, you also said:

"We can assure you there was no intention on behalf of CTV News or *Mike Duffy Live* to misrepresent the video footage..... or to suggest in any way that the Chinese police were mistreating Tibetan protestors."

One thing I would like to point out:

The video clip of Nepal policemen mistreating Tibetan protestors was shown at the EXACT TIME when the Chinese Ambassador was telling the history of Tibet that the Tibet under Dalai Lama was a serfdom and slavery society. Dalai Lama was actually the largest owner of serfs and slaves and there were no human rights at all in Tibet at the time. I believe the misleading video clip was intentionally shown (2:45 - 3:30) at the EXACT TIME of the interview when the HUMAN RIGHTS issue was discussed so to give the maximum impact to our Canadian viewers.

In conclusion, I have to insist my original request that CTV must issue a sincere apology to our Canadian views for its serious unprofessional mistake.

Thank you very much again and looking forward to your reply.

The complainant then filed a Ruling Request on May 26 with the following short note and a copy of his above letter to CTV:

The CTV's [sic] official explanation is TOTALLY WRONG and unacceptable. I have then sent my reply to CTV and after 3 weeks I still haven't received any reply. See the following attached email.