
APPENDIX

CBSC Decision 07/08-1677 CIII-TV (Global Ontario) re a report on *News Final* ("Dual Protests")

The Complaint

A viewer sent the following complaint directly to Global Ontario on April 3, 2008:

Dear Global TV Editors,

In your March 29th TV news, there was a report regarding the "Dual Protests" at the Dundas Square, Toronto. In the news, an image showing some policemen beating the monks was explicitly labelled as the Lhasa riot in the Tibet of China.

If you have professionally checked the source of this background scene, then you would have known that it was NOT taken from the Tibet of China, but from Nepal. The image of the Nepal policemen beating the monks was used and explicitly reported as the riot in Tibet of China in the news by your Global TV.

I have to ask: Was it just a naïve mistake???

Since the damage of misleading our Canadian viewers had already been done by your Global TV, therefore, I demand Global TV to clarify this publicly and of course an apology is owing to all the Canadian viewers. I am looking forward to your reply.

The complainant received an automated reply to that email:

This is an automated response. Please DO NOT reply to this email. Thank you! We have received your email successfully. We appreciate you taking the time to write us.

Note: if your question is answered below, you may not receive an additional reply due to the high volume of emails we receive from across the country. If your question has not been answered below and you still wish to send an email, please remember to provide us with as much information as you can to help us expedite your question or comment in a more efficient and timely manner. Please remember to include the city and province you are writing to us from, relating to your inquiry.....

The complainant wrote again to the station with some additional details:

Dear Global TV Editors,

As per your viewer reply, I have included more information to help you expedite my question in a more efficient and timely manner. Please see the attached image pictures captured from your March 29th TV news regarding the "Dual Protests" at the Dundas Square, Toronto.

If I do not receive any reply from you after waiting for a reasonable time period, then I shall send you a friendly reminder.

My original email request is also attached. Thank you very much in advance.

The complainant wrote again to Global on April 17:

Dear Global TV Editors,

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

Is there any decision from Global TV to address this issue (previous emails attached)??

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

He received another automated reply on April 23:

Thank you! We have received your email successfully. We appreciate you taking the time to write us.

The complainant then filed an official complaint with the CBSC via its webform on May 24 and attached the above e-mails:

station: Global TV

program: Global TV news

date: March 29th

time: 6 and 11 pm

concern: On March 29th Global TV news, there was a report regarding the "Dual Protests" at the Dundas Square, Toronto. In the news, the old news clips of the Nepal policemen beating the Tibetan monks was used, explicitly labelled and reported as the riot in Tibet of China. I carefully watched the TV news twice myself on that day in front of TV set in my home. For your convenience, refer to

http://s292.photobucket.com/albums/mm40/vivacuba9/?action=view¤t=Global_329.flv

Please also see following my emails with Global TV.

As per customary procedure, the CBSC forwarded the complaint to the broadcaster on May 26 giving it 21 calendar days within which to reply. When the complainant still did not receive a response from the broadcaster, he wrote again to the CBSC on June 22:

After more than 21 days, I still have not received any response from CIII-TV. Do you mind double-checking with CIII-TV just in case their mail may be lost due to internet problem? Thank you very much for your time and help.

Broadcaster Response

Global responded on June 23 (although they dated their letter May 28):

Your email message to the Canadian Broadcast Standards Council has been forwarded to me for reply.

Thank you for taking the time to write to us about our *News Final* broadcast at 11:00 pm on March 29th. Let me begin by stating that the Global News team strives to uphold the highest level of journalistic integrity and ethics at all times. Our producers, reporters and other journalists are educated to make story decisions thoughtfully and with sensitivity and to produce material that is fair, balanced and accurate in accordance with community standards.

I am responding specifically to the Chinese demonstration story that ran on the local news broadcast at 11:00 pm ET. The story you refer to in your letter did not air on the local news broadcast at 6:00 pm ET, but ran on the national broadcast at 5:30 pm ET that originates in Vancouver. I am solely responsible for the content of our local Toronto broadcasts.

The 11:00 pm *News Final* broadcast included a story provided to Global News Toronto by Global National based in Vancouver. The story in question, about a pro-Tibet rally and a pro-Chinese rally, was reported by Christina Stevens for Global National. After receiving your complaint as well as others, we investigated and found that video of police in bluish-grey camouflage uniforms arresting protesters was erroneously identified by electronic titles as being from Lhasa, Tibet. A check of our international news feeds that day revealed the location of the video was actually Katmandu, Nepal. The police were Nepalese police cracking down on pro-Tibet demonstrators.

A full and proper correction was made on our main *News Hour* newscast at approx. 6:15 pm on Monday, March 31st. We regret the error and any unfair portrayal that may have resulted. Fortunately, this was an exception to our strict editorial standards and not the rule. There was no intent whatsoever to intentionally mislead the audience.

Additional Correspondence

The complainant submitted his Ruling Request form on July 11 with the following note:

CIII-TV (Canwest) has responded [*sic*] to my complaint by saying that:

“A full and proper correction was made on our main *News Hour* newscast at approx. 6:15 pm on Monday, March 31st.”

I have then requested Canwest to provide me with ALL details of their “full and proper correction” and also have requested them to explain the reasons if no apology was offered in their correction.

After waiting again for more than 2 weeks, I have NOT received any further response. Therefore, I remain concerned and would like to request a Ruling by a CBSC Panel. Please see following previous emails for details.

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