

Complaints Statistics 2009-2010

Summary

	2009/10	2008/9	Total 1988-2009
Carried forward from previous period	33	47	36
Complaints	529	506	8387
Letters	417	397	7062

Location of Complainants

	2009/10		2008/9		1988-2009	
	#	%	#	%	#	%
New South Wales	158	37.9	150	37.8	2447	34.7
Victoria	120	28.8	96	24.2	1641	23.2
Queensland	59	14.1	63	15.9	1220	17.3
Western Australia	25	6.0	30	7.6	585	8.3
South Australia	18	4.3	28	7.1	493	7.0
Tasmania	17	4.1	6	1.5	263	3.7
ACT	7	1.6	10	2.5	228	3.2
Northern Territory	4	1.0	3	0.7	123	1.7
Overseas	9	2.2	11	2.7	62	0.9
Total	417	100	397	100	7062	100

Type of Complainant

	2009/10		2008/9		1988-2009	
	#	%	#	%	#	%
Individuals	308	73.9	288	72.6	4782	67.7
Associations/Organisations	24	5.8	31	7.8	568	8.0
Companies/Businesses	9	2.2	10	2.5	236	3.3
Institutions/Public Bodies	4	1.0	7	1.8	92	1.3
Government Departments/Agencies	4	1.0	4	1.0	188	2.7
Local Councils/members	11	2.6	7	1.8	275	3.9
Religious groups	10	2.4	10	2.5	120	1.7
Aboriginal support groups	2	0.5	1	0.3	93	1.3
Ethnic Community Groups	18	4.3	8	2.0	111	1.6
Other lobby groups	13	3.1	11	2.7	41	0.6
Politicians	11	2.6	10	2.5	239	3.4
Political parties	1	0.2	4	1.0	80	1.1
Unions	0	--	0	--	60	0.9
Solicitors (for clients)*	1	0.2	0	--	119	1.7
Publications	1	0.2	6	1.5	41	0.6
Anonymous	0	--	0	--	17	0.2
Total	417	100	397	100	7062	100

* Under guidelines adopted by the Council in 1996, most complaints made by solicitors for clients are now dealt with as if they had been submitted by the client.

Subject of Complaint

	2009/10		2008/9		1988-2009	
	#	%	#	%	#	%
Abuse of press freedom	4	0.8	3	0.6	81	1.0
Advertising; advertorials	10	1.9	9	1.8	226	2.7
Bias	37	7.0	53 ^[A]	10.4	448	5.3
Censorship; suppression of facts	16	3.0	6	1.2	266	3.2
Distortion	14	2.6	15	3.0	292	3.5
Ethical standards breached	26	5.0	21	4.1	512	6.1
False reporting	13	2.5	13	2.5	409	4.9
Freedom of the press threatened	0	--	1	0.2	30	0.4
Headline, false or misleading	8	1.5	16	3.2	315	3.8
Imbalance; inadeq cover (inc no reply)	48	9.1	52	10.3	795	9.5
Inaccuracy; misrepresentation	106	20.0	110 ^[A]	21.7	1246	14.9
Invasion of privacy	21	4.0	20	4.0	448	5.3
Irresponsibility	13	2.5	9	1.8	302	3.6
Letters: non publication or editing	19	3.6	16	3.2	377	4.5
Offensive cartoons	8	1.5	6	1.2	127	1.5
Offensive coverage	51	9.6	43	8.5	738	8.8
Racism; religious disparagement	51	9.5	43	8.5	511	6.1
Sensationalism	10	1.9	12	2.4	148	1.8
Sexism	12	2.3	13	2.5	147	1.8
Unfair Treatment	60	11.3	43	8.5	875	10.4
Other (unclassifiable)	2	0.4	2	0.4	85	1.0
Total	529	100	506	100	8387	100

Type of publication

	2009/10		2008/9		1988-2009	
	#	%	#	%	#	%
Metropolitan newspapers	242	45.7	225	44.4	3999	47.7
Regional daily newspapers	81	15.2	58	11.5	1146	13.7
Country newspapers	35	6.6	42	8.3	841	10.0
Suburban newspapers	32	6.1	27	5.3	629	7.5
National newspapers	47	8.9	91 ^[A]	18.0	670	8.0
Magazines (general interest)	18	3.4	10	2.0	438	5.2
Ethnic community press	4	0.8	4	(0.8)	272	3.2
Special interest publications	12	2.3	5	(1.0)	--	--
On-line news sites [^]	31	5.9	26	5.1	50	0.6
Rural publications	2	0.4	4	0.8	30	0.4
Non-specific; other	25	4.7	14	2.8	312	3.7
Total	529	100	506	100	8387	100

* Until 1994/5, the ethnic press and special interest publications were considered as one group for statistical purposes. They are now considered separately.

[^] Category added in 2007-2008 to reflect the number of complaints arising from publication solely on websites.

Outcome of Adjudication

	2009/10		2008/9		1988-2009	
	#	%	#	%	#	%
Complaints upheld	11	35.5	13	39.4	277	26.2
Complaints upheld in part	2	6.5	1	3	158	14.9
Upheld in whole or part	13	42	14	42.4	435	41.1
Complaints dismissed	18	58	19	57.6	599	56.6
Neither upheld nor dismissed	0	-	0	-	24	2.3
Number of adjudications	31	100	33	100	1058	100