

Nicole Hickman

From: Brian Wilson [REDACTED]
Sent: Tuesday, 25 August 2015 1:34 p.m.
To: BSA Info Mailbox
Subject: RE: Submission failure

Thank you.

I just want to comment on my experience when I laid a complaint about a 6 pm TV1 news item 18 months ago.

TV1 took the maximum time available to it under the code to reply. It was a complete rejection.

I appealed to BSA. It too took the maximum time allowed under the code.

The BSA response largely parroted the TV1 response. It gave no impression of independent review by the members of the authority.

It was more like a rubber stamp on documents prepared by a disinterested and unconcerned low level clerk.

I considered taking it further to the court. But it was just before Christmas and the time allowed would expire before legal firms would return from the holiday break.

I could not find a lawyer available.

Furthermore I asked TV1 for a copy of the news item. It was not available because it was copyright. The time allowed for free access to it had expired!!

The whole experience was too drawn out, negative and disappointing.

Months later I read that the particular incident I had complained about was that which was the record for the most complaints to TV1!

And TV1 did not cease to show the offensive incident many times, almost in defiance of the many objections received, which I am sure were all rejected with the same letter I received.

I finally decided that I could not afford to pursue the case through the court process. Even if the court had upheld my complaint it would have cost me more than any award of costs.

It behoves the BSA to be more responsive, show true independence of broadcasters and deal thoroughly with the cases so that members of the public should not have to go to court.

Regards

Brian Wilson
[REDACTED]