

**Nicole Hickman**

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**From:** BSA <codereview@bsa.govt.nz>  
**Sent:** Friday, 31 July 2015 11:44 a.m.  
**To:** [REDACTED]  
**Subject:** BSA Code Review feedback



## Thanks

Thank you for making a submission to the Broadcasting Standards Authority about its code review.

The consultation period will close on **31 August 2015**.

After review and consideration of submissions, we will publish a summary of submissions on our website. You will be notified by email when this summary is available.

We welcome feedback about our public consultation process. If you would like to complete a short survey about how you found this process, please [click here](#).

Thank you for taking the time to consider our code review, and please email us at [info@bsa.govt.nz](mailto:info@bsa.govt.nz) with any questions.

Kind Regards,  
BSA

## Your Submission

### Feedback Summary

### Guidance — Complaints Process Step-by-Step

<http://bsa.govt.nz/code-review/135-guidance/7727-complaints-process-step-by-step>

I received a letter from TVNZ complaints committee dated the 21 July 2015, saying that my complaint about their programme "The Undatables" that said I thought calling a lady with down syndrome - undateable was unacceptable, was unfileable because it didn't specify a time or a date. I think this is a clear and simple poor excuse for not looking into an issue that is clearly "an issue", I shouldn't have to put a time and date, the problem is clear and precise and this response by the complaints committee is poor and unacceptable, all they needed to say was we are sorry and it won't happen again, admit the problem and deal with it. So far my experience with the complaints service, is if they don't get out of it with some poor justification for their actions they make another poor excuse as to why they can't acknowledge the issue. I think some big changes need to be

made in the ranks, heads need to roll, and TV standards need to improve to protect our children and other vulnerable members of society from these poor standards. Sincerely Louise Chaney

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**Overall, how well does the draft codebook reflect your values and expectations for broadcasters?**  
neither well nor poorly

**Overall, how easy is the draft codebook to understand?**  
neither easy nor difficult

**Overall, how satisfied are you with the new draft codebook?**  
neither satisfied nor dissatisfied

**Publishing Rights**  
yes

**Name**  
Louise Chaney