

22 July 2022

By email: [REDACTED]

Dear [REDACTED]

Official Information Act request

Thank you for your request under the Official Information Act 1982 (OIA) of 6 July 2022, and further clarified on 12 July 2022. You requested, for each year between 2018 and present:

1. the number of complaints to the BSA about broadcasting standards matters that were upheld; and
2. the number of complaints made to the Office of the Ombudsman about the BSA under the OIA that were upheld.

Response to your request

Question 1

Our statistical reporting is done per financial year, which runs from 1 July to 30 June the following year. Please find statistics for the relevant financial years below.

Financial Year	Number of complaints upheld
2022/23 to date	0
2021/22	7 (relating to 8 individual complaints) ¹
2020/21	15 (relating to 16 individual complaints)
2019/20	16 (relating to 22 individual complaints)
2018/19	9 (relating to 11 individual complaints)
2017/18	14 (relating to 52 individual complaints)

Question 2

There have been no complaints made to the Office of the Ombudsman about the BSA under the OIA that were upheld in the requested time period.

Proactive release

Please note that this response may be published on the BSA website in accordance with the BSA's policy regarding the proactive release of information. In this case, your personal details would be redacted.

¹ We often receive multiple complaints about one broadcast, so where this is the case and the concerns are upheld, this is counted as one upheld complaint.

Right of review

We trust that this responds to your request.

You have the right to seek an investigation and review of this response by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

If you would like to discuss this response with us, please feel free to contact me or Samantha Carter, Senior Legal Adviser.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Helen Cruse', written in a cursive style.

Helen Cruse

Acting Chief Executive

Broadcasting Standards Authority