# COMPLAINTS BULLETIN

# JANUARY – JUNE 2026

## INTRODUCTION

This is the **20th** Bulletin of the Complaints Council, which reflects the complaints handled during the **January–June 2026** period, as well as the main issues identified through their review. During this period, the Complaints Council at the Audiovisual Media Authority administered **194 complaints**, concerning various objects and issues related to content broadcast in audiovisual media.

The review shows that media content continues to present issues regarding compliance with **human rights and ethical and professional broadcasting standards**, mainly concerning the violation of individual image, privacy, and dignity, the protection of personal data, children's rights, the use of offensive or discriminatory language, and communication ethics. The administered cases also highlight issues related **to the accuracy and verification of information, balanced reporting, the right of reply, and editorial responsibility** in handling matters of public interest.

Special attention during this period has been paid to the **protection of children and persons involved in sensitive events**, particularly the avoidance of their direct or indirect identification. In such cases, the Council's intervention has not been limited only to assessing the broadcast content, but has also aimed at guiding the media toward the use of more effective anonymization measures, responsible language, and the avoidance of sensationalist treatment.

Data show that **the vast majority of complaints continue to be submitted by citizens**, confirming the role of the Complaints Council as a direct and accessible mechanism for protecting individuals' rights in the field of audiovisual media. The content of the complaints also demonstrates a growing public sensitivity not only toward on-screen broadcast content, but also toward its **continuation on the online platforms of the audiovisual entities themselves**, particularly when it violates the privacy, image, or reputation of individuals.

From an **administration and decision-making** perspective, the positions of the Complaints Council consist **mainly of warnings, in 16.5% of cases**; **awareness-raising calls, in 1.0%; and financial sanctions (fines), in 0.5% of cases**. Meanwhile, **15.5% of the complaints turned out to be outside jurisdiction**. The remainder was administered through other procedures provided for in legislation and the Council's practice, including administrative review, requests for information and clarification, requests for the submission of claims by audiovisual entities, verification of broadcast materials, communication with the parties, and the closure of cases following the evaluation of concrete circumstances.

The practice of this six-month period shows that **not every content contested by complainants necessarily constitutes a violation of the legal framework or the Broadcasting Code**. In reviewing the cases, the Council has balanced editorial freedom and freedom of expression against the media's obligation to respect dignity, privacy, impartiality, and accuracy of information. In some cases, it was found that the media had ensured the presentation of the parties' positions, intervened appropriately during broadcast, or corrected the information, thus not creating the conditions for taking administrative measures.

On the other hand, the cases handled during this period show an increasing intertwining between traditional **audiovisual broadcasting and the distribution of the same content in the online environment**. In specific cases, the Council has evaluated not only the broadcast content, but also the manner of its presentation on the platforms of audiovisual entities, including promotional titles and materials published online, recommending, when necessary, the editing, correction, or removal of contents that fail to respect professional and ethical standards.

At the same time, a portion of the complaints also highlighted **the limits of the Authority's jurisdiction**, particularly in relation to news portals, social networks, and video-sharing platforms that do not fall under the effective jurisdiction of the Republic of Albania. These cases demonstrate that the development of ways audiovisual content is distributed and consumed is creating new challenges even for traditional public protection mechanisms.

Overall, the data for **the first half of 2026** show the continuation of the active role of the Complaints Council in ensuring compliance with ethical and legal standards in audiovisual media. The handled cases highlight the need for ongoing attention to **the accuracy and verification of information, the protection of privacy, image, and individual dignity, the right of reply, communication ethics, and the protection of children**, as well as to how audiovisual contents continue to circulate and influence the public through online platforms. In this sense, the Council's activity serves not only to address concrete cases, but also to identify recurring issues and guide audiovisual entities toward a more consistent application of legal, ethical, and professional standards.

**COMPLAINT CONCERNING "VIOLATION OF ETHICS RULES AND DIGNITY"**

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| Gj.K | MCN TV | Xhadat | 15.01.2026 |

1. **Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint concerning allegations of: "*violation of media ethics, infringement of privacy, and obstruction/violation of the normal exercise of professional notary activities*."

2. **Administration of the Complaint**

Following the review of the complaint, the complainant was informed that, in accordance with Article 2 of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*," as amended, the jurisdiction of the Audiovisual Media Authority extends over "*linear audiovisual broadcasts, non-linear audiovisual broadcasts and their supporting services, as well as video-sharing platform services*"—that is, over broadcast audiovisual content and compliance with ethical and legal standards in broadcasting.

The alleged actions related to the manner of field reporting, the placement of cameras in public spaces, interaction with physical persons, or the potential impact on the exercise of professional activity constitute matters that may fall under the jurisdiction of other competent bodies (such as law enforcement agencies, courts, or personal data protection authorities), but are not directly included in AMA's regulatory competence, as long as they do not involve broadcast audiovisual content that violates the standards provided by law and the Broadcasting Code.

3. **Position of the Complaints Council**

Consequently, the Complaints Council could not proceed with the review of this complaint within the framework of the powers defined by Law No. 97/2013.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| B.B | Media Portale | | 19.01.2026 |

1. **Object of the Complaint**

The Audiovisual Media Authority (AMA) received for review a complaint expressing concern regarding the manner of media reporting on a sensitive family case, alleging the publication of untrue information, discrimination against the mother, violation of human dignity, and the public exposure of her family and children.

## 2. Administration of the Complaint

In this context, the Authority deemed it necessary to clarify that, pursuant to Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*," as amended, AMA does not exercise powers to verify facts or the material truthfulness of reported events, nor does it determine criminal or civil liability like judicial bodies.

## 3. Position of the Complaints Council

In conclusion, the complainant was informed that the Audiovisual Media Authority will continue monitoring audiovisual content and, if concrete case reviews reveal violations of the legal and sub-legal provisions in force by entities falling under its jurisdiction, it will exercise its respective administrative powers in accordance with the legislation in force.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| R.M | TV Klan | X factor kids | 19.01.2026 |

## 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen R.M., submitted via email (info@ama.gov.al) on January 19, 2026, regarding the program "X Factor Kids" broadcast on TV Klan on January 16, 2026.

## 2. Administration of the Complaint

The complainant claimed that the program featured "*inappropriate attire of the show's moderator, Mrs. A.V., as well as the jury member, Mrs. O.M*."

Pursuant to the complaint review procedures and in accordance with Article 5, Paragraph 2 of the regulation "On procedures for the review of complaints by the Complaints Council and the right of reply," the Complaints Council, via official letter no. 570 prot., dated February 12, 2026, sent the audiovisual media service provider "TV Klan" a request for the "Submission of Claims."

In response to this letter, "*TV Klan," via letter no. 570/1 prot., dated February 24, 2026, submitted its claims, emphasizing that: "The program X Factor Kids was an international television format conceived as a musical spectacle broadcast during prime time*."

## 3. Position of the Complaints Council

Following the administration of the complaint, the review of the audiovisual material, and the claims presented by the audiovisual media service provider, the Complaints Council drew the attention of "TV Klan" to the need to exercise care regarding the presentation and attire of the

moderator and participants in the program "X Factor Kids," ensuring they are appropriate to the nature and format of the program, which centers around children.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| C.B | Syri TV | Plug | 20.01.2026 |

## 1. Object of the Complaint

C.B filed a complaint claiming that the program “Plug”, broadcast on Syri TV, was an “investigation” acting as a biased and fierce attack against him, and that this party was neither present in the studio. He stated that "90% of the repeated defamations in this show were broadcast on the program “Plug” and “Task Forcë” on November 29, 2023, regarding which you had reacted." Therefore, he requested the Audiovisual Media Authority to penalize the audiovisual media service provider (AMSP) "Syri TV" with punitive measures, as well as to remove the program from social networks and its website.

## 2. Administration of the Complaint

Within the framework of administering the aforementioned complaint, the Complaints Council:

1. following the verification of the fact, based on Article 51 of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*," as amended, the regulation "*On procedures for the review of complaints by the Complaints Council and the right of reply,"* as well as the guideline "*On complaint handling procedures by Audiovisual Media Service Providers*," via official letter no. 265/1 prot., dated February 2, 2026, requested the Complaints Review Board of the television station "Syri TV" to submit claims regarding the aforementioned complaint. In their reply response no. 11 prot., dated February 10, 2026, protocolled under our no. 265/2 dated February 10, 2026, the AMSP stated that: "*SPAK, based on the documentation and facts published during the program Plug, had registered criminal proceeding no. 14/2024 and has been conducting in-depth investigations for two years*."

From the review of the audiovisual contents, specifically the program “Plug” broadcast on the television station "Syri TV" on December 24 & 27, 2025 at 21:30 & 17:00, the Complaints Council noted that:

- Referring to your claim that "90% of the repeated defamations in this show were broadcast on the program “Plug” and “Task Forcë” on November 29, 2023, regarding which you had reacted and SYRI TV had ignored," the program argues that the return to addressing the issue is linked to alleged new developments within the framework of investigations by justice organs.

## 3. Position of the Complaints Council

Consequently, the Complaints Council did not find any deviation from Law No. 97/2013, "On Audiovisual Media in the Republic of Albania," as amended.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| C.B | Syri TV | Kafe Shqeto | 20.01.2026 |

## 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received a complaint from Mr. C.B. regarding the program “Kafe Shqeto” broadcast on the television station "Syri TV." The complainant claims that in the program “Kafe Shqeto”, broadcast on December 25, 2025 & December 28, 2025, “presented in the form of a studio interview, a biased and fierce attack was launched against Mr. C.B. by the show's host, while the guest in the studio, J.Ma., repeatedly used hateful, defamatory, discriminatory language that infringed upon human dignity without eliciting any reaction from the moderator”.

## 2. Administration of the Complaint

Within the framework of administering the aforementioned complaint, the Complaints Council:

Pursuant to the administration of the complaint and referring to Article 51 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, the regulation "On procedures for the review of complaints by the Complaints Council and the right of reply," as well as the guideline "On complaint handling procedures by Audiovisual Media Service Providers," the Complaints Council requests the Complaints Review Board of your television station to submit its claims regarding the aforementioned complaint.

## 3. Position of the Complaints Council

From the review of the audiovisual contents, specifically the program “Kafe Shqeto” broadcast on the television station "Syri TV" on December 25, 2025 & December 28, 2025 at 07:09:30, the Complaints Council noted that:

- The program “Kafe Shqeto”, broadcast on television station "Syri TV" on December 25, 2025, from 07:00 to 09:30, initially starts with the opinions and comments of citizens following the broadcast of the program “Plug”, which claims to have published parts of the SPAK file, referring to current events.
- Furthermore, the moderator Mr. F.Q. clarifies that, starting from the SPAK investigations, he invited Mr. J.M. to continue clarifications regarding this property, but that "Syri TV" is also open if Mr. B. himself wishes to come and present his claims.
- Regarding the accusations by Mr. J.M., the program highlights the fact that the parties Mr. M. and Mr. B. are in a judicial process, but beyond these statements, during the review of the audiovisual content, it was noted that there were offensive labels infringing upon image and human dignity, to which the moderator did not react sufficiently.

In this context, the media was pointed out the fact that freedom of expression is not absolute and can be restricted, especially when there is content involving inappropriate language that may incite hatred or attitudes that violate human integrity and dignity.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| K.L | TV Klan | | 04.02.2026 |

1. **Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority received for review a complaint claiming that a Turkish female citizen on "Klan" television had used the word "Arnaut" to greet Albanians, in the form of an insult.

2. **Administration of the Complaint**

Following the administration of the complaint, the Complaints Council at the AMA (Audiovisual Media Authority) researched the origin and meaning of the word "Arnaut." Our verifications showed that the word Arnaut is the ethnonym used by Turks for Albanians. This designation originates from the Greek word Arvanit, which was the old ethnonym by which the Greeks called Albanians. The Turks borrowed their designation for Albanians from medieval Greeks.

3. **Position of the Complaints Council**

Therefore, following this verification, the complainant was informed that there is no legal violation and, consequently, no administrative measures could be taken against the audiovisual entity “TV Klan”.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| I.J | TV Klan | Stop | 05.11.02.2026 |

1. **Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint regarding material broadcast on the program “Stop” on February 2, 2026, on the television station “Klan”.

Within the framework of administration the complaint, citizen I.J. claimed that: "In the program “Stop” on TV Klan dated February 2, 2026, audiovisual material was broadcast that infringed upon integrity by publishing false information." The complainant requested "TV Klan" to issue a retraction of the news and delete it from the internet.

2. **Administration of the Complaint**

Following the verification of the contested audiovisual material, the Complaints Council found that there was no violation of Law No. 97/2013 “*On Audiovisual Media in the Republic of Albania*” as amended, and no violation of the Broadcasting Code.

The moderators and the journalist of the program "Stop" who handled the issue had respected the necessary rules for informative, impartial, and exhaustive reporting. In the audiovisual material, besides the statements of the parties (where the complainant was given the opportunity to express her version), experts in notarial and legal matters were also interviewed, who spoke in principle about how such a case should be handled. They also provided ideas on how legislation could be improved to resolve similar issues as quickly and effectively as possible.

### 3. Position of the Complaints Council

The complainant was clarified that the Complaints Council at AMA has as its object of work the behavior of the audiovisual media, always relying on the media law, and not the subject of the conflict between the parties, which is the exclusive competence of the justice system.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| E.N | Top Channel | Për'puthen | 24.02.2026 |

### 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority received for review a complaint from citizen E.N. regarding the program "Për'puthen", broadcast on the television station "Top Channel". This citizen complained about the footage broadcast on the program "Për'puthen", specifically concerning the content of the link provided by her.

### 2. Administration of the Complaint & Position of the Complaints Council

Following the administration of the complaint, the Complaints Council noted that the television station "Top Channel" had taken appropriate measures through television techniques to avoid broadcasting the inappropriate vocabulary produced in the program. Consequently, the complainant was informed that the Complaints Council did not find a violation of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, and the Broadcasting Code.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| D.J | Ora News | Lajme | 26.03.2026 |
| | Top Channel | | |
| | Euronews Albania | | |
| | A2 CNN | | |
| | Gazeta Tema | | |
| | Shqiptarja.com | | |

## 1. Object of the Complaint

D.V. submitted a request to the Complaints Council at the Audiovisual Media Authority concerning the "*refusal to correct false information by 'Top Channel' regarding two published news items*".

## 2. Administration of the Complaint

Following the review of the material and the completion of administrative procedures, the Complaints Council noted that the news broadcasts transmitted on "Top Channel" on February 6 and 8, 2026, had conveyed parents' denunciations, institutional reactions, and further developments of the event.

From the audiovisual material, it appeared that the media had informed the public about a matter of public interest, while respecting the presumption of innocence and the principle of the best interests of the child. Consequently, it was assessed that the reporting complied with Article 4, Paragraph 2 of Law No. 97/2013, as well as Point 1.4 of the Broadcasting Code.

Furthermore, following the request submitted, "Top Channel" had corrected the data and the information broadcast. Consequently, the Complaints Council found that the media had fulfilled its obligation to inform the public and had acted in accordance with the legal framework in force.

## 3. Position of the Complaints Council

Consequently, the Complaints Council at the Audiovisual Media Authority found that, pursuant to Article 53, specifically point 13/f, there was no ground to exercise the right of reply by D.V.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| S.L.B | MCN TV | | |
| | Fox News Albania | | 12.03.2026 |

## 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from S.L.B. regarding the "failure to make official documents available by MCN Albania and Fox News Albania," as well as claims raised concerning audiovisual materials published by journalist A.Ç.

## 2. Administration of the Complaint

Following the review of the complaint's content, the complainant was informed, among other things, that:

- *First*, the content of the complaint provides no concrete temporal reference regarding the date and time of the broadcast of the audiovisual materials subject to the complaint—an essential element for identifying and verifying the specific broadcast content.
- *Second*, in accordance with Article 37 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, audiovisual media service providers have the legal obligation to store broadcast recordings for a period of no less than three months from the broadcast date.

### 3. Position of the Complaints Council

In this context, the Audiovisual Media Authority, in the exercise of its powers, can support any request to make audiovisual materials available within this retention period, provided that accurate identifying data (program, date, and time of broadcast) are given.

In the absence of concrete temporal references and keeping in mind the legal limit for storing recordings, the Authority cannot request the provision of materials broadcast outside the three-month period prescribed by law.

Meanwhile, the remainder of the complaint related to claims of defamation, civil liability, contractual relations, incorrect forms of financing, suspicions of criminal offenses, or requests for the provision of official documentation does not fall within AMA's regulatory competences, which extend to broadcast audiovisual content and compliance with ethical and legal standards in broadcasting.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| N.Sh.T.S.V. | Blu TV Vlorë | | 30.03.2026 |

### 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from N.SH.T.S.V. concerning: "*A chronicle published in the news edition of the local television station Blu TV Vlorë on March 30, 2026*". The complainant claimed that the news content was untrue, unfounded, and infringed upon reputation; therefore, they requested the verification of the case, the suspension of the broadcast, and the publication of a retraction.

### 2. Administration of the Complaint

Within the framework of administering the complaint, the Complaints Council requested the submission of claims from the audiovisual entity Blu TV, which clarified that the chronicle in question was based on the relevant report by the High State Control (KLSH) of February 2026, which it also made available to the Complaints Council. Following the verification conducted by the Complaints Council, it turned out that the chronicle had used the aforementioned report as a source of information, referring to it throughout in its findings and terminology.

### 3. Position of the Complaints Council

Consequently, the Complaints Council did not find any violation of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, or of the Broadcasting Code, approved by Decision No. 60, dated July 10, 2023 (amended by Decision No. 107, dated November 11, 2024).

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| D.L | Vizion Plus | Ferma vip | 31.03.2026 |

### 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen D.L. concerning the program "Ferma VIP", broadcast on March 30, 2026, on the television station "Vizion Plus." The complaint claimed that during this broadcast, discriminatory and denigrating language was used by the program's moderator, Mrs. Arbana Osmani, specifically the expression "*like an Egyptian rifle*" (*si pushkë e jevgut*).

### 2. Administration of the Complaint

From the review of the audiovisual content, it was noted that on March 30, 2026, at around 21:27, during a conversation within the program, the aforementioned expression was used, which—despite its usage in spoken language—contained a discriminatory connotation and could cause an infringement upon the dignity of certain individuals or groups. Under these conditions, the Complaints Council had assessed that the audiovisual content presented a deviation from the legal and sub-legal framework in force, particularly regarding the respect for dignity and the promotion of non-discrimination.

### 3. Position of the Complaints Council

For the reasons stated above, the Complaints Council, at the conclusion of the review of this matter, decided to issue a warning to the audiovisual entity "Vizion Plus" for deviating from the provisions of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended, and of the Broadcasting Code, as well as to request the entity to take measures to edit/remove the aforementioned sequence from the audiovisual material.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| Vllaznia Football Club | RTSH | Super Gol | 14.04.2026 |

### 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received a complaint from Mr. A.Xh., president of the Vllaznia Football Club, concerning the program "Supergol",

broadcast on RTSH Sport on April 4, 2026, at 19:30, titled "Post-match / Egnatia - Bylis / Partizani - Vllaznia." The complaint claimed that during the broadcast, the moderator used offensive language toward him.

### 2. Administration of the Complaint

Within the framework of administering the complaint from the Vllaznia Football Club, the Complaints Council reviewed the audiovisual content, specifically the program “Supergol”, broadcast on RTSH Sport on April 4, 2026, at 19:30, titled "Post-match / Egnatia - Bylis / Partizani – Vllaznia”.

From the review of the audiovisual content, the alleged statements were verified. Such statements conflict with Law No. 97/2013 “*On Audiovisual Media in the Republic of Albania*”, as amended, which stipulates: “*audiovisual broadcasting activity shall respect human personality, dignity, and other fundamental human rights and freedoms*”. (Article 4, "Fundamental principles for audiovisual broadcasting activity," specifically point 1/b), as well as the Broadcasting Code, approved by AMA Decision No. 60, dated July 10, 2023, which states: “*Audio and audiovisual broadcasting activity shall be free, shall impartially respect the right to information, political convictions and religious beliefs, the personality, dignity, moral and ethical norms of society, as well as the requirements of professional deontological standards*”. *(Section 1, "Fundamental principles.*. specifically point 1.3).

### 3. Position of the Complaints Council

For the reasons stated above, the Complaints Council drew attention to the observance of the provisions of Law No. 97/2013 “*On Audiovisual Media in the Republic of Albania*”, as amended, and of the Broadcasting Code, approved by Decision No. 60, dated July 10, 2023, as amended.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| B.S. | Report TV | Live me Odetën | 15.04.2026 |

### 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen B.S. concerning: “*Several videos published in the program Pa Gjurmë on Report TV and on the official YouTube channel of journalist Odeta Dume*”. The complaint claimed, inter alia, that through the broadcast of these materials, the complainant's image was infringed upon and unfounded, one-sided accusations were presented.

### 2. Administration of the Complaint

Within the framework of administering the complaint, the Complaints Council verified the content of the audiovisual materials made available. From this verification, it resulted that the handling of the issue in the program “Pa Gjurmë” on Report TV was accompanied by content published on the YouTube channel of journalist Odeta Dume, which essentially served as a

supplement and balancing of the transmitted information, bringing additional elements and stances regarding the same conflict. Regarding the claim concerning the conduct and publication of the interview without consent, the verification of the material revealed no indicator suggesting that the interview was conducted against one's will or that the publication was made against the wishes of the person involved. On the contrary, the manner in which the communication unfolded and the content of the material did not evidence elements of imposition or unfair interference.

### 3. Position of the Complaints Council

Under these conditions, the Complaints Council did not find elements proving a violation of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania" as amended, and of the Broadcasting Code, approved by AMA Decision No. 60, dated July 10, 2023 (amended by Decision No. 107, dated November 11, 2024).

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| M.Z. | Syri TV | Piranjat | 05.05.2026 |

### 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen M.Z. concerning: "*an audiovisual material published in the program Piranjat on the television station Syri TV on May 9, 2026*". The complaint claimed that the complainant's father, Z.Z., had been denounced by the program "Piranjat" on May 9 and, consequently, his family had faced offensive and denigrating comments on Facebook and WhatsApp. The complainant requested the deletion of the comments and the taking of relevant measures, asking that the responsible institution be held accountable for any potential emotional consequences.

### 2. Administration of the Complaint & Position of the Complaints Council

Within the framework of administering the complaint—in accordance with its competencies—the Complaints Council first verified the content of the audiovisual material broadcast on the program *Piranjat* on the television station "Syri TV" on May 9, 2026. From this verification, no violations of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, and of the Broadcasting Code, approved by AMA Decision No. 60, dated July 10, 2023 ( ), were found. The Complaints Council noted that the program addressed the issue by providing the involved parties with the opportunity to present their stances.

| Complaint submitted by: | Audiovisual entity | Program | Date |
|---|---|---|---|
| Complainants | Euronews Albania | | 18.05.2026 |

**1. Object of the Complaint**

Several complainants submitted a complaint to the Complaints Council at the Audiovisual Media Authority claiming that two panelists, R.A. and M.L., on the television station “Euronews Albania” had used offensive expressions toward the male participants performing in singer A.K.'s act at Eurovision 2026.

**2.Administration of the Complaint**

The Complaints Council at AMA verified the television content broadcast on May 17, 2026, on the television station Euronews Albania. Following the administration of the audiovisual content, the Complaints Council assessed that the statements made by Mr. R.A. and Mrs. M.L. fall into the realm of opinions and, as such, are protected under freedom of expression.

**3.Position of the Complaints Council**

Acknowledging the sensitivity and concern of the complainants, the Complaints Council informed them that the statements made by the two guests do not constitute a legal violation or a breach of the Broadcasting Code.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| A.N. | | | 19.05.2026 |

**1. Object of the Complaint**

A.N. submitted a complaint requesting the provision of the complete administrative file, clarification of the procedural chronology, and verification of the effective implementation of the measures taken regarding the audiovisual materials subject to the complaint.

**2.Administration of the Complaint**

The Complaints Council had reviewed complaints alleging the infringement of privacy, dignity, and the unlawful processing of personal and sensitive data in audiovisual contents broadcast on “Syri TV” and published on its online accounts.

At the conclusion of the administrative review, the audiovisual entity “Syri TV” had been communicated the warning measure of a "Caution" (Withdrawal of attention) via electronic mail on March 31, 2026, along with a recommendation to edit the audiovisual contents subject to the complaint.

Regarding this, the complainant was informed by the Complaints Council via electronic mail, as well as through official postal mail.

The complainant was notified of the chronology of the procedures followed and the steps undertaken through the aforementioned communications, including the Complaints Council's recommendation to edit the audiovisual materials in accordance with the standards provided by Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, and the Broadcasting Code.

**3.Position of the Complaints Council**

The Complaints Council encourages the entity to respond and is currently awaiting its reply regarding the latest communication, but it is impossible for it to impose obligations on the media concerning materials published on video-sharing platforms located outside the jurisdiction of the Republic of Albania or to apply sanctions against it for failing to remove them.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| R.H. | TV Klan | | |
| | Ora News | | |
| | Balkanweb | | |
| | Politiko | | 25.05.2026 |

**1.Object of the Complaint**

R.H. submitted a complaint to the Complaints Council at the Audiovisual Media Authority concerning: "*A news item published on June 23, 2017*", claiming that the continued accessibility of this publication infringes upon her rights and private life—despite documentation presented showing she has not been convicted—and requested its removal from the websites where it continues to be published.

**2. Administration of the Complaint**

The Complaints Council at the Audiovisual Media Authority administered the complaint of citizen R.H. and reviewed the documentation submitted in support of the raised claims. Within the framework of this review, the Council addressed the companies "TV Klan" sh.a. and "Ora News" sh.a. with a recommendation to consider her request, evaluating the documented subsequent legal developments and the impact that the continued accessibility of the publication may have on her rights.

This recommendation was supported by Article 4, Paragraph 1, letters "b" and "c", as well as Paragraph 2, letter "c" of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, as well as Article 16 of Law No. 124/2024 "On the Protection of Personal Data," in conjunction with Article 15 and Article 6, paragraphs 4 and 5 of the same law.

**3. Position of the Complaints Council**

Regarding the other publications referred to in the complaint of citizen R.H., made by informational portals or other online media, the complainant was informed that they do not fall within the jurisdiction of the Audiovisual Media Authority, and consequently, AMA does not possess the legal competence to intervene in their content.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| Dozens of complainants | Abc News | Real Story | 02.06.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received dozens of complaints regarding the program "Real Story", themed "*Zvernec, the meeting point of 'coincidences*'", broadcast on the television station Abc News on June 1, 2026, at 20:05.

**2. Administration of the Complaint**

Within the framework of administering the complaint from the dozens of complainants, the Council reviewed the content of the complaint, the audiovisual content of the program, as well as the claims presented by the company "ABC News" sh.a. From the review of the audiovisual content and the claims presented by the entity, it emerged that during the program a photograph was published—presented by one of the studio guests as a photograph taken at the Kishthetëvija (Kishtekishtevija) border checkpoint—which was used during the debate to support claims regarding the organization of the Zvërnec protest and became a subject of discussion by the program's panelists.

In its claims, the company "ABC News" sh.a. clarified that the photograph was not material produced or prepared by the editorial staff, but was presented by a guest during the live broadcast, that the moderator had no prior knowledge of it, and that, due to the live nature of the program, it was not possible to immediately verify its authenticity.

However, the Complaints Council assessed that, notwithstanding these circumstances, the photograph was used as a reference for comments and interpretations on a matter of high public interest, while its authenticity was not verified, thereby potentially creating the perception among the public that the presented information constituted a confirmed fact.

**3. Position of the Complaints Council**

Referring to Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended, specifically Article 4, Paragraph 1, letter "c," according to which audiovisual broadcasts must ensure objective and impartial information of the public, presenting facts and events accurately and respecting the free formation of public opinion, the Complaints Council decided to draw the attention of the company "ABC News" sh.a. to the need for increased editorial care when handling unverified materials during live broadcasts.

Furthermore, the Complaints Council recommended to the entity that, in similar cases, the public should be clearly informed when certain materials have not been verified by the editorial staff, and that in cases of serious disputes over the authenticity of transmitted materials, the

implementation of corrective measures in the content published on the entity's online platforms should be considered.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| E.Sh. | News 24 | Me zemër të hapur | 03.06.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen E.Sh. concerning the broadcast of the program “Me zemër të hapur”, broadcast on the television station "News24" on June 1, 2026. In the complaint, citizen E.Sh. claimed that during the broadcast, her rights and those of her family members were infringed upon through indirect identification, the unauthorized recording of a telephone conversation, and the broadcast of audiovisual materials for which a prior decision existed for their removal from the YouTube platform.

**2. Administration of the Complaint**

Following the administration of the documentation submitted by the parties and the monitoring of the audiovisual material subject to the complaint, the Complaints Council concluded that the claim of citizen E.Sh. regarding the manner in which the telephone recording was made—as explained to the complainant—does not fall within the competence of the Audiovisual Media Authority. The legality of securing audiovisual materials and the responsibility that may arise from their production are matters belonging to the jurisdiction of other competent bodies. For this reason, the Council did not express a view on this claim.

On the other hand, the review of the program's content showed that, although the identity of citizen E.Sh. was not made public directly, the combination of elements broadcast during the program and in the accompanying publications made it possible for you and your family members to be identified by the public. The Council assessed that, under the specific circumstances of the case, the public interest did not dictate such an identification and that the material could have been broadcast using more effective anonymization measures, without compromising the informative value of the program. Consequently, it was found that the audiovisual entity had not taken all necessary editorial measures for the protection of private life and personal data, in violation of Article 46 of Law No. 97/2013 and the relevant standards of the Broadcasting Code.

**3. Position of the Complaints Council**

For these reasons, the Complaints Council had drawn the attention of the audiovisual entity TV News24 to the observed deviation and requested it to: refrain from re-transmitting the materials subject to review in their current form; edit the materials published on its official channels, including YouTube, Instagram, and the website, by eliminating elements that enable the identification of you and your family members; and take editorial measures to guarantee the effective anonymization of private individuals in similar cases, when their identification is not justified by an overriding public interest.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| P.N. | | | 08.06.2026 |

**1. Object of the Complaint**

Citizen P.N. submitted a complaint to the Complaints Council seeking assistance for the deletion of audiovisual publications and written news, claiming that keeping publications related to an event dated June 7, 2016, online infringed upon his rights and private life. Additionally, the complainant had attached documentation proving the dismissal of criminal proceedings.

**2. Administration of the Complaint**

The Complaints Council at the Audiovisual Media Authority, after administering the complaint of citizen P.N. and reviewing the documentation submitted in support of the raised claims, addressed "TV Klan" and "Ora News" with a recommendation to consider his request regarding the removal of the published material, in evaluation of the legal developments evidenced in the administered documentation.

Pursuant to Article 4, Paragraph 1, letter "c" of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, according to which audiovisual broadcasts must ensure objective and impartial information of the public, presenting facts and events accurately and respecting the free formation of public opinion, the Complaints Council decided to draw the attention of the company "ABC News" sh.a. to the need for increased editorial care when handling unverified materials during live broadcasts.

Furthermore, the Complaints Council recommended to the entity that, in similar cases, the public should be clearly informed when certain materials have not been verified by the editorial staff, and that in cases of serious disputes over the authenticity of transmitted materials, the implementation of corrective measures in the content published on the entity's online platforms should be considered.

**3. Position of the Complaints Council**

Regarding other publications referred to in the complaint concerning informative portals, the complainant was informed that they are outside the jurisdiction of the Audiovisual Media Authority and, consequently, outside its competences.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| D.M. | Top Channel | Top Story | 15.06.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received a complaint on June 15, 2026, bearing protocol no. 1569 from citizen D.M. Hoxha, concerning: "*A serious violation of ethical-professional principles, the use of denigrating, sexist, and dehumanizing*

*language, as well as public insult in the program "Top Story" on Top Channel on June 10, 2026*".

**2. Administration of the Complaint**

The Complaints Council administered the complaint of citizen D.M.H. and verified the audiovisual content broadcast on June 10, 2026, on the program "Top Story" on Top Channel at 22:00.

Following the verification of the audiovisual material, the Complaints Council concluded that the expressions uttered in the program—specifically at minute 22:36 by citizen B.M.—did not constitute a violation of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*" and the Broadcasting Code. This was not because they did not infringe upon the complainant's figure, but because the intervention by the program's host, Mrs. G.D., was appropriate and exhaustive.

The Complaints Council also verified the content distributed on Top Channel's television platforms, where it noted that the news reports regarding this program were accompanied by inappropriate titles that were entirely out of line with the stance maintained by the program's host during the live broadcast.

**3. Position of the Complaints Council**

For this reason, the Complaints Council recommended that the television station "Top Channel" remove from its platforms any material that infringes upon the figure of the complainant, citizen D.M.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| M.Z. | TV Klan | Stop | 19.06.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority received for review a complaint from citizen M.Z. The complainant claimed that in the program "Stop" on the television station "TV Klan" on June 8, 2026: "*the final version was published without her approval and knowledge, despite the request to be informed, and that this broadcast had infringed upon her image and dignity, with consequences for her private life*".

**2. Administration of the Complaint**

Within the framework of administering the complaint, the Complaints Council asked the AMSP, "TV Klan", to present its claims pursuant to Article 51 of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, the regulation "*On the procedures for examining complaints by the Complaints Council and the right of reply*", as well as the guideline "*On the procedures for handling complaints by Audiovisual Media Service Providers*". In response to the Complaints Council's request for the submission of claims, the AMSP clarified that: "*the complainant had been given the opportunity to express her stance through an interview, which*

*was conducted with her knowledge and consent (the complainant herself confirmed that it was an interview); the claim regarding communication containing threatening content on the part of the editorial staff does not appear to be grounded*".

**3. Position of the Complaints Council**

Referring to the AMSP's claims and the review of the audiovisual content broadcast in the program "Stop" on "TV Klan", the Complaints Council assessed that the broadcast of the audiovisual content—given the investigative-satiric nature of the program "Stop", fundamentally dealt with current affairs in the service of the public interest. Consequently, it was assessed that the issue handled in the program constitutes a public interest. Regarding other claims, the complainant was explained that, given AMA's capacity as the regulatory authority in the field of audiovisual services, the criminal offense of "intimidation/threat" falls outside its competencies.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| Gj.K. | MCN TV | Xhadat | 22.06.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received a complaint from Mr. Gj.K. regarding a series of investigative programs broadcast by the audiovisual entity MCN TV, primarily on the program "Xhadat", as well as related publications on the entity's online platforms. The complaint concerned claims of violations of media activity principles, infringement of the complainant's dignity, professional reputation, and private life, violation of the presumption of innocence, lack of information balancing, and the use of titles and editorial formulations that, according to the complainant, created a prejudiced and denigrating perception of his figure. The complainant also claimed that the publications did not reflect subsequent legal developments, including court decisions and documentation that, according to him, refuted a portion of the claims raised in the investigation.

**2. Administration of the Complaint**

Within the framework of administering this case, the Complaints Council followed the procedure outlined below:

- On January 15, 2026, AMA administered the first complaint from Mr. Gj.K. regarding filming near his notary office, infringement of privacy, and obstruction of professional activity.
- On January 29, 2026, the complainant submitted an additional letter claiming the continuation of the television team's actions.
- On February 9, 2026, the Council informed him that the manner in which the field filming was conducted did not fall within AMA's jurisdiction.
- On June 22, 2026, the complainant submitted a new complaint, this time concerning the content of MCN TV's broadcasts and publications.
- On June 29, 2026, the Council requested the individualization of the contested materials and reminded the party of the legal deadline.
- The complainant submitted 25 audiovisual and online materials for the period from November 2025 to June 2026, as well as additional documentation.

The Council requested the position of the Complaints Review Board at MCN TV. The AMSP presented its claims. Subsequently, the CC requested the holding of a hearing session with both complaining parties.

**3. Position of the Complaints Council**

At the conclusion of the review of the documentation and the hearing of the parties, the Council, inter alia, noted that journalistic investigation into matters of public interest constitutes a legitimate exercise of editorial freedom. Furthermore, it noted that a portion of the promotional publication titles on online platforms do not reflect the content of the audiovisual materials and fail to meet the ethical and professional standard of editorial responsibility.

Consequently, it recommended that the audiovisual entity MCN TV: recognize and exercise the complainant's right of reply, in accordance with Article 53 of Law No. 97/2013; and review the formulation of promotional titles for the materials subject to the complaint across its online platforms so that they comply with professional reporting standards. It drew the attention of the audiovisual entity MCN TV to the necessity of guaranteeing—in future reporting on matters of public interest—proportionality among similar investigated cases in terms of intensity, depth, and duration, as well as ensuring continuous information balance by taking into account legal or institutional developments when they influence public perception.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| L.E. | Report TV | Pa gjurmë | 24.06.2026 |

**1. Object of the Complaint**

Citizen L.E. submitted a complaint to the Complaints Council concerning the AMSP “Report TV”. The complainant claimed that the media outlet had not implemented the right of reply, which had been previously recognized by the Complaints Council.

**2. Administration of the Complaint**

From the administered response, it appears that the program's host had reconfirmed her readiness to enable you to exercise your right of reply, stating that in addition to the public invitation, she had made efforts for further contacts with your family, while confirming at the exception that the program “Pa Gjurmë” remains open to guarantee your participation in it.

Under these conditions, the Complaints Council considers that the right of reply, recognized by it and accepted for implementation by the audiovisual media service provider “Report TV”, continues to be guaranteed. Its concrete realization requires the cooperation and willingness of both parties.

**3. Position of the Complaints Council**

The complainant was informed that the Audiovisual Media Authority does not organize, mediate, or accompany the process of realizing the right of reply. Its role consists of examining the complaint, recognizing the right of reply when legal conditions are met, and notifying the media

entity regarding the obligation to guarantee its exercise. Consequently, communication regarding the manner and timing of exercising this right remains the direct responsibility of the parties. Given the fact that the media entity had expressed its readiness to enable the exercise of the right of reply and did not refuse its realization, the Council did not find circumstances that would justify further intervention by the Authority.

## COMPLAINTS OBJECTING TO "INFRINGEMENT OF CHILDREN'S RIGHTS"

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| ALO116 | Top Channel | Shqipëria Live | 06.01.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority received a complaint from "Alo116" concerning the program "Shqipëria Live", broadcast on the television station Top Channel on January 5, 2026. The complaint claimed that interviewing the grandfather of the 12-year-old girl who was sexually abused in Pogradec exceeded journalistic ethics and the protection of the child's best interests.

**2.Administration of the Complaint**

The program "Shqipëria Live", broadcast on the television station "Top Channel" on January 5, 2026, was titled: "Chilling / The confession of the 12-year-old's grandfather: My granddaughter was abused by the 70-year-old neighbor." From the review of the footage, it emerged that the interviewee—the grandfather of the abused child—had voluntarily agreed to give an interview to the media, setting the non-identification of his name and surname as his sole condition. This condition was respected by the audiovisual broadcaster, preserving his anonymity. In the interview, the elderly man stated that the family had not found institutional support from the relevant state structures and that the media had been the only channel that gave a voice to their situation. He appealed for help, intervention, and law enforcement by competent institutions, requesting that the case be handled within the legal framework.

From the content of the interview, it was evident that the family situation was extremely severe, as the family of the abused girl, feeling abandoned by the state and responsible instances, had been forced to leave the area where they resided, abandoning even their home. Furthermore, the interview raised concerns that the behavior of the suspect, a 70-year-old man, could pose a risk to other children in the area.

**3.Position of the Complaints Council**

The Council noted that during the interview, direct identifying information about the victim child was not provided, and elements directly infringing upon her identity or privacy were not disclosed. Certain circumstantial details that emerged during the conversation appeared to be the result of the spontaneous narrative of the interviewee and the management of the situation by the field journalist, who maintained a restrained and informative approach.

The Complaints Council also assessed that the broadcast parts of the interview were at no point used for sensationalist purposes. The transmitted content consisted of factual statements provided by the elderly man in the form of a personal narrative about the family situation and the circumstances of the event, without interventions or emphases aimed at dramatization or the emotional amplification of the event.

From the review of the material, it emerged that the media did not speculate on elements of the event, did not add problematics or unfounded interpretations, and did not use inciting or denigrating language.

On the contrary, the issue handled was highlighted and addressed by the panel of studio guests as well, who approached the case from an informative and institutional perspective, emphasizing the need for a reaction from competent bodies and the protection of the child's best interests.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| A.W.A. | MCN / Top Channel | Chronicle | 14.01.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) reviewed the complaint of A.W.A. regarding the manner of media reporting on the case of the abuse of a 12-year-old minor in the city of Pogradec, expressing concern over the infringement of the protection of the victim child's identity and the violation of the principles of the Broadcasting Code.

**2.Administration of the Complaint**

Following the complaint from a family member of the girl, the expressed concerns, as well as within the framework of its own monitoring activities, the Authority carried out the verification of the reporting manner in audiovisual media regarding the event in question.

**3. Position of the Complaints Council**

From the assessment of the audiovisual content, it emerged that, in general, audiovisual media had attempted to avoid the direct identification of the victim minor by not publishing images or nominal data. However, in some cases, circumstantial elements were noted that, taken together, created a risk for the indirect identification of the minor—such as mentioning the area or location of the event, publishing footage of the village or surrounding environment, interviewing relatives or neighbors, and using voices without sufficient masking.

Based on the above and the nature of the reviewed content, the Authority, on the one hand, considered that the referred case constitutes an event of high social sensitivity involving a child victim of a serious criminal offense, for which reporting required rigorous respect for the child's best interests in accordance with the Broadcasting Code and the legislation in force.

However, since the observed problems were primarily related to the publication of circumstantial data as a consequence of focusing on the protection of the child, these practices were not

evaluated as deliberate violations that would justify taking administrative measures, but rather as sufficient grounds for intervention with a sensitizing and guiding character.

For this reason, the Authority intervened in its regulatory function by issuing and publishing a Awareness Appeal directed at all audiovisual media, which was made public on AMA's official website and transmitted electronically to audiovisual entities. This appeal aims to recall and strengthen editorial obligations regarding the protection of child victims, the avoidance of any form of direct or indirect identification, and the use of a responsible, balanced, and non-sensationalist language.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| L.Gj. | Top Channel | Fiks Fare | 16.02.2026 |

**1. Object of the Complaint**

L.Gj. submitted a complaint to the Complaints Council at the Audiovisual Media Authority (AMA) with the objective of "the complete and immediate deletion of the audiovisual material involving the case of the child, claiming an infringement of his privacy, dignity, and safety".

This complaint followed an initial complaint submitted to the Authority electronically on December 9, 2025, following which the Complaints Council verified the audiovisual content broadcast on the program "Fiks Fare" on December 4, 2025, drew Top Channel's attention, and requested the protection of the child's best interests.

**2. Administration of the Complaint**

Within the framework of administering this complaint, the Complaints Council also received for review the official response of the audiovisual entity "Top Channel", sent to the Audiovisual Media Authority following AMA's issuance of the caution, which emphasizes that:

- First, the contact with the program "Fiks Fare" was initiated directly by the child's mother herself, who had sought assistance at the program's secretariat, given an interview of her own free will, and made available video materials produced by herself, with the purpose of denouncing the situation of bullying.
- Second, during the broadcast of the program, the child's identity was protected through the application of facial blurring techniques, without mentioning his name, surname, or direct identifying elements. This was also confirmed by the audiovisual entity itself in its official response addressed to AMA.
- Third, the mother's interview was broadcast with identification, upon her explicit voluntary declaration in her capacity as the child's legal guardian, a responsibility she had assumed at the time of communicating with the media.
- Fourth, the audiovisual entity had notified that, following AMA's intervention, it would apply additional protective measures for the personal data of family members by also blurring the mother's face in subsequent broadcasts, in function of the child's best interests.

### 3. Position of the Complaints Council

Under these conditions, the Complaints Council assessed that regarding the child's image and identity, the request for protection had been addressed, as the broadcast included identity protection measures in accordance with the principles of the Broadcasting Code and standards for the protection of minors.

At the same time, the Complaints Council emphasized that the Audiovisual Media Authority cannot order the complete deletion of materials from all platforms, especially when the broadcast was requested and initiated , but rather exercises a regulatory and supervisory function over compliance with legal and ethical standards by audiovisual service providers.

In conclusion, the Complaints Council at the Audiovisual Media Authority, based on the verifications carried out and the administered documentation, established that the media had fulfilled the obligations required by Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, and the Broadcasting Code, regarding the protection of the child's identity in the aforementioned broadcast.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| J.M. | Media | | 24.02.2026 |

### 1. Object of the Complaint

J.M. submitted a complaint to the Complaints Council at the Audiovisual Media Authority (AMA) concerning an advertisement for "Universal Eye Hospital" in Tirana, broadcast on Syri TV and other media outlets. In the complaint, citizen J.M. claimed that "*throughout the commercial spot, children are shown who, simply because they wear glasses, are mocked and face continuous teasing from their peers*". For this reason, he requested that the Audiovisual Media Authority take measures in accordance with the legislation in force.

### 2. Administration of the Complaint

Within the framework of administering the complaint, the Complaints Council reviewed the commercial audiovisual content, specifically the "Universal Eye Hospital" advertisement broadcast by Syri TV and other media. Upon examining the audiovisual material, it was evident that its content did not comply with the requirements of the Broadcasting Code, which stipulates that commercial communications must comply with current legislation and be guided by the principle of protecting children from moral and physical harm, avoiding any form of depiction that could infringe upon their dignity or well-being.

### 3. Position of the Complaints Council

The Audiovisual Media Authority addressed the respective entity that produced the material, requesting a review of the content in accordance with the provisions of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*" as amended, as well as the relevant bylaws.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| A.SH.M.D.F. | Top Channel | Shqipëria live | 01.04.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) reviewed the complaint of A.SH.M.D.F., submitted via electronic mail (info@ama.gov.al) on March 30, 2026, concerning the program "Shqipëria Live", broadcast on the television station Top Channel on March 20, 2026, in which it was claimed that:

- in the program "Shqipëria Live", a video was broadcast through which, according to the complainant (the child's father), the child's rights in audiovisual broadcasts were infringed;
- although personal data or images of the child were not directly published, his identification is made possible indirectly through the publication of the video shared by the mother and retransmitted on television;
- for the above reasons, he requested the taking of measures in accordance with the legislation in force regarding the program "Shqipëria Live" on Top Channel.

**2. Administration of the Complaint**

The Complaints Council reviewed the audiovisual material broadcast on the program "Shqipëria Live" on Top Channel on the aforementioned date, in order to verify its compliance with the requirements of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, as well as with the standards of the Broadcasting Code.

From the review of the audiovisual content, it emerged that:

- *the transmitted material was related to a video previously published on social networks by the child's mother*;
- *the child's mother published the personal data of the psychologist, sparking a public debate on her professionalism*;
- *the program did not publish direct identifying data of the child*;
- *due to the public status of the parent and the context in which the issue was handled, the possibility of the indirect identification of the child is created*;
- *the program, building upon the reaction published by the child's mother on social networks, attempted to treat the issue from the perspective of the child's interest*;
- *the studio discussion, the interventions of invited specialists, and the contributions through live links outside the studio reflect an orienting and sensitizing approach regarding the protection of children's rights*.

**3. Position of the Complaints Council**

In evaluation of these circumstances, the Complaints Council, based on the provisions of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, and the Broadcasting Code, approved by AMA Decision No. 60, dated 10.07.2023:

- brought back to the attention of the audiovisual entity TOP Channel the need for increased editorial care when handling such sensitive topics, focusing specifically on the obligation to:
- avoid any element that could lead to the direct or indirect identification of the minor, especially in cases related to family conflicts;
- avoid the indirect identification of the child, including through third parties;
- avoid the unauthorized publication of personal data;

with the aim of respecting the child's best interests as a standard that must prevail over any other editorial or public interest, and guaranteeing the protection of the fundamental rights of every citizen, in every case, when this does not conflict with the public interest.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| A.B. | Top Channel | Fiks Fare | 07.04.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) reviewed the complaint of citizen A.B., submitted via electronic mail (info@ama.gov.al) on April 4, 2026, concerning: "A material published in the program Fiks Fare on the television station Top Channel".
In the complaint, citizen A.B. stated, among other things, that the broadcast of March 27, 2026, included his minor child without his consent and requested the removal of the material, also noting that he had addressed this matter to the Prosecution Office of the Judicial District of Shkodër.

**2. Administration of the Complaint**

However, since the complaint involved a child - the Complaints Council conducted a preliminary verification of the transmitted audiovisual material. This verification revealed that during the *Fiks Fare* broadcast of March 27, 2026, no personal data leading to the identification of the minor by the general public was published, and protective measures and image-blurring techniques were used in compliance with the requirements for the protection of minors. Under these conditions, no elements were found that constitute a violation of Law No. 97/2013, "On Audiovisual Media in the Republic of Albania", as amended, or the Broadcasting Code, approved by AMA Decision No. 60, dated 10.07.2023 (amended by Decision No. 107, dated 11.11.2024).

**3. Position of the Complaints Council**

Based on the information provided by the complainant, given that the matter has become the subject of review by justice bodies, we clarify that, in accordance with Article 53, paragraph 13/gj of Law No. 97/2013, the Complaints Council cannot proceed further with the handling of a complaint that is currently being reviewed within the framework of a judicial process.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| E.K. | Top Channel | Chronicle | 10.04.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of citizen E.K., submitted via electronic mail (info@ama.gov.al) on April 9, 2026, concerning a news report published on Top Channel's television platforms.

Within the framework of administering the complaint, it was claimed that the news published on April 7, 2026, on Top Channel's platforms was false. According to the complainant, the media had reported inaccurately when stating that your daughter was in good health and had been discharged from the hospital.

Consequently, the following were requested: the monitoring of the case and the taking of administrative measures against the respective television station; the obligation for the media to retract the news and issue a public apology; and the protection of your child's dignity from media disinformation.

**2. Administration of the Complaint**

Within the framework of administering the complaint, the Complaints Council found it impossible to verify the content of the link provided, as it would not open.

However, driven by the child's best interests, the Complaints Council went beyond the data contained in the aforementioned link by verifying the material published on Top Channel's YouTube platform, titled “Top Channel / Pitbull attacks 4-year-old in Vlora, the minor is injured in the head”, as well as the chronicle broadcast in the 3:00 PM news bulletin on April 7, 2026, specifically the material broadcast around 3:20 PM.

From the verification, it emerged that in the material published on the YouTube platform, Top Channel television had taken measures to protect the child's identity by using special techniques to blur the footage during hospital treatment, while the reporting on her health condition appeared accurate.

**3. Position of the Complaints Council**

Consequently, the Complaints Council did not find any violation of Law No. 97/2013 “On Audiovisual Media in the Republic of Albania”, as amended, and the Broadcasting Code.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| Complainant | Report TV | Chronicle | 26.05.2026 |

## 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received a complaint concerning the broadcast of an accident that occurred on the "Elbasan–Librazhd" road axis, in which a 7-year-old child lost his life. The complaint claimed that during the broadcast of the event, "Report TV" had published sensitive data of the child victim of the accident, accompanied by footage that was disturbing to the public.

## 2. Administration of the Complaint

Within the framework of administering the complaint, the Complaints Council at the Audiovisual Media Authority established that during the media reporting of the accident that occurred on the Elbasan-Librazhd road axis, specifically in the News Bulletins on May 25, 2026, at 15:00, 20:00, and 23:00: -the photograph and identity (full generalities) of the child victim of the road accident were published; - data with descriptions lacking sensitivity toward the victim's family members and the public were published (the reporter's description, quote: "the vehicle had dragged the child for several meters," etc.).

The Complaints Council, after reviewing the audiovisual content of the media reporting, identified a violation regarding the publication of the photograph and identity of the child victim of the accident. Furthermore, during the initial media report (11:00 bulletin), blood stains on the road were published without special technical blurring, while in subsequent chronicles, the journalist's comments regarding the event included descriptions that exceeded the public interest, leaning more toward sensational details.

## 3. Position of the Complaints Council

The Council assessed that the aforementioned media reporting constituted a violation of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, specifically:

- Article 4, "*Fundamental principles of audiovisual broadcasts," paragraph 1/b, "This activity shall particularly respect the rights, interests, and moral and legal requirements for the protection of children*".
- Article 33, paragraph 1/ç ("*not to infringe human dignity and fundamental rights*") *and paragraph 1/dh ("not to infringe the right to the privacy of the individual's private life in any program broadcast by the AMSPs and the means used to realize these programs")*.

Furthermore, a violation of the Broadcasting Code, approved by AMA Decision No. 60, dated 10.07.2023 (amended by Decision No. 107, dated 11.11.2024), was established, specifically:

- Section 3, paragraph 3.18, according to which "*AMSPS shall take into consideration the sensitivity of the public in cases of disasters, catastrophes, and accidents, giving priority to rescue and support operations. The media must show restraint with photos, amateur videos, or footage of disasters, accidents, or violence, respecting the dignity of those exposed and the sensitivity of relatives*".

The publication of the identity and photograph of a child victim was a violation of the law as it infringed upon the privacy and rights of the minor, harmed the child's best interests, and could cause psychological consequences for them and their family. The law and media ethical rules require the protection of children's identities in cases of accidents or tragic events. Based on these findings, the Complaints Council proposed a financial sanction, which was approved by the AMA Board.

**COMPLAINTS OUTSIDE JURISDICTION**

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| Gj.C. | Ora News | Writing | 05.01.2026 |
| | Facebook | | |
| | Pamfleti | | |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received a complaint concerning an article published on the portal of the AMSP "Ora News", Pamfleti, and on "Facebook".

**2. Administration of the Complaint**

In the complaint, citizen Gj.C. claimed that: "*The article contains defamation and severe insults, infringes upon my dignity and rights, contradicts the official 'Excellent' evaluations of the High Prosecutorial Council (KLP), and violates Article 8 of the ECHR; therefore, I request administrative measures against Ora News and any other media outlet that has distributed it*".

**3. Position of the Complaints Council**

Within the framework of administering the complaint addressed to the Audiovisual Media Authority, the complainant was clarified that:

- In this specific case, as also cited by the AMSP "Ora News" on its portal, the primary source was the portal "Pamfleti." Article 2 of Law No. 97/2013, "*On Audiovisual Media in the Republic of Albania*", as amended specifically Article 2, "Scope", stipulates that "*This law applies to linear audiovisual media broadcasts, non-linear audiovisual media broadcasts, their supporting services, and video-sharing platforms*". This law does not apply to print media—whether offline or online; the article refers to the "Pamfleti" portal.

Even after the amendments to Law No. 97/2013 by Law No. 30/2023, online media (portals) continue to remain outside the jurisdiction of the Audiovisual Media Authority (AMA); therefore, the object of the complaint was outside the jurisdiction of the Audiovisual Media Authority.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| S.O. | TikTok | Video | 22.01.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority received for review the complaint of citizen S.O., submitted via electronic mail (info@ama.gov.al on January 22, 2025) regarding several videos published on the TikTok and Instagram platforms. The complaint claimed that the videos in question were published and distributed without the consent of citizen B.H.

**2. Administration of the Complaint & Position of the Complaints Council**

The complainant was informed that, pursuant to Council of Ministers Decision No. 51, dated 06.03.2025, which prohibits official access to the TikTok platform in the Republic of Albania, the Audiovisual Media Authority (AMA) lacked the institutional capacity to track or report harmful content on this platform.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| D.D. | Instagram | | 06.02.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) also received for review a complaint via electronic mail (info@ama.gov.al on February 6, 2026) concerning an informative page presented on the social network “Instagram" under the name "histori_studentore_1”. The complaint claimed that: “*Saint Mother Teresa is accused without any evidence of child trafficking, involvement in international crimes, and illegal financial gains*”.

**2. Administration of the Complaint**

Referring to Law No. 97/2013, “*On Audiovisual Media in the Republic of Albania*”, as amended—specifically Article 30, paragraph 1, which stipulates that “*The video-sharing platform service provider is under the jurisdiction of the Republic of Albania when its office or governing structure is located in the territory of the Republic of Albania*”.
The social networks “Facebook” and “Instagram” which are part of the “Meta” platform, are not registered in the territory of Albania and, therefore, do not fall under the jurisdiction of the Audiovisual Media Authority (AMA).

**3. Position of the Complaints Council**

Based on the legislation in force, AMA was unable to administer the complaint in this case.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| B.O Company | Ora News | Writing | 11.02.2026 |

Syri TV

TV Apollon

## 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of the BOLV-OIL Company, represented by administrator Mr. A.B., submitted to AMA on February 11, 2026, under protocol no. 609, concerning an article/news report published on television by Ora News, Syri TV, and TV Apollon.

## 2. Administration of the Complaint & Position of the Complaints Council

The Complaints Council, after administering the complaint of citizen A.B. under protocol no. 609, informs you that the complaint was outside the jurisdiction of the Audiovisual Media Authority (AMA) because the legislation in force—specifically Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended, and the Broadcasting Code—does not allow us to handle issues related to platforms [due to] the lack of legal representatives in our country. Outside jurisdiction, Article 2 + completion of complaint data.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| K.R. | Vizion Plus | | 04.03.2026 |

## 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of citizen K.R., submitted to our institution via electronic mail (info@ama.gov.al on April 20, 2026), concerning a video published on the YouTube platform.

## 2. Administration of the Complaint

In the complaint, citizen K.R. claimed that: "He had uploaded a video on YouTube during his adolescence that violates his privacy and to which he has also not had access for many years".

Within the framework of administering the complaint, it was explained to you that:

- Article 2 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended—specifically Article 2, "Scope"—stipulates that: "This law applies to linear audiovisual media broadcasts, non-linear audiovisual media broadcasts, their supporting services, and video-sharing platforms".
- Even after the amendments to Law No. 97/2013 by Law No. 30/2023, communication with video-sharing platforms continues to remain outside the effective jurisdiction of the Audiovisual Media Authority (AMA), due to the lack of their representation in the territory of the Republic of Albania. This means that the Authority cannot impose its decisions on these platforms.

**3. Position of the Complaints Council**

In conditions of a lack of jurisdiction, decision-making regarding the content remains with the platforms themselves. From past experience in communicating with platforms through the Authority's dedicated channels, we inform you that the YouTube platform does not remove content that does not contain overtly harmful elements for its followers on a global level.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| E.B. | Journal Impakt | | 09.03.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of citizen E.B., submitted to our institution via electronic mail (info@ama.gov.al on March 9, 2026), concerning an article published in journal “Impakt”.

The complaint requested “*the deletion of an article containing a denigrating attack, insults, and defamation. This type of writing hides behind it an ideological load that incites hatred and divisions in society*”, referring to the article published online.

**2. Administration of the Complaint**

Within the framework of administering the complaint, you were informed that:

- First, the Audiovisual Media Authority (AMA), as a regulatory authority in the field of audiovisual broadcast services, exercises its powers in accordance with the provisions of Law No. 97/2013 “On Audiovisual Media in the Republic of Albania”, as amended.
- In accordance with Article 2, “Scope”, of this law, it applies to linear audiovisual media broadcasts, non-linear audiovisual media broadcasts, and their supporting services. Content published in online media and portals does not fall within this regulatory scope and, consequently, does not fall under the jurisdiction of the Audiovisual Media Authority, as was the case with the article published in the online newspaper “Impakt”.

Even after the recent amendments to Law No. 97/2013, approved by Law No. 30/2023 "On some amendments and additions to Law No. 97/2013 “On audiovisual media in the Republic of Albania”, online media continue to remain outside the scope of the regulatory activity of the Audiovisual Media Authority.

**3. Position of the Complaints Council**

For the aforementioned reasons, to address the issue raised by the complainant, it was recommended that you could turn to the primary source of the article's publication, specifically the newspaper “Impakt”, or pursue other legal avenues provided by the legislation in force.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| A.M. | Media | | 17.03.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of citizen A.M., submitted via electronic mail (info@ama.gov.al) on March 13, 2026, concerning: “A material distributed in the media," in which it was claimed: “The person in question is not me, but another person”. “In 2006 I was 18 years old and studying in Italy”. “I have never been convicted” “I have never been a Council member and am not a Council member”.

**2. Administration of the Complaint**

Following the preliminary verification of the complaint, on March 18, 2026, the Complaints Council asked the complainant to complete the necessary elements of the complaint (the date, time, and media outlet where the audiovisual material was broadcast) to enable its administration.

**3. Position of the Complaints Council**

Following the response from citizen A.M. on March 18, 2026, where he provided the dates and media outlets where the news he was complaining about was published, the Complaints Council undertook a verification of the data, finding that the news he referred to had not been broadcast on audiovisual media, but had been published as an article in online media.

Regarding the above, it was communicated to you that the Audiovisual Media Authority (AMA) does not have jurisdiction over online media. Referring to Law No. 97/2013 “*On Audiovisual Media in the Republic of Albania*”, as amended, specifically Article 2, “Scope”, “*This law applies to linear audiovisual media broadcasts, non-linear audiovisual media broadcasts, and their supporting services*”. Online media (portals) are outside the jurisdiction and/or competencies of the Audiovisual Media Authority.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| A.N. | Syri TV | *Piranjat* | 17, 25.03.2026 |

**1. Object of the Complaint**

A.N. requested the provision of the complete administrative file, clarification of the procedural chronology, and verification of the effective implementation of the measures taken regarding the audiovisual materials subject to the complaint”, including the assessment of additional administrative measures and/or sanctions in case of non-compliance”, along with the claim that “as of May 19, 2026, the audiovisual materials subject to the complaint do not appear to have been effectively removed by the responsible entities”.

## 2. Administration of the Complaint

The Complaints Council had reviewed the complaints of citizen A.N. (prot. no. 901, dated 17.03.2026; prot. no. 901/1, dated 25.03.2026; and the supplementary complaint prot. no. 901/2, dated 31.03.2026), through which infringement of privacy, dignity, and the unlawful processing of personal and sensitive data in audiovisual content broadcast on "Syri TV" and published on its online accounts were claimed. Upon the conclusion of the administrative review, the audiovisual entity "Syri TV" was communicated the warning measure of a "Formal Warning" via electronic mail on 31.03.2026, along with the recommendation to edit the audiovisual materials subject to the complaint. Regarding this, you were informed by the Complaints Council via electronic mail, as well as by official letter prot. no. 902/3, dated 21.04.2026. You have been notified of the chronology of the procedures followed and the steps taken through the aforementioned communications, including the Complaints Council's recommendation to edit the audiovisual materials in compliance with the standards provided by Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended, and the Broadcasting Code. Following the request (prot. no. 1390, dated 19.05.2026), the Complaints Council continued communication with the AMSP in the form of a reminder, with the aim of encouraging reflection regarding the implementation of the addressed recommendations, in function of protecting privacy, dignity, personal data, and the best interests of the child. Currently, the Complaints Council is awaiting the entity's response regarding this communication.

## 3. Position of the Complaints Council

For the aforementioned reasons, despite the fact that the Complaints Council will continue to urge the entity to react and is currently awaiting its response regarding the latest communication, it was impossible for it to impose its will on the media regarding materials published on video-sharing platforms located outside the jurisdiction of the Republic of Albania, or to apply sanctions against it for failing to remove them.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| L.B. | Andale | YouTube | 30.03.2026 |

## 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority received for review the complaints of citizen L.B.

## 2. Administration of the Complaint

Within the framework of administering the complaints, the complainant was informed of the following:

1. regarding the complaint received on March 17, 2025, concerning "Inappropriate content, violent behavior, risk to children, security threat, etc".
2. similarly, regarding the complaint received on March 04, 2025, concerning "Content harmful to children, risk for all age groups, offensive language, denigrating vocabulary, total degeneration".

3. from the verifications (regarding complaints 1-2), it turns out that the materials referred to by you were published on the video-sharing channel "YouTube", specifically on October 13, 2014, and May 20, 2022.

Based on Law No. 97/2013, "On Audiovisual Media in the Republic of Albania", as amended, Article 2 of the law grants the AMA as a regulatory authority competence over the audiovisual activity of AMSPs and/or VSPSS. Under the conditions of the lack of representation and registration of the YouTube platform in the Republic of Albania, the Audiovisual Media Authority (AMA) did not have jurisdiction over it.

**3. Position of the Complaints Council**

Under the conditions of the lack of representation and registration of the YouTube platform in the Republic of Albania, the Audiovisual Media Authority (AMA) did not have jurisdiction over it. Furthermore, the Complaints Council informed him that the dates of the aforementioned materials referred to by the complainant were outside the legal deadlines provided by the legislation in force. The social network "Instagram" part of the "Meta" platform, had no registration in the territory of the Republic of Albania and, consequently, was outside the jurisdiction of the Audiovisual Media Authority.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| G.Sh. | Facebook | | 14.04.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of citizen G.Sh., submitted to the institution via electronic mail (info@ama.gov.al on April 14, 2026), concerning a video published on social networks. In the complaint, citizen Sh. claimed that: "*A video made by me was widely distributed on social networks; please, if you can do something to shut it down*".

**2. Administration of the Complaint**

Within the framework of administering the complaint, you were informed that:

- The link you provided does not open, making it impossible to verify the referred content.
- Article 2 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended, specifically Article 2, "Scope", stipulates that this law applies to linear audiovisual media broadcasts, non-linear audiovisual media broadcasts, their supporting services, and video-sharing platforms.
- However, even after the amendments to Law No. 97/2013 by Law No. 30/2023, communication with video-sharing platforms continues to remain outside the effective jurisdiction of the Audiovisual Media Authority (AMA), due to the lack of their representation in the territory of the Republic of Albania, which means that the Authority cannot impose its decisions on these platforms. Under these conditions, decision-making regarding the content remains with the platforms themselves.

**3. Position of the Complaints Council**

Citizen G.Sh. was informed that the object of the complaint was outside jurisdiction.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| H.M. | TV Klan | Stop | 17.04.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority received for review the complaint of citizen H.M., prot. no. 1127, dated 17.04.2026, concerning the "*investigative program "Stop", broadcast on TV Klan*" on April 7, 2026.

**2. Administration of the Complaint**

Within the framework of administering the complaint, you were informed of the following:

- The investigative program "Stop" broadcast on October 1, 2025, had been part of a previous complaint procedure, and you were notified of the decision made by the Complaints Council, a structure operating under the Audiovisual Media Authority.
- Regarding the claims concerning the investigative program "Stop" broadcast on February 16, 2026, you were informed that this program falls outside the 30-day deadline provided by Article 52 of Law No. 97/2013 for submitting a complaint. Secondly, pursuant to Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", Article 2, "Scope", the Audiovisual Media Authority (AMA) is the regulatory authority in the field of linear and non-linear audiovisual broadcasts, as well as their supporting services.
- Based on the above, the Authority's competencies are related to: the audiovisual content broadcast; compliance with ethical-legal standards in broadcasting; and monitoring the broadcast content for compliance with the AMA's organic law and the Broadcasting Code.

**3. Position of the Complaints Council**

In response to the Authority's letter (prot. no. 1127/1, dated 27.04.2026), the AMSP stated that: "*The complainant's claims of 'false materials' and 'denigration' were unfounded and subject to judicial evaluation. The complainant had already initiated criminal proceedings where the accused parties were TV Klan, the hosts of the STOP program, and the journalist who had handled the case*". Referring to the information provided by the complainant and the media, whereby AMA is informed that the two parties are in a judicial process at the Court of Tirana, based on Law No. 97/2013, the Complaints Council cannot review the audiovisual content, specifically the investigative program "Stop", broadcast on TV Klan on April 7, 2026.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| M.B. | Facebook Instagram | - | 20.04.2026 |

## 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of citizen M.B. concerning the social networks “Facebook” and “Instagram”.

## 2. Administration of the Complaint & Position of the Complaints Council

Within the framework of administering the complaint, you were informed of the following:

- Article 2 of Law No. 97/2013 “On Audiovisual Media in the Republic of Albania”, as amended—specifically Article 2, “Scope”, stipulates that this law applies to linear audiovisual media broadcasts, non-linear audiovisual media broadcasts, their supporting services, and video-sharing platforms.
- However, even after the amendments to Law No. 97/2013 by Law No. 30/2023, communication with video-sharing platforms continues to remain outside the effective jurisdiction of the Audiovisual Media Authority (AMA), due to the lack of their representation in the territory of the Republic of Albania, which means that the Authority cannot impose its decisions on these platforms.

Under these conditions, decision-making regarding the content remains with the platforms themselves.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| J.T. | YouTube | Video | 20.04.2026 |

## 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of citizen J.T. concerning a video published on the YouTube platform. In the complaint, citizen J.T. claimed that: “*I want to delete a video from my adolescence, as because of this video I became a target for bullying at school*”.

## 2. Administration of the Complaint

Within the framework of administering the complaint, you were informed of the following:

- Article 2 of Law No. 97/2013 “On Audiovisual Media in the Republic of Albania”, as amended, specifically Article 2, “Scope”, stipulates that this law applies to linear audiovisual media broadcasts, non-linear audiovisual media broadcasts, their supporting services, and video-sharing platforms.
- However, even after the amendments to this law by Law No. 30/2023, communication with video-sharing platforms continues to remain outside the effective jurisdiction of the Audiovisual Media Authority (AMA), due to the lack of their representation in the

territory of the Republic of Albania, which means that the Authority cannot impose its decisions on these platforms.

**3. Position of the Complaints Council**

Under these conditions, decision-making regarding the content remains with the platforms themselves. From past experience in communicating with them through the Authority's dedicated channels, it turns out that the YouTube platform does not remove content that does not contain overtly harmful elements for its followers on a global level.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| K.R. | YouTube | Video | 20.04.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of citizen K.R., submitted to our institution via electronic mail (info@ama.gov.al on April 20, 2026), concerning a video published on the YouTube platform. In the complaint, this citizen claimed that: "*He had uploaded a video on YouTube during his adolescence that contains a violation of privacy and also he has not had access for many years*".

**2. Administration of the Complaint**

Within the framework of administering the complaint, you were informed of the following:

- Article 2 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended—specifically Article 2, "Scope", stipulates that: "This law applies to linear audiovisual media broadcasts, non-linear audiovisual media broadcasts, their supporting services, and video-sharing platforms".
- Even after the amendments to Law No. 97/2013 by Law No. 30/2023, communication with video-sharing platforms continues to remain outside the effective jurisdiction of the Audiovisual Media Authority (AMA), due to the lack of their representation in the territory of the Republic of Albania. This means that the Authority cannot impose its decisions on these platforms.

**3. Position of the Complaints Council**

In conditions of a lack of jurisdiction, decision-making regarding the content remains with the platforms themselves. From past experience in communicating with platforms through the Authority's dedicated channels, we inform you that the YouTube platform does not remove content that does not contain overtly harmful elements for its followers on a global level.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| E.B. | Newsbomb Shqiptarja.com | Article | 22.04.2026 |

## 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the letter from citizen E.B. with prot. no. 1165, dated 22.04.2026, concerning: "Request for Information".

E.B., in the capacity of legal representative for Ms. S.K., requested confirmation of the existence of publications on the official websites of the online newspapers "Newsbomb" and "Shqiptarja.com" regarding articles published on January 28, 2022, with the titles:

- "*Rama: There was no longer a fund for students who go abroad and shame on those who do not return! We will give them to the excellent ones who stay in Albania!"* ("*Shqiptarja.com"*);
- "*Excellence scholarships will be cut, Rama: Those who had studied abroad had not returned, we will pay those who stay in Albania!" ("Newsbomb").*

## 2. Administration of the Complaint

Within the framework of administering the request for information, it was established that: The publications referred to by the complainants do not constitute audiovisual content, pursuant to Article 1 of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, which stipulates that "*this law regulates the activity of audiovisual media and their supporting services, based on the principle of technological neutrality in the territory of the Republic of Albania*".

Furthermore, Article 2, "Scope of application"," amended by Law No. 30/2023, dated 13.04.2023, stipulates that: "*This law applies to linear audiovisual broadcasts, non-linear audiovisual broadcasts, and their supporting services, as well as to video-sharing platform services. This law does not apply to print media*".

The publications for which information is requested, specifically the articles published on "Shqiptarja.com*"* and "Newsbomb", do not constitute audiovisual materials, but rather articles published in online media, over which the Authority had no legal competence.

## 3. Position of the Complaints Council

Consequently, AMA, in its capacity as a regulatory authority whose powers and activities are defined by the provisions of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, as well as by secondary legislation issued pursuant to it, had no legal mandate to intervene or verify claims related to materials not broadcast in the audiovisual media in the Republic of Albania.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| A.N. | Top Channel | Article / Writing | 26.04.2026 |

## 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of citizen A.N. concerning an article published on the website of “Top Channel”.

**2. Administration of the Complaint**

Within the framework of administering the request of citizen A.N., we noted that: The publication on the “Top Channel” website did not constitute audiovisual content within the meaning of Article 1 of Law No. 97/2013 “*On Audiovisual Media in the Republic of Albania*”, as amended, according to which: “this law regulates the activity of audiovisual media and their supporting services, on the basis of the principle of technological neutrality in the territory of the Republic of Albania”. Furthermore, pursuant to the legal provision, Article 2, “Scope of application” (amended by Law No. 30/2023, dated 13.04.2023), stipulates that: “This law applies to linear audiovisual broadcasts, non-linear audiovisual broadcasts, and their supporting services, as well as to video-sharing platform services. This law does not apply to print media”. The publication you are complaining about (specifically the article on “Top Channel”) was not audiovisual material, but an article in online media, for which the Authority had no legal competence.

**3. Position of the Complaints Council**

Despite the complaint regarding the article on the online page of “Top Channel”, the Complaints Council also verified the corresponding audiovisual content broadcast in the news bulletins of the same date on "Top Channel," from which it resulted that the audiovisual content was in compliance with the provisions of Law No. 97/2013 “On Audiovisual Media in the Republic of Albania”, as amended, as well as with the Broadcasting Code.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| D.T. | | | 15.05.2026 |

**1. Object of the Complaint**

The Audiovisual Media Authority (AMA) received for review a request for information from citizen D.T. regarding the competencies and procedures that can be followed in cases of online publication of content alleged to infringe upon an individual's privacy, reputation, and dignity.

**2. Administration of the Complaint**

Regarding the request of citizen D.T., it was clarified that the scope of AMA's competence is defined by Law No. 97/2013 “*On Audiovisual Media in the Republic of Albania*”, as amended, Article 2 of which stipulates that: “*This law applies to linear audiovisual broadcasts, non-linear audiovisual broadcasts, and their supporting services, as well as to video-sharing platform services. This law does not apply to print media.*”

In the case referred to by citizen D.T.- which, as stated in the request, pertains to publications on an online portal - in the meaning of Law No. 97/2013, AMA does not exercise direct regulatory or administrative competencies.

### 3. Position of the Complaints Council

Consequently, any claim related to the infringement of reputation, privacy, personal data, or the publication of unverified allegations of a criminal nature can be pursued before other responsible institutions, including the Commissioner for the Right to Information and Protection of Personal Data, as well as through judicial channels in accordance with the legal provisions in force.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| L.Gj. | Tinder | Profile | 03.06.2026 |

### 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority received for review the complaint of citizen L.Gj., in which she claimed identity theft and the use of data (photographs) on the "Tinder" platform. Consequently, she requested the Audiovisual Media Authority to take appropriate measures.

### 2. Administration of the Complaint & Position of the Complaints Council

The complainant was informed of the scope of AMA's operations:

- First, the Audiovisual Media Authority (AMA), as a regulatory authority in the field of audiovisual broadcast services, acts in accordance with the provisions of Law No. 97/2013.
- Based on the provisions of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended, Article 2, "Scope of application", stipulates that "This law applies to linear audiovisual media broadcasts, non-linear audiovisual media broadcasts, and their supporting services". The "Tinder" platform was outside the jurisdiction of the Audiovisual Media Authority.

Subsequently, it was recommended that you turn to the Cybercrime Investigation Directorate within the State Police.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| E.O. | JOQ | Video | 15.06.2026 |

### 1. Object of the Complaint

The Complaints Council at the Audiovisual Media Authority received for review the complaint of citizen E.O. concerning a video published by JOQ, accompanied by a description that creates a negative and one-sided perception of a nurse on duty.

### 2. Administration of the Complaint & Position of the Complaints Council

Within the framework of administering the complaint, the complainant was informed that:

- According to Law No. 97/2013 “On Audiovisual Media in the Republic of Albania”, as amended, specifically Article 2, “Scope of application”, this law applies to linear audiovisual media broadcasts, non-linear audiovisual media broadcasts, their supporting services, and video-sharing platform services. This law does not apply to print media.
- The content subject to the complaint turns out to have been published on an online news portal and on social networks. Consequently, the claims raised in your complaint do not fall within the scope of competence of the Audiovisual Media Authority and cannot be the subject of administrative review by this institution.
- Even after the latest amendments approved by Law No. 30/2023 “On some amendments and additions to Law No. 97/2013”, online news portals continue not to be included in the regulatory jurisdiction of AMA.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| M.Y. | Top Channel (web) | | 22.06.2026 |

**1. Object of the Complaint**

M.Y submitted a complaint to the Complaints Council at the Audiovisual Media Authority (AMA) claiming that personal data (first and last name) had been published on the “Top Channel” portal in violation of Law No. 124/2024 “On the Protection of Personal Data”. Furthermore, as a result of the initial publication by Top Channel, the personal data was also republished by other news portals, increasing the damage caused to privacy.

**2. Administration of the Complaint**

Citizen M.Y was informed that the Audiovisual Media Authority (AMA), as a regulatory authority in the field of audiovisual broadcast services, acts in accordance with the provisions of Law No. 97/2013.

Based on the provisions of Law No. 97/2013 “*On Audiovisual Media in the Republic of Albania*”, as amended, Article 2, “Scope of application”, stipulates that “*This law applies to linear audiovisual media broadcasts, non-linear audiovisual media broadcasts, and their supporting services*”. Online media and portals were outside the jurisdiction of the Audiovisual Media Authority, in this specific case, the online website of “Top Channel”.

**3. Position of the Complaints Council**

We wish to inform you that even after the latest amendments of April 2023, specifically with Law No. 30/2023 “On some amendments and additions to Law No. 97/2013 “*On Audiovisual Media in the Republic of Albania*”, online media continue to remain outside the scope of the Authority's activity. Furthermore, we clarify to you that these competencies are granted by the legislator to the Audiovisual Media Authority. The complainant was recommended to address the primary source of the article's publication, the “Top Channel” website.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| J.K. | Facebook | | 22.06.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of citizen J.K., concerning the unauthorized publication of film material published on the "Lushnja Info" page on Facebook.

**2. Administration of the Complaint**

Within the framework of administering the complaint of citizen J.K., the Complaints Council examined the claim regarding the use of this material by the “Lushnja Info” page on Facebook.

After reviewing the case, you were informed that the object of J.K's complaint, although raising a legitimate claim, lies outside the jurisdiction of the Audiovisual Media Authority as regards administrative intervention in the specific case.

Article 2 of Law No. 97/2013, “On Audiovisual Media in the Republic of Albania” as amended by Law No. 30/2023, had expanded the scope of the law to include video-sharing platforms. However, the exercise of the Authority's competencies over these platforms is tied to the existence of their legal representation in the territory of the Republic of Albania.

**3. Position of the Complaints Council**

In the specific case, the Meta platform, through which the Facebook and Instagram services are provided, did not have a legal representative in the Republic of Albania. Consequently, the Audiovisual Media Authority does not possess the legal competence to take administrative measures regarding the content subject to the complaint.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| Q.A. | | | 26.03.2026 |

**1. Object of the Complaint**

The Audiovisual Media Authority (AMA) received for review a request concerning: concern over the broadcasting of food supplement advertisements in audiovisual media and their potential impact on consumer health and interests, where you claim that—audiovisual media widely broadcast advertisements for food supplements presented as products with health or curative effects;—these advertisements, according to your assessment, contain claims that may be misleading or scientifically unfounded and may improperly influence consumers; and you request—the intervention of responsible institutions to ban or restrict the broadcast of these advertisements until they are fully verified.

**2. Administration of the Complaint**

Within the framework of administering the request, you were informed of the following: According to the General Regulation of the EU Food Law (EC) No. 178/2002, food supplements are considered food products. The responsibility for the safety of these products rests with the

food business operator who places the product on the market. Consequently, they fall under the jurisdiction of the National Food Authority (AKU) and Law No. 9863, dated 28.1.2008 "On Food", as amended.

**3. Position of the Complaints Council**

In line with the above, the evaluation regarding the composition, effects, health claims, and compliance of the products with legal and scientific standards was the direct competence of the AKU. The Audiovisual Media Authority, in the exercise of its functions, monitors audiovisual content, including commercial communications, in terms of compliance with legal and ethical broadcasting standards.

**COMPLAINT OUT OF DEADLINE**

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| M.N. | Various media | | 01.01.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint concerning several statements made by citizen O.J. in various television appearances, which were claimed to constitute a violation of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*", as amended, the Broadcasting Code, and ethical standards.

**2. Administration of the Complaint**

Following the preliminary review of the complaint, you were informed that it was outside the legal deadline to be processed by the Complaints Council, given that pursuant to Article 52, paragraph 2, of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended, it is stipulated that:

- "*The complaint must be submitted in writing to the Complaints Council within 30 days from the date of broadcast, or, in the case of two or more interconnected broadcasts, from the date of the latest broadcast*".

**3. Position of the Complaints Council**

From the preliminary verification of the submitted references, it turned out that the audiovisual contents being complained about (relative to the date the complaint was sent) had been broadcast earlier than 30 days prior. Consequently, the complaint did not meet the procedural condition of the legal deadline for review. Under these conditions, the Complaints Council could not open a verification procedure within the framework of the competencies defined by Law No. 97/2013.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| A.S. | Web YouTube | | 19.06.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen A.S., concerning publications made by several audiovisual media outlets regarding her relative. The complainant claimed that the articles "*contain inaccurate, exaggerated, and in some cases untrue information, and that these publications have severely infringed upon his dignity, reputation, and privacy*".

Consequently, she requested from the Audiovisual Media Authority:

- *Review of this case.*
- *Verification of the contents published by the respective media*.
- *Taking measures according to the law in case violations of ethics and media legislation are identified.*

**2. Administration of the Complaint & Position of the Complaints Council**

Within the framework of administering the complaint of citizen A.S., the Complaints Council reviewed the links submitted by her. Referring to Law No. 97/2013, "On Audiovisual Media in the Republic of Albania", as amended, specifically Article 52, "Review of Complaints", "The complaint must be submitted in writing to the Complaints Council within 30 days from the date of broadcast, or, in the case of two or more interconnected broadcasts, from the date of the latest broadcast". Based on the legal provision, the audiovisual contents you refer to cannot be the subject of review, as they were outside the stipulated legal deadlines.

**MISCELLANEOUS COMPLAINTS**

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| V.K | | | 12.01.2026 |

**1. Object of the Complaint**

In response to the request of citizen V.K for information and the provision of documentation addressed to the Audiovisual Media Authority (AMA), information was provided to you.

**2. Administration of the Complaint & Position of the Complaints Council**

Regarding the request for the provision of "guidelines or acts on measures for the financial transparency of political advertisements on social networks during the electoral campaign", you were clarified that:

- Political advertising under Law No. 97/2013, "On Audiovisual Media in the Republic of Albania", as amended, is regulated by Article 41, "Advertisements and direct sales", paragraph 2, which, referring to standard audiovisual activity, sanctions that "the audiovisual media service provider (AMSP) is not allowed to broadcast advertisements with political purposes..." and Article 39, "Political advertising," which determines the

cases when an advertisement is considered political, based on its impact (Article 39, paragraph 1) or its ordering party (Article 39, paragraph 2).

- The same provision clearly emphasizes that during the electoral period, the broadcast of political advertisements is carried out in accordance with Law No. 10019, dated 29.12.2008, “The Electoral Code of the Republic of Albania”, as amended, as well as Law No. 8580, dated 17.02.2000, “On Political Parties” as amended (Article 39, paragraph 3).
- The activity of the Audiovisual Media Authority (AMA) during the electoral campaign is conducted pursuant to Article 39, paragraph 3, of the organic law No. 97/2013, as well as Articles 77–85 of the Electoral Code of the Republic of Albania, as amended, and the provisions of Central Election Commission Decision No. 2, dated 30.01.2021, “On the methodology for monitoring audio and audiovisual media”.
- Based on this legal logic, the “Roadmap of the National Strategy against Foreign Interference and Disinformation 2025–2030” (Objective I, Area 1.3, paragraph 1.3.2, "Regulations for the financial transparency of political advertisements on social networks during the electoral campaign") designates AMA as the third responsible institution, following the Ministry of Justice and the Central Election Commission. This is because, during electoral campaigns, AMA's role in implementation of the monitoring methodology drafted by the CEC based on the requirements of the Electoral Code was monitoring and reporting, whereas the decision-making competence in this field belongs to the CEC.
- Even within the framework of the obligations provided in the Roadmap, the intended regulations—insofar as they are directly related to electoral processes - will affect AMA's organic law and activity only after they have been initially reflected in the Electoral Code.

  Currently, AMA maintains permanent 24-hour monitoring of 24 audiovisual media service providers (AMSPs), while another 29 AMSPs are monitored via weekly selection. The respective lists are sent in advance to the CEC, which, if it deems appropriate and based on complaints received, may make changes, including replacing one channel with another.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| E.Sh. (representing E.K.) | Report TV | Pa Gjurmë | 09–12.01.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review the complaint of lawyer E.Sh., representing citizen E.K. The complaint alleged the publication by the program “Pa Gjurmë” on the “Report TV” television station of personal data and family disputes that her client, E.K., had experienced with her ex-husband, N.K.

**2. Administration of the Complaint**

Following the complaint filed by lawyer Eriselda Shpata, the Complaints Council requested the program “Pa Gjurmë” on Report TV to submit its claims, and on 02.02.2026, the host of the program, Odeta Dume, responded via protocol letter no. 252/1.

**3. Position of the Complaints Council**

Following a full review of the audiovisual material broadcast on the program "Pa Gjurmë" on Report TV on December 22 and 23, 2025, the Complaints Council found that: There was a publication of personal data without the consent of Ms. K.; sensitive data regarding the health of Ms. K. were made public; and studio guests were allowed to insult Ms. Keçe without any intervention from the program's host, Ms. Odeta Dume.

Meanwhile, the jurist in the studio maintained a positive and constructive stance toward resolving the conflict by inviting the complainant E.K.'s ex-husband and former father-in-law not to disclose sensitive and personal data about Ms. K., and suggested that they pursue legal channels in every case to resolve the conflict.

In light of the above, the Complaints Council issues a warning regarding these deviations and simultaneously demands:

- the removal of the program's video published on the YouTube platform;
- the blocking of the re-transmission of the material without reflecting the aforementioned measures;
- the reporting of the implementation of these measures within a legal deadline of 30 days.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| D.V. | TV Klan | Shihemi në Gjyq | 11.01.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint concerning the program "E Diela Shqiptare / Shihemi në Gjyq*"*, broadcast on TV Klan on January 28, 2026.

**2. Administration of the Complaint**

Within the framework of administering the complaint, AMA requested the broadcasting entity to present its claims and position. In TV Klan's response (dt. 27.01.2026), it is emphasized that "the transmitted story was presented by the child's mother, who bears responsibility for her statements", but at the same time it had evaluated your request, promising "acoustic signal masking of the claimed parts".

**3. Position of the Complaints Council**

In this context, it turned out that the audiovisual media service provider had taken your claims into consideration and reflected upon them, signaling concrete measures to limit the elements claimed to be infringing, in compliance with the obligations arising from Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended, and from the Broadcasting Code.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|

| | | | |
|---|---|---|---|
| AWEN | RTSH | *+-18* | 20.01.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received a complaint on 21.01.2026 from AWEN. The complainant claimed that the program *+-18*, broadcast on 13.01.2026 at 16:00 on the RTSH2 channel of Albanian Public Radio Television: "*Expresses deep concern regarding a recent incident involving disinformation regarding the Law on Gender Equality for the general public*".

**2. Administration of the Complaint**

Within the framework of administering the complaint, and referring to Article 51 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended, the regulation "On the procedures for reviewing complaints by the Complaints Council and the right of reply", as well as the guideline "On the procedures for handling complaints by Audiovisual Media Service Providers", the Complaints Council requested the Complaints Review Board at RTSH television to present its claims regarding the aforementioned complaint.

**3. Position of the Complaints Council**

Within the framework of administering the complaint, the Complaints Council requested the Complaints Review Board at the AMSP "RTSH" to present its claims regarding your complaint.

- Via protocol letter no. 659/3, dated 26.02.2026, registered under our protocol no. 569/1, dated 02.03.2026, the AMSP stated that: "Topics related to gender equality and the relevant legal framework have been continuously addressed in various RTSH programs, including other episodes of this format, with the involvement of experts and representatives of the relevant institutions, aiming to provide complete and balanced information".
- Following the receipt of the complaint and the presentation of the AMSP's claims, the Complaints Council at the Audiovisual Media Authority reviewed the audiovisual content of the program *+-18*, broadcast on January 13, 2026, on RTSH2 HD.

From the review of the audiovisual content of the program *+-18*, broadcast on the television station "RTSH2 HD" on January 13, 2026, at 11:00, the Complaints Council noted that:

- The program addresses the topic of gender equality, reality or slogan, with a primary focus on the opinions of youth, human rights activist Ms. Zhaklin Lekatari, as well as the guests in the studio, Ms. Miranda Rira, lecturer and psychologist, and Ms. Lindita Pano, Albanian Coalition Pro-Family and Life.
- During the program, the statements of Ms. Rira and Ms. Pano pass without sufficient and balanced moderation by the host, who, although respecting freedom of expression and editorial freedom, nevertheless presents one-sided information, all the more so for a law whose debate should be comprehensive.

Contrary to the AMSP's claims that: "Topics related to gender equality and the relevant legal framework have been continuously addressed in various RTSH programs", the program *+-18*,

broadcast on 13.01.2026, must ensure objective and impartial information to the public, by accurately presenting facts and events, as well as respecting the free formation of opinion.

In light of the above, the Complaints Council noted deviations from the requirements of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*" as amended, and the Broadcasting Code approved by AMA Decision No. 60, dated 10.07.2023 (amended by Decision No. 107, dated 11.11.2024), and issued a warning via protocol letter no. 3320, dated 02.12.2024.

Beyond the specific case, thanking you for the trust shown in the institution and its regulatory functions as well as for the cooperation during this process, we assure you that the Audiovisual Media Authority will continue to exercise its legal functions with seriousness, impartiality, and full respect for media freedom, fundamental individual rights, and the limits of the competencies recognized by law.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| S.K. | | | 27.01.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint expressing concerns regarding a television program which, according to the assessment of citizen S.K., contained elements of violence, the normalization of the use of narcotic substances, erotic scenes, and discriminatory content against women and girls.

**2. Administration of the Complaint**

Following a preliminary review, you were informed that the material could not be treated as a complete complaint due to the lack of essential complaint elements, as it omitted data regarding:

- the audiovisual program/format you are complaining about;
- the broadcasting station/channel (AMSP);
- the date and time of broadcast of the specific content subject to the complaint.

These elements were necessary for the accurate identification and verification of the content within the framework of the Complaints Council's competencies.

**3. Position of the Complaints Council**

On the other hand, from the content of your message, it appears that the concern is related to Ms. O.M., who, according to public information, hosts the "Big Brother VIP" format in Kosovo. You were informed that the jurisdiction of the Audiovisual Media Authority of the Republic of Albania extends only to audio and audiovisual media service providers operating and licensed in the Republic of Albania, pursuant to Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended. Consequently, if the concern was related to a program produced and/or broadcast in Kosovo, it was outside AMA's jurisdiction in Albania.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|

| | | | |
|---|---|---|---|
| M.K. | Syri TV | Piranjat | 02.02.2026 |

**1. Object of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen M.K. with the object: “Complaint regarding unauthorized entry into a public institution, trespassing, and violation of the law by journalists of the investigative program ‘Piranjat’ on Syri TV television”.

**2. Administration of the Complaint**

Following a preliminary review of the content of the complaint, you were informed that its object relates to alleged actions of journalists during the exercise of their field activity and not to the broadcast audiovisual content. In accordance with Article 2 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, the jurisdiction of the Audiovisual Media Authority extends to "linear audiovisual broadcasts, non-linear audiovisual broadcasts, and their supporting services, as well as to video-sharing platform services"—that is, over broadcast audiovisual content and compliance with ethical and legal standards in broadcasting.

*3. Position of the Complaints Council*

Consequently, the Complaints Council cannot proceed with the review of this complaint within the framework of the competencies defined by law.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| Xh.S. | Radio Tirana | Programming | 03.02.2026 |

*1. Object of the Complaint*

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen Xh.S., submitted via email, concerning the musical content broadcast by Radio Tirana, with the specific object being the presence of foreign music in the programming.

*2. Administration of the Complaint*

In accordance with Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, the selection of program content—including the musical repertoire—constitutes the direct competence and responsibility of the audiovisual media service provider, under the principle of editorial freedom and autonomy.

*3. Position of the Complaints Council*

This law does not provide for provisions regulating the percentage, balance, or national/international orientation of the musical repertoire in broadcasting, which is organized according to the respective channels and programs, as long as the content does not conflict with the legal provisions in force and the standards of the Broadcasting Code. The Audiovisual Media Authority exercises its competencies only in cases where violations of the law or the Broadcasting Code are identified. From the preliminary review of the issue raised by you, it does not appear that we are dealing with such a violation.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| S.Sh. | TV Klan | *Stop* | 03.02.2026 |

*1. Object of the Complaint*

The Complaints Council at the Audiovisual Media Authority (AMA) received a complaint via protocol letter no. 513, dated 03.02.2026, from citizen S.Sh., concerning the program *Stop* broadcast on "Klan" television. The complainant claimed that: "The program *Stop*, broadcast on January 28, 2026, in support of the complaint of citizen G.H., raised accusations against S.Sh. alleging that he had obtained a legalization permit in violation of the law by bribing officials of the State Cadastre Agency, without presenting any facts, any evidence, and without hearing the

accused party." Citizen S.Sh. requested the removal of the video broadcast on January 28, 2026, on the program *Stop* on "TV Klan."

*2. Administration of the Complaint*

Within the framework of administering the complaint, and referring to Article 51 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, the regulation "On the procedures for reviewing complaints by the Complaints Council and the right of reply," as well as the guideline "On the procedures for handling complaints by Audiovisual Media Service Providers," the Complaints Council requested the Complaints Review Board at the television station to present its claims regarding the aforementioned complaint.

*3. Position of the Complaints Council*

The media outlet has informed the Complaints Council at the Audiovisual Media Authority that it has provided a direct response to the complainant.

| **Complaint submitted by:** | **Audiovisual entity** | **Program** | **Data** |
|---|---|---|---|
| AWEN | TV Klan | *Aldo Morning Show* | 24.03.2026 |

*1. Object of the Complaint*

The Complaints Council at the Audiovisual Media Authority (AMA), within the framework of administering the request/complaint received at the institution's official address (info@ama.gov.al) concerning the dissemination of false information regarding Law No. 64/2025 "On Gender Equality" and the content broadcast on the program *Aldo Morning Show* on TV Klan, following the verification of the audiovisual material and the claims presented by the entity, evaluates as follows:

At the core of the complaint lies the claim of a departure from legal information standards and the inaccurate handling of an issue of public importance, with reference to the provisions of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as well as the standards of European jurisprudence and information legislation.

*2. Administration of the Complaint*

According to the provisions of Law No. 97/2013, particularly those related to the principles of information and news programs (such as Article 4 and Article 33), it primarily concerned obligations arising for informative contents in the strict sense of news reporting and direct public information.

Meanwhile, the specific case used as an illustration relates to a "morning show" television format, which by its nature does not constitute an informative program in the strict legal sense, but rather a mixed format featuring elements of discussion, opinion, and interaction with guests, where the latter present their stances on current issues or matters of public interest.

From the verification carried out, it turns out that in this specific case, the studio discussion did not focus on the approval of the Law "On Gender Equality," but rather on its appeal to the Constitutional Court of the Republic of Albania by a grouping of organizations, including the Albanian Coalition Pro-Family and Life, the Muslim Forum of Albania, and the Diaspora for a Free Albania. In this context, the guest in the studio, representing this grouping, had presented the arguments and reasoning that led to the undertaking of this legal initiative.

This context places the discussion within the boundaries of the exercise of freedom of expression and public debate on an issue of public interest, and not within a deliberate distortion of Law No. 64/2025, nor in violation of the aforementioned standards of Law No. 97/2013.

*3. Position of the Complaints Council*

Furthermore, from the information provided by the audiovisual entity in response to the Council's request to present claims, it appears that the issue in question was addressed more broadly and across various programmatic formats, including diverse stances and positions, which demonstrates an overall balanced approach in its handling.

In cases where discussions of this nature had exceeded the boundaries of freedom of expression and were accompanied by extreme, discriminatory attitudes or violations of ethical standards defined in Law No. 97/2013 and the Broadcasting Code, the Audiovisual Media Authority had intervened with appropriate administrative measures—including both warnings issued to audiovisual entities and financial sanctions imposed on a national audiovisual media service provider and a regional audiovisual media service provider.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| F.N. | MCN TV | – | 31.03.2026 |

*1. Object of the Complaint*

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen F.N., with the object: "A material published on MCN television."

*2. Administration of the Complaint*

The complainant claimed that:

- the program in question had published one-sided material against you, which had damaged your image;
- the program's journalists had not contacted you to obtain and present your position.

*3. Position of the Complaints Council*

Following the preliminary verification of the complaint, the Complaints Council found that the complaint did not contain the necessary elements to proceed with the review. For this reason, you were requested to complete the elements of the complaint by precisely specifying:

- the specific program;
- the media/broadcaster;
- the date and time of the broadcast of the audiovisual material for which you are submitting the complaint.

These data were necessary to enable a complete and accurate review of the case.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| L.M. | News 24 | – | 20.04.2026 |

*1. Object of the Complaint*

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen L.M., submitted via electronic mail, with the object:

- an interview broadcast on "News 24" and also published on social networks;
- her concern related to the use of the Albanian language in television broadcasts.

*2. Administration of the Complaint*

Following the preliminary verification of the complaint, it was established that it does not contain all the necessary elements to proceed with the review procedure, specifically: the date and time of the broadcast, as well as the precise identification of the audiovisual program subject to the complaint.

*3. Position of the Complaints Council*

Consequently, to proceed with the review of this part of the complaint, you were asked to complete these details. In their absence, the Complaints Council was objectively unable to continue the review of the complaint.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| N.K. | Vizion Plus | *Ferma Vip* | 22.04.2026 |

*1. Object of the Complaint*

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen N.K. with the object: "Mistreatment of animals on the program *Ferma Vip*." Within the framework of administering the complaint, citizen N.K. claimed that: "There was a lack of sensitivity towards animals, a lack of care for them, and their use for spectacle."

*2. Administration of the Complaint*

The Complaints Council suggested that you complete all the elements of the complaint. Meanwhile, the Complaints Council verified the provided link and informed you that it was impossible to check the entire broadcast of this program.

*3. Position of the Complaints Council*

Therefore, due to the impossibility of verifying the data submitted by the complainant, you were asked to complete the necessary elements in order to proceed further with its handling.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| E.Y. | Syri TV | *Piranjat* | 04.05.2026 |

*1. Object of the Complaint*

The Complaints Council at the Audiovisual Media Authority received for review a complaint from citizen E.Y. The complaint requested the cessation of distribution and the removal of the video related to her denunciation on the program *Piranjat*, claiming that its circulation on social networks is causing distress and psychological burden for her and her minor children.

*2. Administration of the Complaint*

After administering the complaint of citizen E.Y., the Complaints Council asked her to provide some additional data, specifically:

- The broadcast date of the program;
- The link or links of the contents you request to be reviewed;

These data were necessary to enable the verification and review of the complaint in accordance with Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| F.I. | Media | – | 05.05.2026 |

*1. Object of the Complaint*

The Complaints Council at the Audiovisual Media Authority received for review the complaint of citizen F.I. with the object: advertisements of alcoholic beverages on television at times accessible to the general public.

*2. Administration of the Complaint*

With the aim of treating the complaint as fully as possible, we appreciated the cooperation of citizen F.I. in providing us with the basic elements of the complaint, specifically the date and time of broadcast, the name of the television channel, and, if possible, information on whether the broadcast of the promotional material was observed repeatedly.

These data were necessary to enable the verification and review of the complaint in accordance with Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, and the Broadcasting Code.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| Z.H. | RTSH | – | 22.05.2026 |

*1. Object of the Complaint*

Representatives of the "Zyber Hallulli" Children's Home in Tiranë addressed the Complaints Council at the Audiovisual Media Authority regarding a news item published by "RTSH." The complaint claimed that the media "had served these reports to the public as proven facts of violence against a child residing in this institution, the Z.H. Children's Home in Tiranë."

*2. Administration of the Complaint*

The Complaints Council at the Audiovisual Media Authority (AMA), after verifying the audiovisual material dated May 12, 2026, broadcast on the RTSH 1 HD channel on the program *Në Kohë Reale* at 17:35, found that there was no legal violation and that journalist L.R. had made a correct report in the program; under no circumstances had she attacked the institution or its staff, nor had she raised any accusations.

As for the complaint regarding the publications on the Facebook platform by journalist L.R., the Complaints Council at the Audiovisual Media Authority, despite recent legislative changes, finds it impossible to intervene since the platforms do not have a legal representative in the territory of the Republic of Albania.

*3. Position of the Complaints Council*

From the verification of the audiovisual material and the review of the parties' claims, the Complaints Council at the Audiovisual Media Authority concluded that the content did not constitute a violation and was in compliance with the law.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| A.T. | DigitAlb | Star Channel | 25.05.2026 |

*1. Object of the Complaint*

The Complaints Council at the Audiovisual Media Authority received for review a complaint from citizen A.T. concerning the DigitAlb platform, specifically the Star Channel. According to the complainant, the AMSP was broadcasting commercials featuring maps of Serbia that presented Kosovo as part of its territory. Therefore, he requested the monitoring of these broadcasts and the taking of appropriate measures up to the blocking of the channel.

*2. Administration of the Complaint*

Thanking him for raising the concern before the Audiovisual Media Authority and with the aim of treating the complaint as fully as possible, we would appreciate citizen A.T.'s cooperation in providing us with some additional data, specifically the date and time of the broadcast, the name of the channel, and, if possible, information on whether the broadcast of the audiovisual material had been observed repeatedly.

These data were necessary to enable the verification and review of the complaint in accordance with Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended.

To this end, citizen A.T. was invited to use the complaint form available on the official website of the Audiovisual Media Authority (AMA). After completing the requested data, the form can be sent to the email address: info@ama.gov.al.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| O.G. | Television | – | 15.06.2026 |

*1. Object of the Complaint*

The Complaints Council at the Audiovisual Media Authority received for review a complaint from citizen O.G., through which he raised claims regarding television broadcasts.

*2. Administration of the Complaint*

With the aim of reviewing the complaint as fully as possible, the complainant was requested to provide some additional data, specifically the date and time of the broadcast, the name of the television channel, and a more detailed description of the object of the complaint.

These data were necessary to enable the verification and review of the complaint in accordance with Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended.

*3. Position of the Complaints Council*

To this end, it was recommended to use the complaint form available on the official website of the Audiovisual Media Authority (AMA). After completing the requested data, the form had to be sent to the email address: info@ama.gov.al or by mail.

| Complaint submitted by: | Audiovisual entity | Program | Data |
|---|---|---|---|
| A.Q. | Abc News | – | 22.06.2026 |

*1. Object of the Complaint*

The Complaints Council at the Audiovisual Media Authority (AMA) received for review a complaint from citizen A.Q., where the complainant claimed that "Abc News had intentionally censored the massive civic protest in Tiranë, known as the 'Flamingo Revolution.' This television station had refused objective field coverage and had broadcast one-sided reports that manipulated

its scale," and requested that the Audiovisual Media Authority take measures in accordance with Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended.

*2. Administration of the Complaint & Position of the Complaints Council*

The Audiovisual Media Authority, as the regulatory authority in the field of audio/audiovisual services, operates on the basis of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, and the Broadcasting Code, approved by AMA Decision No. 60, dated July 10, 2024.

Referring to the aforementioned legal provision, we clarify that the selection of events covered or not covered by an audiovisual entity was part of its editorial responsibility and independence, where the Authority has no competence to intervene. However, in fulfillment of the obligations arising from Law No. 97/2013, the Monitoring Directorate at AMA performs "ex officio" monitoring, which shows that from June 1st onwards, audiovisual media had provided and continue to provide a high amount of coverage time for the protest against the government and the investment in Zvërnec—both in the form of live tracking and through debates on this topic. In our observation, the media had succeeded in fulfilling the public's right to information, freedom of expression, and pluralism.