

## INTRODUCTION

The Audiovisual Media Authority and Media Freedom share a common path in a challenging media environment, often exceeding human rights and dignity.

The Authority acts as the "guardian" of this public space, ensuring the transmission of both public and private broadcasters while safeguarding the public interest and ensuring compliance with legal and ethical norms.

The Complaints Council is responsible for overseeing the implementation of the Broadcasting Code, particularly concerning respect for human dignity and fundamental rights, including the protection of children's rights in audiovisual programs.

Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, and the Broadcasting Code, adopted by the Audiovisual Media Authority, establish fundamental principles for respecting moral and ethical standards in audiovisual programs directed at the public.

The Complaints Council supports media freedom and its mission to inform the public, always based on principles that protect human rights and prioritize the highest interest of the child.

This mission is reflected in the Council's daily work, including not only legal initiatives and the review of secondary legislation, such as the adoption of the Broadcasting Code in July 2023, but also awareness campaigns within media education to promote critical thinking and responsible media consumption.

In the second half of 2023, which is dedicated to the 15th Bulletin of the Complaints Council, most of the complaints related to human rights violations and communication ethics were addressed.

Out of the 390 complaints handled throughout 2023, 59.5% involved the publication of unverified information that infringed on image and dignity, as well as violations of privacy rights.

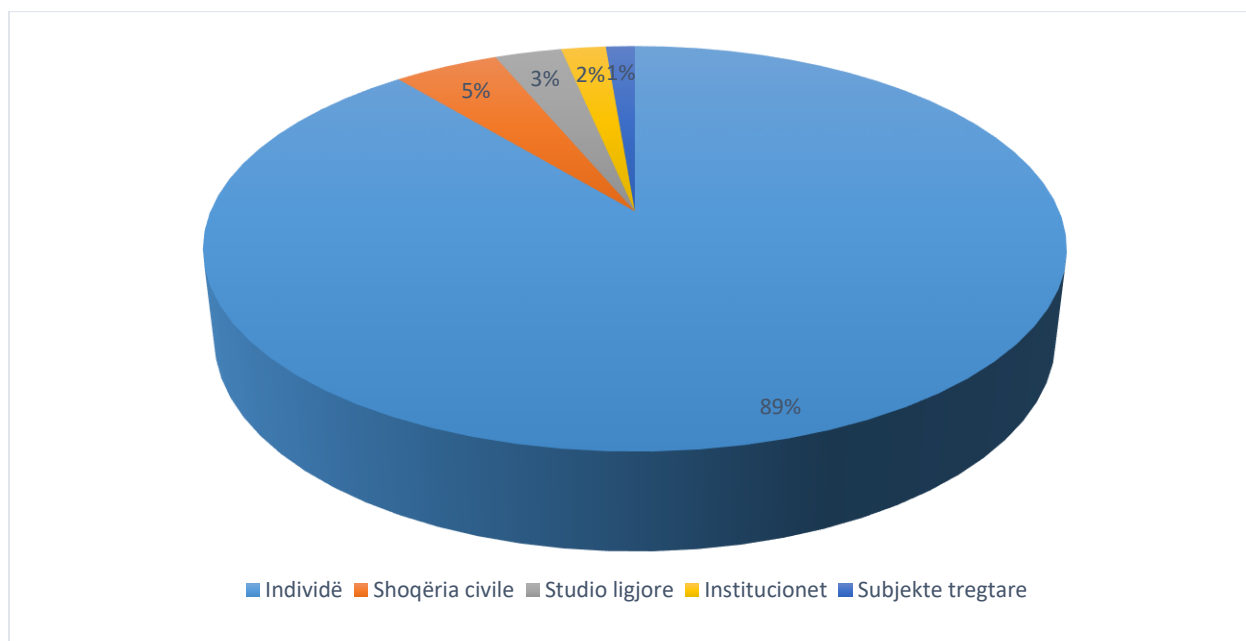
It is worth noting that the complaints addressed in this bulletin have undergone an interactive procedure between the Complaints Council and the affected parties, including the complainants and the audiovisual media service providers (AMSPs), through organized hearings. This procedure not only facilitated the prompt resolution of complaints and supported the overall review process, but the involvement of AMSPs has also enabled the raising of awareness among audiovisual operators regarding the recognition and implementation of the legal norms and requirements of the Broadcasting Code and Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended.

### **1. Administration of complaints from citizens or various interest groups addressed to Audiovisual Media Service Providers: 3% - from legal studios;**

In line with its legal obligation and the corresponding recommendation from the Albanian Parliament, the Complaints Council continued to review complaints received by the institution regarding AMSPs, based on Law No. 97/2013 "On audiovisual media in the Republic of Albania", as amended, or the by-laws in force.

In 2023, the Complaints Council reviewed a total of 390 complaints, each of which was submitted as follows:

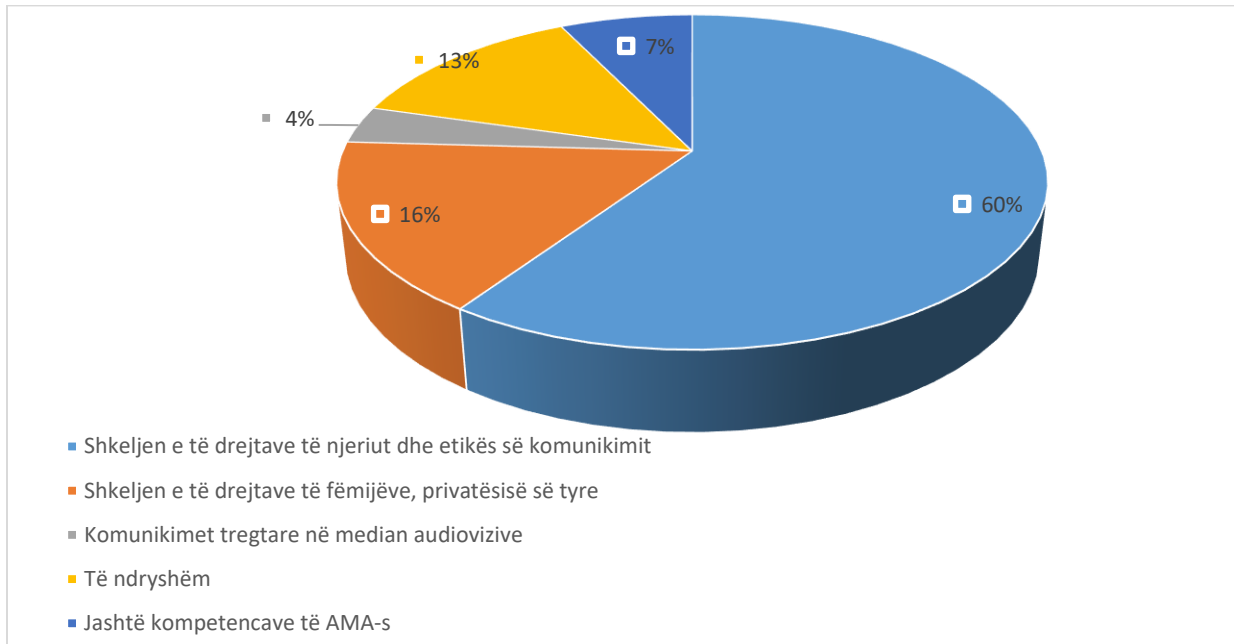
- 89% - from individuals
- 4.7% - from civil society
- 3% - from law firms
- 2% - from institutions
- 1.3% - from companies



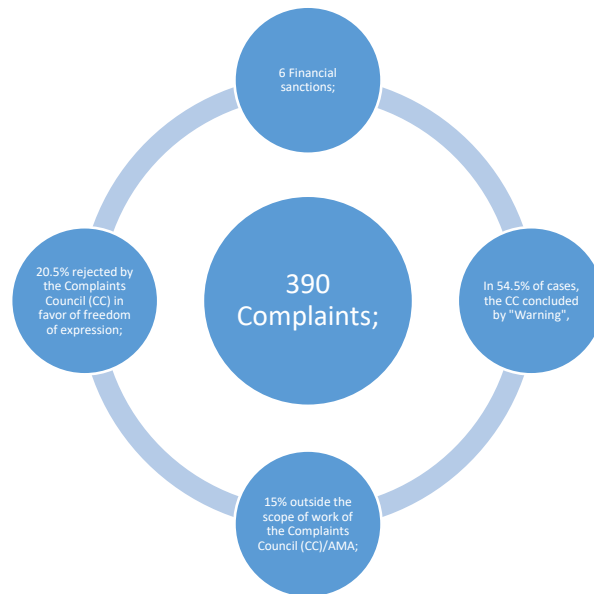
The complaints filed included:

- 59.5% - violation of human rights and communication ethics;
- 16.4% - violation of children's rights, their privacy;
- 3.6% - commercial communications in audiovisual media;
- 13.3% - other.

- 7.2% - outside the scope of AMA’s activities as defined by Law No. 97/2013 “On audio-visual media in the Republic of Albania”, as amended.



As part of the complaints management process, the Complaints Council requested AMSPs to submit explanations in 12.6% of the cases. The Council concluded with a "warning" in 49.2% of the complaints administered and imposed financial sanctions in 6 cases. In 20.5% of the decisions made by the Complaints Council, freedom of expression prevailed.



## 2. Administrative measures.

During 2023, the Complaints Council proposed to the Board of the Audiovisual Media Authority the imposition of financial penalties in 6 cases. These proposals were also approved by the AMA Board.

- Imposition of a fine sanction on a **national audiovisual entity** for violations of Law No. 97/2013 “On Audiovisual Media in the Republic of Albania,” as amended, and the Broadcasting Code, approved by AMA Decision No. 228, dated 11.12.2017. (Serious ethical violations during a discussion, initially provoked by the moderator, which then allowed the discussion to become aggressive and degenerate into verbal and physical violence (slapping).) **(DECISION NO. 5, DATED 08.02.2023).**
- Imposition of a fine sanction on a **local audiovisual entity** for violations of Law No. 97/2013 “On audio-visual media in the Republic of Albania”, as amended. (Serious ethical and privacy violations during a live broadcast, during which the moderator informs a mother about the death of her daughter by reading a message from a citizen sent to the editorial office.) **(DECISION NO. 30, DATED 25.04.2023).**
- Imposition of a fine sanction on a **national audiovisual entity** for violations of Law No. 97/2013 “On Audiovisual Media in the Republic of Albania,” as amended, (Repeated publication without warning to viewers and without technology to cover severe and highly disturbing footage of a murder, accompanied by loud commentary by the journalist.) **(DECISION NO. 36, DATED 02.05.2023).**
- Imposition of a fine sanction on a **local audiovisual entity** for violations of Law No. 97/2013 “On audio-visual media in the Republic of Albania”, as amended. (Provoking viewers by the journalist with unacceptable offensive gestures during a time slot also watched by minors.) **(DECISION NO. 48, DATED 05.06.2023).**
- Imposition of a fine sanction on a **national audiovisual entity** for violations of Law No. 97/2013 “On audio-visual media in the Republic of Albania”, as amended. (Inappropriate communication among discussion participants about the broadcast time, which affects the mental, spiritual, and social development of children, although the format was pre-recorded and the production had the opportunity to avoid such situations.) **(DECISION NO. 83, DATED 26.09.2023).**
- Imposition of a fine sanction on a **national audiovisual entity** for violations 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. (Elevating

the figure of the former dictator and dictatorship, one-sided selection of guests, “childish curiosity,” and questionable professional standards of the journalist, dictating an unbalanced approach to one of the most important public debate issues.) **(Decision No. 118, dated 22.12.2023)**

**a. Calls/Awareness raising**

**3. Calls/Awareness raising**

*In 2023, the Complaints Council made sensitizing appeals to AMSPs in two cases to respect the obligations under Law No. 97/2013, as amended, and the fundamental principles of the Broadcasting Code.*

- (June 5, 2023) An audiovisual entity was reminded of AMSPs' obligations to implement the norms and principles of the Broadcasting Code for respecting communication ethics and verifying the truthfulness of news.
- (June 22, 2023) An audiovisual entity was reminded of the ethical norms and AMSPs' obligations to ensure that the treatment of events is fair to all interested parties and presented in a truthful and impartial manner (Law No. 97/2013, as amended, Article 33, paragraph 1/b).

**4. Warnings**

*In 2023, the Complaints Council alerted AMSPs in 15 cases about avoiding obligations under Law No. 97/2013, as amended, and the fundamental principles of the Broadcasting Code, approved by AMA Decision No. 60, dated 10.07.2023.*

- (January 17, 2023) An *audiovisual national entity* was alerted to the violation of public ethics and morality rules through the broadcast of content that incites and spreads violence, in contravention of Law No. 97/2013, as amended (Article 33);
- (January 19, 2023) An *audiovisual national entity* was reminded about presenting false news and disinforming the public, in violation of Law No. 97/2013, as amended (Article

33, paragraphs 1/a and 1/b) and the Broadcasting Code (Section 4, paragraphs 4.3 and 4.5).

- (January 19, 2023) An *audiovisual national entity* was reminded about broadcasts that incite violence and violate human dignity and fundamental rights, in contravention of Law No. 97/2013, as amended (Article 4, paragraphs 2/d and 2/dh, Article 32, paragraph 4, Article 33, paragraphs 1/ç and 1/d) and the Broadcasting Code (Section 1, paragraphs 1.5 and 1.6).
- (February 6, 2023) An audiovisual entity was reminded about broadcasting unverifiable information and disinformation, in violation of Law No. 97/2013, as amended (Article 33, paragraphs 1/a and b).
- (February 15, 2023) An audiovisual national entity was reminded about broadcasts containing hate speech and promoting violence, in violation of Law No. 97/2013, as amended (Article 4, paragraphs 2/d and dh, Article 32, paragraph 4, Article 33, paragraphs 1/ç and d) and the Broadcasting Code (Section 1, paragraphs 1.5 and 1.6).
- (April 19, 2023) An audiovisual national entity was reminded about broadcasts that incite and justify violence, violating public ethics and morality, in contravention of Law No. 97/2013, as amended (Article 4, paragraphs 2/d and dh, Article 32, paragraph 4, Article 33, paragraphs 1/ç and d).
- (June 22, 2023) An audiovisual entity was reminded about inappropriate broadcasts with erotic content, without ensuring protection for children, in violation of Law No. 97/2013, as amended (Article 33, paragraph e).
- (November 1, 2023) An audiovisual national entity was reminded about broadcasts containing discriminatory and inappropriate language, in violation of Law No. 97/2013, as amended (Article 32, paragraph 4 and Article 33, paragraphs ç and d).
- (November 6, 2023) An audiovisual national entity was reminded about broadcasting erotic content without ensuring the protection of minors, in violation of Law No. 97/2013, as amended (Article 33 and Article 46, paragraph dh).
- (November 10, 2023) Several audiovisual subjects, including two national ones, were reminded for violating the presumption of innocence in news broadcasts, in contravention of Law No. 97/2013, as amended (Article 4, paragraph ç; Article 33, paragraph 4) and the Broadcasting Code (Section 3, paragraph 3.4).
- (December 6, 2023) An audiovisual national entity was reminded about broadcasts that violate AMSPs' obligations by infringing on human dignity and fundamental rights, in violation of Law No. 97/2013, as amended (Article 33).

## **5. Hearing Session**

*(Article 52, paragraph 6 of Law No. 97/2013)*

In the context of handling a complaint regarding the program "Piranjat," broadcast on "Syri TV" on September 22, 2023, with allegations of "distortion of facts and damage to image," and based on Article 51 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, the Regulation "On Procedures for Examining Complaints by the Complaints Council and the Right to Reply," and the Guideline "On Procedures for Handling Complaints by Audiovisual Media Service Providers," the Complaints Council initially requested "Syri TV" to present its claims.

Following this, based on both the complaint and the claims submitted by "Syri TV," and in accordance with Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," Article 52, paragraph 6, the Complaints Council organized a hearing session with the parties at the offices of the Audiovisual Media Authority.

During the hearing session, after listening to the complainant's arguments, the representative of the AMSPs emphasized the cooperative predisposition of the AMSPs to reassess the issue. After the hearing and review of the presented positions, the parties agreed that the complainant would be granted the right to reply in upcoming episodes of "Piranjat."

Therefore, based on Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, the Complaints Council considered the handling of the complaint closed.

## **COMPLAINT REGARDING “VIOLATION OF ETHICAL AND DIGNITY RULES”**

<b>Complaint submitted by:</b>	<b>Audiovisual Subject</b>	<b>Programme</b>	<b>Date</b>
Dëshmitarët e Jehovait	Euronews Albania	Good Morning Albanians	18.05.2023

### **1. Subject of the Complaint**

The representatives of the religious association "Jehovah's Witnesses" in Albania filed a complaint with the Complaints Council at the Audiovisual Media Authority (AMA) with the subject "*refusal of the right to reply*," concerning the statements made by Mr. P.V. on the show "Good Morning Albanians," broadcast on 'EuroNews Albania' on May 18, 2023, at 07:40 AM. They claimed that his statements were "*shocking and defamatory towards the beliefs of Jehovah's Witnesses.*"

### **2. Complaint Management**

In the course of managing and reviewing the complaint, the Complaints Council found that the complaint, submitted by the complainant on June 21, 2023, and received by the Complaints Council on June 22, 2023, regarding the "Good Morning Albanians" episode from May 18, 2023, was outside the legal deadlines for its administration. According to Article 52, "Review of Complaints," paragraph 2, of Law No. 97/2013 "On Audiovisual Media in the Republic of

Albania,” as amended, “*The complaint must be submitted in writing to the Complaints Council within 30 days from the date of broadcast...*”

Nevertheless, due to the sensitivity of the issue related to public interest, the Complaints Council, referring to Article 52, “Review of Complaints,” paragraph 3, of Law No. 97/2013, 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,*” and the guidelines “*On the Procedures for Handling Complaints by Audiovisual Media Service Providers,*” requested the Complaints Review Board of the Audiovisual Media Service Provider “Euronews” to present their claims regarding the aforementioned complaint.

In their response, the Audiovisual Media Service Provider “Euronews” stated:

- “*The invitation to participate in the program was extended to all representatives of religious communities in Albania, including the Jehovah’s Witnesses association in Albania.*”
- “*It was communicated with Mr. D.M, who, regarding this invitation, informed that the members of the association “did not wish to participate in the program.” However, considering them as a religious community in Albania and in the interest of “individuals who are part of it,” the public was “informed about the reasons for the absence” of the association's representatives on television.*”
- “*The complaint ... refers to personal comments made by one of the guests on the program, Mr. P.V... and the television does not associate itself with this position at any moment...*”
- “*After the arrival of the complaint, they took “all measures to address it, initially communicating with Mr. D.M via phone and subsequently via email..., to understand the situation and find a mutual solution.” The television invited Mr. M. again to express his stance on the program, but he refused, communicating that he had no claims against the television but against the personal opinions of the guest.*”
- “*Euronews Albania has taken all measures to resolve the issue amicably, maintaining continuous communication with representatives of the association, responding to every question, and offering television time to express their views and concerns.*”

### **3. Position of the Complaints Council**

After reviewing the documentation provided, verifying the claims of the parties, and examining the relevant audiovisual content, the Complaints Council found that, given the complaint was formally outside the legal time limits for its administration by the Complaints Council and the



operator “Euronews” had offered the complainant television time as well as the opportunity to be present/speak on the aforementioned edition and after it, in the exercise of the right of reply “in a similar manner and within the same time frame as the broadcast of the complaint object,” there was no violation of Law No. 97/2013 “On Audiovisual Media in the Republic of Albania,” as amended, nor of the Broadcasting Code.

<b>Complaint submitted by</b>	<b>Audiovisual Subject</b>	<b>Programme</b>	<b>Date</b>
<b>G. Gj</b>	<b>MCN TV</b>	<b>Të paekspozuarit</b>	<b>25.05.2023</b>

### **1. Subject of the Complaint**

Citizen G. Gj., the legal representative of citizen Dh.A.B, addressed the Complaints Council at the Audiovisual Media Authority concerning the program “Të Paekspozuarit,” broadcast on the television channel “MCN TV” on May 25, 2023. The complainant alleged that the program allowed language and vocabulary that had violated the dignity and fundamental rights of citizen Dh.A.B.

### **2. Complaint Management**

In the context of complaint management, with reference to Article 51 of Law No. 97/2013 “On Audiovisual Media in the Republic of Albania,” as amended, the regulation “On Procedures for Reviewing Complaints by the Complaints Council and the Right of Reply,” as well as the guideline “On Procedures for Handling Complaints by Audiovisual Media Service Providers,” the Complaints Council requested the Complaints Review Board of “MCN” television to present claims related to the complaint against the program “Të Paekspozuarit” of May 25, 2023.

In their response, the audiovisual subject “MCN TV” clarified that:

- *“It is unclear what specific violation has occurred on the part of our television.... without specifically citing which fundamental right has been violated by us or which specific criminal act we have incited.*
- *MCNTV has not violated fundamental human rights; on the contrary, it has respected them.... and has provided the opportunity for a person, specifically Mr. Dh (the representative of the affected party) invited to the program, to express his opinion and stance.*
- *Granting the opportunity to journalist H. does not mean that AMSP ‘MCNTV’ shares the same stance or approves his opinions.”*

### **3. Position of the Complaints Council**

In the context of examining the complaint and the claims of the audiovisual subject, the Complaints Council carefully reviewed the episode of the program “Të Paekspozuarit,” broadcast on “MCN TV” on May 25, 2023, at 21:00. It was found that, beyond ensuring the possibility of representation for the affected party or respecting freedom of expression, the reviewed audiovisual content highlighted violations of communication ethics standards and a lack of intervention by the program’s director to avoid these violations.

As a result, the Complaints Council found deviations from the implementation of Law No. 97/2013 “On Audiovisual Media in the Republic of Albania,” as amended, including:

Article 4, “Fundamental Principles for Audiovisual Broadcasting,” point 1/b) “audiovisual broadcasting activities respect the personality, dignity, and other fundamental rights and freedoms of the individual,”

*Article 46, “Broadcasting Code,” point 2/a) “Media service providers must not broadcast programs that violate the rules of ethics and public morality,”*

*and*

*the Broadcasting Code, approved by AMA Decision No. 60, dated 10.07.2023, in Section 1, “Fundamental Principles”:*

*Point 1.3: “Audiovisual broadcasts respect the personality, dignity, and other fundamental rights and freedoms of the individual,”*

*Point 1.5: “Audiovisual broadcasts must not incite hatred, intolerance, or discrimination.”*

In its decision, the Complaints Council reminded “MCN” television of the implementation 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, emphasizing that repeated similar violations would be penalized according to the applicable legal provisions.

<b>Complaint submitted by:</b>	<b>Audiovisual Subject</b>	<b>Programme</b>	<b>Date</b>
<b>The company “FlorFarma”</b>	<b>Prapaskena.com</b>	<b>-</b>	<b>03.07.2023</b>

## **1. Subject of the Complaint**

The company "FlorFarma" submitted a complaint to the Complaints Council at the Audiovisual Media Authority (AMA), with several claims and requests, among which it sought:

- *“Taking Measures and Removing Publication <https://prapaskena.com/2023/07/03/ish-berberi-mitro-todhe-qeth-3-tenderat-e-mushkonjave-dy-femijet-jete-luksi-kane-marre-mbi-1500-tendera-nga-beqja-dhe-manastirliu-me-florfarma/>,*

- *Following the publication on July 3, 2023, against the company “FlorFarma” shpk, which was conducted in violation of the law and the fundamental rights of individuals by infringing on privacy, dignity, and the personal rights of the company and its founding members, the following actions were recommended:*

and

- *Complete and Thorough Investigation: Conduct a comprehensive investigation into the data related to the “investigation” for the published article.*
- *Deletion of Personal Data: Remove all personal data of the company, including identifying information of the administrators and partners.*
- *Removal of Hate Speech Material: Eliminate all material containing hate speech.*

## **2. Complaint Management**

After reviewing the complaint and the raised claims, the complainants were informed that the Audiovisual Media Authority (AMA) operates based on and for the implementation of Law No. 97/2013, “On Audiovisual Media in the Republic of Albania,” as amended. This law covers “Linear Audiovisual Transmissions, Non-linear Audiovisual Transmissions, and their Support Services” (Article 2). *This law does not apply for the printed media.* The complainants were also notified that, according to recent legal changes, specifically Law No. 30/2023 “On Some Amendments and Additions to Law No. 97/2013 ‘On Audiovisual Media in the Republic of Albania,’” adopted on April 13, 2023, the scope of online media activities is not affected.

<b>Complaint submitted by:</b>	<b>Audiovisual Subject</b>	<b>Programme</b>	<b>Date</b>
<b>S.H.</b>	<b>Report TV</b>	<b>Pa gjurmë</b>	<b>31.07.2023</b>

### **1. Subject of the Complaint**

On August 2, 2023, the Complaints Council received a complaint from citizen S.V., requesting action against the claim that “*the interview conducted on July 13, 2023, on the program “Pa gjurmë” was based on false and defamatory statements about my person... the narration of my ex-husband N.H. was not verified by ‘Report TV’... and that the program did not have my approval to use my personal data, photos, or any details of my private life...*”.

### **2. Complaint Management**

After receiving the complaint, the Complaints Council at the Audiovisual Media Authority (AMA) reviewed the audiovisual content of the program “Without a Trace” and noted that:

- *Identity Protection Measures: The person in the studio, introduced by the host with the pseudonym A.H., was interviewed with his back to the cameras, thus maintaining his anonymity.*

- *The statements made by the interviewee were about citizen S.H. using another pseudonym to protect the identity of the people involved in the account (specifically your identity).*
- *Photo Blurring: The photos published were blurred, indicating that the television station used appropriate technology to avoid identifying and protecting the privacy of the individual.*

### **3. Position of the Complaints Council**

According to Law No. 97/2013 “*On Audiovisual Media in the Republic of Albania,*” as amended, it is stipulated that the Audiovisual Media Service Provider must “not violate the dignity and fundamental rights of individuals” (Article 33, point ç), and “*not infringe on the right to privacy of individuals in any program broadcast by the AMSPs and the means used to produce such programs*” (Article 33, clause dh).

Based on this, the Complaints Council concluded that the AMSP had adhered to the principles underlying the development of audiovisual activities by taking measures through the use of appropriate technology to safeguard the privacy and identity of individuals.

<b>Complaint submitted by:</b>	<b>Audiovisual Subject</b>	<b>Programme</b>	<b>Date</b>
<b>G.V.</b>	<b>“Top Channel”</b>	<b>“E Diell”</b>	<b>21.09.2023</b>

#### **1. Subject of the Complaint**

G.V sent a complaint to the Complaints Council regarding the segment "Mos i bjer me top," from the show "E diell," broadcast on the television channel "Top Channel" on September 17, 2023. The complainant claimed that a video was published in which she happened to be a passerby, and her image was used.

#### **2. Complaint Management**

After receiving the complaint, in the context of handling it, the Complaints Council at the Audiovisual Media Authority (AMA), referring to Article 51 of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania,*" as amended, the regulation "*On procedures for handling complaints by the Complaints Council and the right of reply,*" as well as the guideline "*On procedures for handling complaints by Audiovisual Media Service Providers,*" requested the Board of Complaints Review at "Top Channel" to present their claims.

In their response, the audiovisual entity "Top Channel" stated that "*The complainant was not interviewed but happened to be a passerby during the filming of a hidden camera prank segment...*".

According to "Top Channel," the company took measures by removing the material from social media where the passerby was visible during the hidden camera prank segment, and on YouTube, her image was blurred.

### 3. Position of the Complaints Council

Considering the response of the television station and the immediate actions taken to remove the relevant material from social media and to use technology to cover the complainant's image, the Complaints Council at AMA requested that the Audiovisual Media Service Provider (AMSPs) be careful in respecting the requirements of the law and the Broadcasting Code in future audiovisual content.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>H. Gj</b>	<b>TV Klan</b>	<b>Stop</b>	<b>26.09.2023</b>

#### 1. Subject of the Complaint

The Complaints Council at the Audiovisual Media Authority (AMA) reviewed the complaint of citizen H. Gj, submitted to AMA regarding the show "Stop," broadcast on the television channel "Klan" on September 26, 2023. The complainant claimed that the news was presented in an inaccurate and biased manner, abusing the right to expression and that the dignity of the individuals on trial was harmed through the use of offensive language.

#### 2. Complaint Management

In the context of complaint management, with reference to Article 51 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, the regulation "On Procedures for Reviewing Complaints by the Complaints Council and the Right of Reply," as well as the guideline "On Procedures for Handling Complaints by Audiovisual Media Service Providers," the Complaints Council requested the Complaints Review Board of "MCN" television to present claims related to this complaint.

In their response, the audiovisual entity "TV Klan" stated that: *"The show 'Stop' and the journalists who handled the complaint received from the Koka family took all necessary care to ensure that the information was accurate and fully aligned with official documents and statements provided by the Koka family, with the primary goal of informing the public about the specific issue."*

Furthermore, the Audiovisual Media Service Provider (AMSPs) explained that "The phrases like 'property thief' are claims raised in the judicial process by the complainants and in no case are they the views of the journalist... all moments of the conflict addressed by STOP are reflected with facts and information based on official documents, interviews, and/or statements from those involved in the case, or video recordings made during the investigation of the case. For reference, at minute 41:09 of the mentioned episode, an official court document regarding the date and time of the case is published."

### 3. Position of the Complaints Council

After carefully reviewing the relevant audiovisual material, the Complaints Council assessed that the episode of "Stop" dated 26.09.2023, during its coverage of the property conflict, referred to

official documents issued by institutions of the Republic of Albania in the pursuit of the journalistic mission of informing the public about matters of public interest.

As a result, the Complaints Council did not find any violations of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, and the Broadcasting Code, approved by AMA's decision No. 60, dated 10.07.2023.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>Dozens of Complainants</b>	<b>Vizion Plus</b>	<b>Albano Bogdo Show</b>	<b>01.10.2023</b>

#### **4. Subject of the Complaint**

Dozens of complainants approached the Complaints Council at the Audiovisual Media Authority regarding the show "Albano Bogdo Show," broadcast on the television channel "Vizion Plus," on October 1, 2023. The complainants claimed that the show used "*inappropriate language, sexist, misogynistic, and derogatory content...*".

#### **5. Complaint Management**

In the context of handling the complaints, the Complaints Council reviewed the audiovisual material, from which it resulted that:

- "*The show 'Albano Show,' a satirical format, aired on September 29 and re-aired on October 1, contained, specifically at the 15:40 mark, a monologue by the presenter, which was claimed to have inappropriate language.*

- *The violation referred to by the complainants could not be confirmed, as at the cited moment, the production had used special technical measures to cover the sound and image.*"

#### **6. Position of the Complaints Council**

Based on the above, the Complaints Council deemed that in this case, the Audiovisual Media Service Provider (AMSPs) had adhered to the fundamental principles of conducting audiovisual activities, as it had taken care to protect the audience from potential effects of the program by using special covering technology.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>G.V</b>	<b>TikTok</b>	<b>Video</b>	<b>07.10.2023</b>

## 1. Subject of the Complaint

Citizen G.V. submitted a second complaint to the Audiovisual Media Authority, requesting *"the removal of two videos featuring my image from the 'TikTok' platform."*

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

After receiving the complaint, the Complaints Council at the Audiovisual Media Authority clarified to the complainant the scope of media legislation.

Complaint submitted by:	Audiovisual Entity	TV Show	Date
L.I	News 24	Me zemër të hapur	16.10.2023

### 1. Subject of the Complaint

L.I. approached the Complaints Council at the Audiovisual Media Authority regarding the show "Me zemër të hapur," broadcast on the television channel "News 24" on September 12, 2023, at 12:00 PM. The complainant, *inter alia*, claimed that:

- *"The show was conducted without my knowledge, depriving me of the right to respond, while the other party represented themselves."*
- *The property conflict issue... was addressed in a sensational and biased manner, etc."*

### 2. Complaint Management

In the context of handling the complaint, the Complaints Council carefully reviewed the audiovisual content of the referred show, from which it was noted that:

- *The show dealt with a property conflict.*
- *The complainant had a lawyer, Z.I., present on the show, who also expressed claims regarding the issue (Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, Article 33, point b).*
- *The handling of the issue was based on official documents provided by the parties present, accompanied by opinions from a legal expert and a psychologist invited to the studio.*
- *The duration and involvement of the parties in the debate ensured that the handling of such a sensitive and publicly interesting issue as property rights in the audiovisual content was*

*in accordance with Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, according to which the Audiovisual Media Service Provider must ensure that "the treatment of events, including issues that are the subject of public debate, is fair to all interested parties..." (Article 33, point b).*

- *The approach, handling, and interpretation of facts by the format and the journalist fall under the editorial competencies of the media and the professional freedom of the journalist. Consequently, they are protected by Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, according to which "the activity of audiovisual transmissions is free" (Article 4, point 1/a).*

### **3. Position of the Complaints Council**

In its decision-making, the Complaints Council took into consideration that:

- *"The exercise of the right of reply according to Law No. 97/2013 'On Audiovisual Media in the Republic of Albania,' as amended, must be carried out in written communication with the television station within a 10-day period from the date of broadcast (Article 53, point 5). The written communication revealed that this had not occurred.*
- *Personal communication with the host of the show 'Me zemër të hapur' and other individuals mentioned in the complaint falls outside the scope of the Audiovisual Media Authority, whose activities are based on Law No. 97/2013 'On Audiovisual Media in the Republic of Albania,' as amended, which has as its 'Field of Application' (Article 2), 'linear audiovisual transmissions, non-linear audiovisual transmissions, and their supporting services.'*

Based on the above, the Complaints Council did not find any violations of Law No. 97/2013 'On Audiovisual Media in the Republic of Albania,' as amended, and the Broadcasting Code, approved by AMA's decision No." 60, dated 10.07.2023.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>A.K</b>	<b>TV Klan</b>	<b>Stop</b>	<b>23.10.2023</b>

#### **1. Subject of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received a complaint from A.K. regarding the show "Stop," broadcast on the television channel "Klan" on September 26, 2023, at 8:05 PM, where it was alleged that:

- *"Dignity was violated,*
- *The news was published in an inaccurate and biased manner,*



- *Pressure was exerted on judicial institutions in favour of a specific party,*
- *Expressions were used that violated the principle of the presumption of innocence,*
- *Independent experts were selected to provide opinions in favour of one party..."*

## **2. Complaint Management**

In the context of complaint management, with reference to Article 51 of Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*," as amended, the regulation "*On Procedures for Reviewing Complaints by the Complaints Council and the Right of Reply*," and the guideline "*On procedures for handling complaints by Audiovisual Media Service Providers*," the Complaints Council requested the Complaints Review Board of "Klan" television to present its claims regarding the complaint against the show "Stop" aired on 26.09.2023.

In their response, the audiovisual entity "TV Klan" stated that: "*The show 'Stop' and the journalists have handled the complaint received by the editorial office with the utmost care to ensure that the information was accurate and fully aligned with official documents. The statements provided by the complainant were primarily aimed at informing the public about the specific issue.*"

Furthermore, the AMSP explained that "*The citations like 'property thief' are claims raised during the judicial process by the complainants and in no case are they the opinions of the journalist... all moments of the conflict addressed by 'Stop' are reflected with facts and information based on official documents, interviews, and/or statements from those involved in the case, or video recordings made during the investigation of the case. For reference, at minute 41:09 of the mentioned episode, an official court document regarding the date and time of the case is published.*"

The Complaints Council, after reviewing the relevant footage, assessed that the episode of "Stop" dated 26.09.2023, during its coverage of the property conflict, referred to official documents issued by institutions of the Republic of Albania in the pursuit of the journalistic mission of informing the public about matters of public interest.

After receiving the complaint regarding the "Stop" show aired on 18.10.2023, the Complaints Council reviewed the relevant footage and found that:

- *"The handling of the property conflict moments was based on information and facts supported by official documents, legal expert opinions, and the relevant court decisions.*
- *The case coverage served to inform the public on sensitive issues that are of public interest, such as property ownership.*
- *The moderator's use of the phrase 'property thief' referred to the claims raised in the judicial process.*

### **3. Position of the Complaints Council**

Regarding the claim that independent experts were selected to provide opinions in favour of one party, the Complaints Council informed the complainant that this type of verification, which is closely related both to the substance of the property conflict (a matter for the courts) and to the editorial policy of the Audiovisual Media Service Provider (AMSP), constitutes an interference that falls outside the jurisdiction of AMA."

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>L.I</b>	<b>Syri TV</b>	<b>Piranjat</b>	<b>26.10.2023</b>

#### **1. Subject of the Complaint**

L.I. approached the Complaints Council at the Audiovisual Media Authority regarding the show "Piranjat," broadcast on the television channel "Syri TV," on September 22, 2023. The complainant claimed that "the journalist distorted events and facts, damaging her image."

#### **2. Complaint Management**

In the context of handling complaints, the Complaints Council, referring to Article 51 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, the regulation "On procedures for handling complaints by the Complaints Council and the right of reply," and the guideline "On procedures for handling complaints by Audiovisual Media Service Providers," requested the Complaints Review Board of "Syri TV" to present their claims regarding the complaint.

The claims from the relevant television station were submitted to the AMA on November 1, 2023.

Following the handling of the case, based on the complaint by L.I. and the claims presented by "Syri TV" (referring to Law No. 97/2013, Article 52, point 6), the Complaints Council organized a hearing session with the parties on November 15, 2023, at 1:00 PM, at the offices of the Audiovisual Media Authority.

During the session, the parties reiterated their claims in front of each other regarding the issue covered in the show "Piranjat," broadcast on "Syri TV" on September 22, 2023.

The complainant maintained her previous claims, based on the documentation she possessed and the manner in which the issue was portrayed in the show.

The show's coordinator, after hearing the complainant's claims, explained with arguments the approach and specific way the audiovisual content in question was produced. Additionally, the coordinator emphasized the cooperative disposition of the show's staff and the Audiovisual Media Service Provider (AMSP) to offer additional television space to revisit the issue.

### 3. Position of the Complaints Council

In conclusion of the hearing and review session of the presented positions, the parties agreed that the complainant would be granted the right to reply in upcoming episodes of "Piranjat." In this context, contacts were exchanged, and it was agreed that they would continue their communication directly without further involvement from the Complaints Council. Therefore, based on Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, the Complaints Council considered the handling of the complaint closed.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>I.Sh</b>	<b>Top Channel, MCNTV</b> <b>Report TV, Vizion Plus,</b> <b>Shqiptarja.com, GazetaTema</b> <b>BalkanWeb</b>	<b>Kronikë</b>	<b>31.10.2023</b>

#### 1. Subject of the Complaint

Av.I.Sh, acting as the legal representative of I.K., submitted a complaint to the Complaints Council at the Audiovisual Media Authority, alleging that the portals "Shqiptarja.com, Gazeta Tema, BalkanWeb," as well as certain news segments on the media outlets "Top Channel, MCNTV, Report TV, and Vizion Plus," had described his client "*using offensive/injurious headlines,*" which presented "*serious accusations against him*" despite "*not being accompanied by evidence....*"

#### 2. Complaint Management

After reviewing the audiovisual content, the Complaints Council noted that:

- "Top Channel," on October 24, 2023, in its news editions, addressed an issue whose content deviated from Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, and the Broadcasting Code, approved by AMA's Decision No. 60, dated July 10, 2023.
- "MCNTV," on October 24, 2023, in its news editions, broadcast a segment that deviated from Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, and the Broadcasting Code, approved by AMA's Decision No. 60, dated July 10, 2023.

- "Report TV," on October 24, 2023, in its news editions, broadcast a segment that deviated from Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, and the Broadcasting Code, approved by AMA's Decision No. 60, dated July 10, 2023.
- The Complaints Council requested the submission of claims from the television station "Vizion Plus" regarding the reports broadcast on October 24, 2023. In its response, the audiovisual media service (AMSPs) clarified that *"the news regarding the Russian citizen and the subsequent portrayal of events resulted from the media's function, which is to inform the public, while respecting journalistic ethics, principles, applicable legislation, and based on official sources, specifically the press release from the State Police, published on its official website."* Upon reviewing the audiovisual material, no violations of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, were found.

### 3. Position of the Complaints Council

In its decision, the Complaints Council also considered the fact that the activity of the Audiovisual Media Authority operates based on Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, Article 2, "Scope of application," (amended by law no. 30/2023, dated April 13, 2023, clarifies that *"This law applies to linear audiovisual broadcasts, non-linear audiovisual broadcasts, and their supporting services, as well as for video-sharing platform services."* This law does not apply for the printed media. Regarding the lawyer's claim about *"the media links that had presented or broadcast such information/defamation: such as Shqiptarja.com, Gazetatema.net, Balkanweb,"* it was clarified that online media continue to fall outside the scope of the activity of the Audiovisual Media Authority, which is the regulatory authority in the field of audio and audiovisual services in the territory of the Republic of Albania.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>Av.V.T</b>	<b>News24</b>	<b>Open</b>	<b>01.11.2023</b>
	<b>Abc News</b>	<b>Mirëmëngjesi me Bashkim Hoxhën</b>	
	<b>Syri TV</b>		
	<b>Gazeta Shqiptare</b>		

### 1. Subject of the Complaint

Lawyer V.T. filed a complaint with the Complaints Council at the Audiovisual Media Authority regarding the show "Open," broadcast on "News 24" television on October 26, 2023, at 9:00 PM.

She claimed that the news was presented "inaccurately... denigrating her as a lawyer and violating her privacy by referencing her personal account on the social network 'Facebook'."

Another claim by the complainant related to the show "Good Morning with Bashkim Hoxha," aired on "Abc News," where she alleged that "*the news was presented inaccurately and that her character was being denigrated.*" The complainant also referred to "Syri TV," without specifying the format, date, or exact time of the broadcast, as well as to an article in "Gazeta Shqiptare."

## **2. Complaint Management**

After carefully reviewing the audiovisual content in question, specifically the "Open" show broadcast on News 24, the Complaints Council of the Audiovisual Media Authority found that:

- *"The show addressed the decision of the Special Court of First Instance for Corruption and Organized Crime against Mr. S.B. through discussions and opinions from studio guests and guests via Skype.*
- *The treatment of the issue aimed to inform the public about sensitive matters of public interest, especially those involving political figures and public personas.*
- *The discussion was based on information and facts drawn from official documents and publicly available court rulings, as well as opinions from political actors, legal experts, and media analysts.*
- *The statements made by the guests were within the legal and constitutional framework of free speech, while the host's approach (as the bearer of the editorial perspective of the format) was balanced and in line with the professional code of ethics."*

## **3. Position of the Complaints Council**

After reviewing the audiovisual content of the "Open" show, broadcast on "News 24" television, the Complaints Council found it to be in compliance with the obligations set out in Article 4, points 1/a), b), ç) of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, and the Broadcasting Code (Section 1, point 1.8), approved by AMA decision No. 10, dated 10.07.2023.

Regarding the claim against the "Good Morning with Bashkim Hoxha" show, aired on "Abc News," the complainant was informed that the Complaints Council at the Audiovisual Media Authority only reviews complaints that specifically reference the audiovisual content, including the exact audiovisual entity where the material was broadcast, the relevant format, and the exact date and time of the broadcast.

As for the claims concerning the articles in "Gazeta Shqiptare," the complainant was clarified that online portals fall outside the scope of the Audiovisual Media Authority's activities, which serves

as the regulatory authority for audio and audiovisual services within the territory of the Republic of Albania.

Regarding the claims of privacy violation related to the complainant's account on the social network "Facebook," in accordance with the provisions of the aforementioned law, online media fall outside the authority and scope of the Audiovisual Media Authority's activities. Even after the most recent amendments in 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 activities.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>H.B</b>	<b>TV Klan</b>	<b>Stop</b>	<b>01.11.2023</b>
<b>A.A</b>			

### **1. Subject of the Complaint**

A.A. and H.B. approached the Complaints Council at the Audiovisual Media Authority regarding the show "Stop," broadcast on the television channel "TV Klan," on October 10, 2023, at 8:05 PM. The complainants claimed that the program *"had violated their privacy by publishing their names and faces and had disturbed them for several consecutive days by depriving them of vehicular access to their residence, a right granted to them by the court."*

### **2. Complaint Management**

In the context of handling the complaint, the Complaints Council carefully reviewed the audiovisual content of the show "Stop," broadcast on the television channel "Klan" on October 10, 2023, at 8:05 PM, and noted that:

- *"The topic addressed in the satirical-investigative format, 'Stop,' reflected a property dispute between the complainants and their neighbours, in accordance with the provisions outlined in Law No. 97/2013 'On Audiovisual Media in the Republic of Albania,' as amended (Article 4/1, point a); Article 4/1, point ç); Article 33/1, point b).*
- *The media reporting indicated that the journalists referred to official documents issued by institutions of the Republic of Albania.*
- *Contrary to the complainants' claims, the journalist did not use offensive language or language that violated dignity, while the moderators' comments remained within the framework of a format that was not only investigative but also satirical.*
- *The footage of the conflict was broadcast using necessary means to obscure the image, in respect of the right to privacy (Article 33/1, point dh)."*

### **3. Position of the Complaints Council**

Based on the above, the Complaints Council did not find any violations of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, nor of the Broadcasting Code, approved by AMA decision No. 60, dated 10.07.2023.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>Albanian College Tirana</b>	<b>Online</b>	<b>Peticion</b>	<b>10.11.2023</b>

### **1. Subject of the Complaint**

Representatives of "Albanian College Tirana" submitted a request-complaint to the Complaints Council, in which they requested *"the removal of a petition published on the site 'change.org'... claiming it constituted a violation of individual rights... and damaged the image of their teacher."*

### **2. Complaint Management & the Position of the Complaints Council**

In addressing the aforementioned concern, the Complaints Council verified the source of the information, which revealed that the claim referred to the online platform "change.org." The complainants were informed that the aforementioned platform falls outside the authority and scope of the Audiovisual Media Authority's activities, which is the regulatory authority in the field of audio and audiovisual services in the territory of the Republic of Albania.

The complainants were also informed that the activities of the Audiovisual Media Authority are based on Law No. 97/2013, "On Audiovisual Media in the Republic of Albania," as amended, which applies (Article 2) to "linear audiovisual broadcasts, non-linear audiovisual broadcasts, and their supporting services." This law does not apply for the printed media.

Even after the latest amendments in 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 continues to fall outside the scope of the Authority's activities.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>Autocephalous Orthodox</b>	<b>Church of Albania Media</b>	<b>-</b>	<b>13.11.2023</b>

### **1. Subject of the Complaint**

On November 13, 2023, representatives of the Autocephalous Orthodox Church of Albania submitted a complaint to the Complaints Council at the Audiovisual Media Authority, claiming that several media programs had offended the Orthodox community and denigrated the image of Orthodox clergy by presenting as a representative of the clergy and the Orthodox Church an individual named N.Xh. from Elbasan, *"a layperson who self-declares, without any religious or legal authority, to be an Orthodox priest."*

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

After receiving the complaint, the Complaints Council at the Audiovisual Media Authority informed the complainants that, in order to process the material referenced by them, they needed to specify the media outlet, the exact date, and the time of the broadcast of the audiovisual content that was the subject of their complaint.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>C B</b>	<b>Panorama TV, CNA</b> <b>Syri TV, RTSh 24,</b> <b>Klan News</b> <b>News 24</b> <b>Fax News</b> <b>Ora News</b>	<b>Live</b>	<b>28.11.2023</b>

### 1. Subject of the Complaint

On November 28, 2023, C.B. addressed the following television stations: Klan News, RTSH 24, News 24, Panorama TV, Ora News, Syri TV, Fax News, CNA TV, and the Audiovisual Media Authority for information, requesting the exercise of the "right of reply" according to Article 53 of Law 97/2013 "On Audiovisual Media in the Republic of Albania," as amended. After the legal deadlines had passed, the complainant informed the AMA that the audiovisual media services (AMSPs) had not granted him the right to reply.

### 2. Complaint Management

In the context of handling the complaint, after the deadlines had passed, referring to Article 53 "Right of Reply" of Law No. 97/2013, the Complaints Council at the Audiovisual Media Authority requested the audiovisual media service providers (AMSPs) to present their claims regarding the refusal of the right of reply. The claims were officially submitted to the offices of the Authority.

### 3. Position of the Complaints Council

Following the review of the aforementioned responses and the examination of the audiovisual content from November 24, 2023, on the respective media outlets, the Complaints Council found that:



- *"The subject of the request was related to a live broadcast in which the media passively and simultaneously aired a 'press conference/statement' or 'media appearance.'*
- *In the referenced case, it was not a report, news, or program where the audiovisual entities applied their editorial stance, but rather the statement of a third party, which was broadcast by them.*
- *The author of the statement was a politician, and the declaration was made at the headquarters of the political entity to which they belong."*

Based on the above, and according to Law 97/2013 "On Audiovisual Media in the Republic of Albania," Article 53 "Right of Reply," points 1, 13/b, and 13/gj, the Complaints Council at the Audiovisual Media Authority determined that it was not in a position to enforce the complainant's right of reply against the AMSPs entities.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>E.P</b>	<b>RTSH</b>	<b>Pasditja ime</b>	<b>29.11.2023</b>

### **1. Subject of the Complaint**

The Complaints Council at the Audiovisual Media Authority received a complaint from E.P., a historian and member of the Tirana Municipal Council, claiming that during the show "Pasditja ime," broadcast on "RTSH 1" on November 29, 2023, at 17:20, *"photos of dictator Enver Hoxha were displayed, and his contribution during communism was praised."*

The complainant expressed her indignation regarding *"the broadcast of the dictator's photos"* as an insult *"to the victims and families of the victims of communism"* and requested an explanation for the reasons why the dictator and the dictatorship were presented *"as a positive symbol."*

### **2. Complaint Management**

In the context of handling the aforementioned complaint, the Complaints Council:

- *"After verifying the facts, based on Article 51 of Law No. 97/2013 'On Audiovisual Media in the Republic of Albania,' as amended, the regulation 'On Procedures for Reviewing Complaints by the Complaints Council and the Right of Reply,' and the guideline 'On Procedures for Handling Complaints by Audiovisual Media Service Providers,' the Council requested from the Complaints Review Board of RTSH the submission of their claims regarding the aforementioned complaint. However, no response was received, even though the legal deadlines stipulate a 7-day period (Law No. 97/2013, Article 52 'Review of Complaints,' point 3)."*
- *The Council reviewed the audiovisual content and found that the complaint referred to the show "Pasditja ime," broadcast on the thematic program service "RTSH1" of the Albanian Public Television on November 29, 2023, at 17:20. Among other topics, the episode*

*discussed "Veterans and descendants of the National Liberation War recalling the wartime period," with guests in the studio.*

- Prof. Dr. Hulusi Hako (former debater, Chairman of the National Organization of LANÇ Veterans, "Honor of the Nation" of the Descendants of the Albanian People),
- Qemal Bego (former partisan of the X Assault Brigade, Chief Advisor of the National Organization of LANÇ Veterans, "Honor of the Nation" of the Descendants of the Albanian People),
- Anila Gjokoreci (descendant (daughter) of a veteran and sister of a martyr (Viktor Gjokoreci), Chairwoman of the Zonal Council of Zone 9).
- *During the show, the host displayed photos of veterans with the former dictator Enver Hoxha on the screen and engaged in a discussion, where the communication among the participants reached the point of glorifying the figure of the former dictator.*

### **3. Position of the Complaints Council**

In its decision, the Complaints Council took into consideration several facts, among which it was noted that the selection of guests, the journalist's approach, and the overall manner of treatment constituted violations, as referenced by:

- *"Law No. Law 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, specifically Article 4, point 1/ç); Article 33, point 1/b; Article 46, point 2/c; Article 91, point 1, as well as point 3 of the same article; and Article 118, point 1/a.*
- *The RTSH Statute, approved by the Albanian Parliament's decision No. 98/2016, in Article 2, point 1, point 3, point 4, point 5, and Article 37, point 1/a).*
- *The Broadcasting Code, approved by AMA decision No. 60, dated 10.07.2023, in section 1, point 1.8; section 3, point 3.16; and section 4, point 4.10."*

The Complaints Council evaluated that:

- *"The biased selection of guests, as well as the journalist's approach characterized by 'childlike curiosity' and questionable professional standards, resulted in an unbalanced treatment of one of the most important issues in public debate. Consequently, the treatment not only fails to ensure objective and impartial, comprehensive, undifferentiated, and ideologically and politically unbiased information, but it is also unfair to all interested parties and does not serve the democratic needs of society. Moreover, it seriously harms, disturbs, or offends a significant number of viewers, particularly those who were persecuted or directly or indirectly affected by the dictatorship. Additionally, it negatively impacts the education of the younger generation, many of whom derive their understanding of that period from the media."*

- *The provocation of viewers through such treatment was not the appropriate approach for a public audiovisual service.*
- *Pluralism, diversity, and free debate in a television studio should not be misused as a space for the glorification of the former dictator and the dictatorial system.*
- *Avoiding such approaches does not constitute censorship but rather professional and ethical responsibility toward the public and its interests."*

Based on the above, the Complaints Council proposed the imposition of a financial sanction, which was approved by the Board of the Audiovisual Media Authority with decision No. 118, dated December 22, 2023.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>Dozens of Complainants</b>	<b>Top Channel</b>	<b>Portokalli</b>	<b>30.11.2023</b>

### **1. Subject of the Complaint**

Dozens of complainants addressed the Complaints Council at the Audiovisual Media Authority (AMA) with claims that the comedy show "Portokalli," broadcast on "Top Channel" on November 26, 2023, at 21:00, in the episode titled "The Doctor, Online Labour at Puka Hospital," *"denigrated and mocked the medical service that a citizen from Puka received at the hospital."*

### **2. Complaint Management**

In handling the complaints, the Complaints Council carefully reviewed the "Portokalli" comedy show broadcast on "Top Channel" on November 26, 2023, at 21:00 and found that:

- *the sketch, through its humorous characters, conventionally depicted everyday life situations with the sole purpose of entertaining the audience.*

The Complaints Council emphasized that the judgement of artistic work, creativity, sketches, or any other form of entertainment or humour must also be viewed from a different perspective, as the freedom to express and create any form of art is guaranteed by International Conventions, the Constitution of the Republic of Albania, and Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended.

### **3. Position of the Complaints Council**

Based on the above, the Complaints Council concluded that the content for which the complaints were made did not violate the requirements of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania" or the Broadcasting Code, approved by AMA decision No. [missing reference]. 60, dated 10.07.2023.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>E.D</b>	<b>Top Channel</b>	<b>Top Story</b>	<b>30.11.2023</b>

### 1. Subject of the Complaint

E.D. submitted a complaint to the Complaints Council at the Audiovisual Media Authority (AMA), claiming that in the show "Top Story," with the theme "Albania, 111 Years as a State," broadcast on "Top Channel" on November 27, 2023, at 21:10, one of the guests had used discriminatory language while quoting former Albanian Prime Minister Fan Stilian Noli from 1924.

### 2. Complaint Management

In reviewing the claims made by the complainant, the Complaints Council carefully examined the "Top Story" show, broadcast on "Top Channel" on November 27, 2023, at 21:10, and found that:

- *The show addressed the history of Albania since its founding, with several guests in the studio, including Ms. Valentina Duka – historian, Mr. Robert Aliaj – artist, Mr. Auron Tare – researcher, and Mr. Agron Alibali – researcher.*
- *During the discussion among the guests, one of them cited a speech by the former Prime Minister of Albania, Fan Stilian Noli.*

### 3. Position of the Complaints Council

The Complaints Council assessed that the terminology used by the guest did not represent their own views but was a quotation from a passage of the written speech by former Prime Minister Fan Stilian Noli.

Based on the above, the Complaints Council concluded that the aforementioned audiovisual content did not violate 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.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>C.B</b>	<b>Syri TV</b>	<b>Task Forcë Plug</b>	<b>04.12.2023</b>

### 1. Subject of the Complaint

On December 4, 2023, the complainant C.B. sent an email to the television station "Syri TV" at the respective addresses, and also to the Audiovisual Media Authority at (*info@ama.gov.al*), requesting the exercise of the "right of reply" according to Article 53 of Law No. 97/2013, following the broadcast on November 29, 2023... in the show... *TV show "Plug" and ... TV Show "Task Forcë"*.

According to the complainant, *"the two programs in 180 minutes focused on accusing him of abuses and illegalities in the procedures followed for a EUR 1 contract with the Ministry of Economy."* Through an email dated December 19, 2023, the complainant informed the Audiovisual Media Authority (AMA) that the audiovisual media service (AMSPs) had not responded to his request to exercise the right of reply.

## **2. Complaint Management**

Based on 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 Procedures for Handling Complaints by Audiovisual Media Service Providers,"* the Complaints Council requested that the Complaints Review Board of "Syri TV" present their claims regarding the aforementioned complaint. These claims were submitted to AMA on January 23, 2024.

In the course of handling the matter, with reference to the complaint by Mr. C.B. and the claims submitted by "Syri TV," and based on Law No. 97/2013 *"On Audiovisual Media in the Republic of Albania,"* as amended, Article 52, point 6, which states that *"during the procedures for resolving the complaint, the Complaints Council decides to organize hearings with the parties,"* the Complaints Council organized a hearing session with both parties.

During the hearing session, both parties reiterated the same claims that had been previously presented during their written or electronic communications. The Complaints Council clarified that the hearing aimed to verify the reasons for the discrepancy between the position of the letter from "Syri TV," which stated that "the right of reply" was not denied, and the perception of the complainant, Mr. C.B., according to whom this right had been denied.

The complainant explained that he was seeking "the right of reply" as an ethical-professional and legal standard. In contrast, the representative of "Syri TV," based on the law (No. 97/2013) and the regulation (AMA Decision No. 181, dated 11.09.2017, Article 11/3), clarified that "the request must contain facts that substantiate the claims" and not merely opinions.

The Complaints Council, based on professional ethics, other legal provisions (Law No. 97/2013, Article 4 and Article 33), and the review of the referenced audiovisual content (which was found to be unbalanced), emphasized the obligation of the television station to present information impartially and balanced, respecting the free formation of opinion.

## **3. Position of the Complaints Council**

At the conclusion of the hearing, the Complaints Council requested that the audiovisual media service (AMSPs) grant the complainant, Mr. C.B., the exercise of the "right of reply" in accordance with Article 53 of Law No. 97/2013 *"On Audiovisual Media in the Republic of Albania,"* as amended.

The representatives of AMSPs, via email, informed the Audiovisual Media Authority (AMA) that the program "Plug" from January 24, 2024, would be rebroadcast on February 24, 2024, at 13:20. Following the response from "Syri TV"

and the corresponding verifications, and based on Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, the Complaints Council considered the administration of the complaint closed.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>B.C</b>	<b>A2CNN</b>	<b>Kronikë</b>	<b>21.12.2023</b>

### **1. Subject of the Complaint**

Separately, B.C. filed a complaint with the audiovisual media service "A2CNN," claiming that his image had been damaged in a news report, a concern which was also communicated to the Complaints Council at the Audiovisual Media Authority.

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

The Complaints Council at the Audiovisual Media Authority, in reference to Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, monitored the process until the corresponding issue was resolved.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>A.V</b>	<b>RTSH1</b>	<b>The 62nd Song Festival at RTSH</b>	<b>29.12.2023</b>

### **1. Subject of the Complaint**

The Audiovisual Media Authority (AMA) received a complaint from A.V. against the Albanian Radio Television (RTSH) regarding the 62nd Song Festival on RTSH, specifically the third night broadcast on RTSH1 on December 21, 2023. The complaint claimed that *"according to a predetermined script to take a political stance during an artistic performance, a typical political expression was included, accompanied by widespread disapproval from the audience in the hall."*

### **2. Complaint Management**

Upon receiving the complaint, the Complaints Council, in accordance with Article 51 of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, the regulation "On Procedures for Reviewing Complaints by the Complaints Council and the Right of Reply," and the guideline dated July 11, 2023, "On Procedures for Handling Complaints by Audiovisual Media Service Providers," requested that the RTSH Complaints Review Board present their arguments regarding the complaint.

In their response, the RTSH operator argued, among other things, that *"the highlighted segment... had a much broader context... and was not directly related to a specific figure in Albanian politics."*

After carefully monitoring the broadcasts of the 62nd Song Festival on RTSH, aired on "RTSH1" on December 21, 2023, the Complaints Council identified at 23:20 the comedian Xh. D stating, "...I was looking for the street 'S. B.' and it wasn't there. But it seems like they'll name a prison after him..." which contradicted RTSH's claim.

### **3. Position of the Complaints Council**

Upon reviewing the audiovisual material and the claims made by the AMSP, the Complaints Council found a deviation from Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*," as amended, specifically:

- Article 4, point 1/b),
- Article 46, point 2/c),

as well as

- from the Broadcasting Code, approved by AMA decision No. 60, dated July 10, 2023, particularly (Section 1, point 1.6).

Based on the above, the Complaints Council, in accordance with the "*Regulation on the Review of Complaints by the Complaints Council and the Right of Reply*," amended by AMA decision No. 56, dated July 7, 2023, Article 6 "*Conclusions of the Complaints Council*," point 4, issued a warning to the Albanian Radio Television (RTSH) for the deviation from 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, 2023.

## **COMPLAINT WITH THE SUBJECT "VIOLATION OF CHILDREN'S RIGHTS"**

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>A.Sh</b>	<b>TV Klan</b>	<b>Love Island</b>	<b>11.09.2023</b>

### **1. Subject of the Complaint**

A.Sh filed a complaint with the Complaints Council at the Audiovisual Media Authority (AMA), claiming that during the show "Love Island Albania," broadcast on the "Klan" television on September 11, 2023, at 19:12, conversations about "*threesomes, fivesomes, and other +18 topics*" were aired. The complainant expressed concern that "*this show was watched by families, and it was unethical to broadcast such language at that time.*"

### **2. Complaint Management**

After reviewing the audiovisual content, the Complaints Council noted that the communication between participants in the "Love Island Albania" episode of September 11, 2023, was unethical and inappropriate for the time slot, conveying unhealthy messages for the physical, mental, moral, spiritual, and social development of children.

The Complaints Council determined that the content of "Love Island Albania" constituted a serious violation of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, specifically:

- Article 33, "Obligations of Audiovisual Media Service Providers," point 1/ç): "not to violate the dignity and fundamental rights of individuals," point 1/d): "respect the rules of ethics and public morals and not broadcast programs that may encourage criminal acts".

- Article 46 of the "Broadcasting Code," point 2/c: "Audiovisual media service providers (AMSPs) must not broadcast programs that violate ethical standards and public morality," point 2/dh: "AMSPs are not allowed to broadcast programs that may harm the physical, mental, and moral development of minors, except in cases where it is ensured, by choosing the broadcast time or other technical measures, that minors would not normally watch or listen to such broadcasts."

and

The Broadcasting Code, approved by AMA decision No. 60, dated July 10, 2023, also specifies in:

- Section 4, point 4.60:

*"AMSPs must take care not to offend the public's sensitivities through the standards of ethical communication, including violent and sexist communication... due to the model they present to the public and the impact they have on the moral, mental, and physical development of children."*

*Point 4.6:*

*"AMSPs must avoid broadcasting inappropriate content, uncontrolled and harmful transmissions for children."*

*Point 4.71:*

*"AMSPs are required to use warning signs for programs broadcast between 06:00 and 22:00 that may offend or harm children."*

- Section 5, point 5.31: "They must show due care toward the public's sensitivities and the effects such programs may have on the moral, mental, and physical development of children."

### **3. Position of the Complaints Council**

Given that the audiovisual content of the "Love Island Albania" episode from September 15, 2023, was in serious violation of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, and the Broadcasting Code, approved by AMA decision No. 10, dated July 10, 2023, especially in a pre-recorded format where the production had every opportunity to avoid such unacceptable situations as those mentioned above, the Complaints Council proposed to the Board of the Audiovisual Media Authority the imposition of a financial sanction, which was approved by the Board.



<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>E.R</b>	<b>TV Klan</b>	<b>“Love Island Albania”</b>	<b>26.10.2023</b>

### **1. Subject of the Complaint**

E.R. approached the Complaints Council at the Audiovisual Media Authority regarding the show "Love Island," broadcast on the television channel "TV Klan," on October 25, 2023, at 5:00 PM. The complainant claimed that: *"positions from the Kama Sutra were demonstrated... at a time when many children were watching..."*

### **2. Complaint Management**

After reviewing the relevant audiovisual content, the Complaints Council noted that:

- *"In the 'Love Island Albania' episode from October 25, 2023, participants, during a group game, demonstrated their favourite positions from the Kama Sutra.*
- *The behaviours exhibited by the participants in the show contained erotic messages during a time slot that was watched by children (7:00 PM).*
- *Throughout the broadcast of the aforementioned audiovisual content, warning signs for child protection were missing."*

### **3. Position of the Complaints Council**

The Complaints Council determined that the aforementioned audiovisual content deviated from the application of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, specifically in:

- Article 46 of the Broadcasting Code, points 2/c and 2/dh.

The Broadcasting Code, approved by AMA decision No. 60, dated July 10, 2023, also specifies in:

- Section 4, points 4.60, 4.64, 4.66, and 4.71.

Based on this, the Complaints Council, pursuant to the *"Regulation on the Review of Complaints by the Complaints Council and the Right of Reply,"* amended by AMA decision No. 56, dated July 7, 2023, Article 6 *"Conclusions of the Complaints Council,"* point 4, issued a *"Warning"* to the AMSPs (audiovisual media service provider) and requested that the deviation from the respective legal requirements be corrected within a 30-day period.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>Albanian Woman in Audiovisual</b>	<b>Vizion Plus</b>	<b>“Vizioni i Pasdites”</b>	<b>26.10.2023</b>

### **1. Subject of the Complaint**

The representatives of the association “Albanian Woman in Audiovisual” filed a complaint with the Complaints Council at the Audiovisual Media Authority regarding the show "Vizioni i Pasdites," broadcast on "Vizion Plus" television on October 25, 2023, at 18:00. The complainants claimed that one of the guests in the studio had *"used sexist and misogynistic language ... in relation to the rape incident in Vlora."*

## **2. Complaint Management**

Upon receiving the complaint, the Complaints Council reviewed the audiovisual content and noted the following:

- *"The studio was discussing the topic 'The Opening of Brothels in Albania.'*
- *The panel included psychologists, lawyers, theologians, and writers.*
- *During the discussion, the guest, lawyer Ms. V.P., stated: 'Girls should be a little more controlled when they enter bars,' 'they go to nightclubs,' 'men will always be men.'*
- *This statement was opposed by the psychologist but went without comment or distancing by the show's host.*

## **4. Position of the Complaints Council**

The Complaints Council assessed that the aforementioned audiovisual content, and the lack of reaction or distancing by the host, constituted a deviation from:

Law No. 97/2013 *"On Audiovisual Media in the Republic of Albania,"* as amended, specifically

- Article 4, point 1/b."

The Broadcasting Code, approved by AMA decision No. 60, dated July 10, 2023, stipulates in:

- Section 1, point 1.3, point 1.5.
- Section 5, point 5, point 5.2, point 5.4.

Based on this, the Complaints Council, following the *"Regulation on the Review of Complaints by the Complaints Council and the Right of Reply,"* amended by AMA decision No. 56, dated July 7, 2023, Article 6 *"Conclusions of the Complaints Council,"* point 4, issued a *"Warning"* to the AMSP and requested the rectification of the deviation from the relevant legal requirements within a 30-day period.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>Order of Psychologists</b>	<b>TV Klan</b>	<b>Love Island Albania</b>	<b>01.11.2023</b>

## **1. Subject of the Complaint**

The representatives of the Psychologists' Order filed a complaint with the Complaints Council at the Audiovisual Media Authority regarding the show "Love Island Albania," broadcast on "TV Klan" on October 25, 2023, at 19:00.

The complainants claimed that the show included an episode of a group game "*where the participants exhibited behaviour not only outside any ethical boundaries but also containing erotic content.*"

## **2. Complaint Management & the Position of the Complaints Council**

The complainants were informed that the format they had raised concerns about had already drawn the attention of the Audiovisual Media Authority and the Complaints Council from its early editions.

Following a proposal from the Complaints Council, the Board of the Audiovisual Media Authority imposed a financial sanction on TV Klan for the show "Love Island Albania" (Decision No. 83, dated September 26, 2023).

Regarding the complaint in question, the representatives of the Psychologists' Order were informed that the Complaints Council had issued a warning to TV Klan for deviation from 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, 2023.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>Dozens of Complainants</b>	<b>Top Channel</b>	<b>Për'puthen</b>	<b>17.11.2023</b>

## **1. Subject of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) received dozens of complaints claiming that in the show "Për'puthen", broadcast on Top Channel on November 16, 2023, at 18:15, threatening language and verbal abuse were used by one of the participants, while there was no intervention from the host.

## **2. Complaint Management**

After reviewing the audiovisual content, the Complaints Council found that:

- *In the show "Për'puthen" on November 16, 2023, following an introduction between two young participants at a car wash, one of the participants, A., who seemed to have had other expectations toward G., pointed his finger at her in a threatening manner, while insisting on communicating with her without her consent.*
- *The show's host and the commentators – with one exception – ignored the situation without comment or intervention.*

## **3. Position of the Complaints Council**

The Complaints Council determined that this communication violated Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, specifically Article 4, point 1/b); and points 2/d), 2/dh); as well as the Broadcasting Code, approved by AMA decision No. 60, dated July 10, 2023, in Section 5, point 5.1). The Council issued a "Warning" to the show.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>J.L</b>	<b>Top Channel</b>	<b>Më lër të flas</b>	<b>20.11.2023</b>

### **1. Subject of the Complaint**

J.L. filed a complaint with the Complaints Council at the Audiovisual Media Authority (AMA) regarding the show "Më lër të flas," broadcast on Top Channel on November 18, 2023, at 21:00. The complainant claimed that sexual topics, such as "*orgasms and sexual relations in prime time,*" were addressed in a shameful manner and contrary to ethical standards, during a time slot watched by children, without using any appropriate warning signs on the screen.

### **2. Complaint Management**

In handling the claims, the Complaints Council carefully reviewed the audiovisual content of the show "Më lër të flas," broadcast on Top Channel on November 18, 2023, at 21:00, and noted the following:

- *At the start of the show, the following warning appeared on the screen: "The show you are about to watch contains humour and scenes recreated from real life, intended solely for entertainment. Any resemblance to real people is coincidental. In some cases, the content may not be suitable for all audiences!"*
- *In the studio, the discussion revolved around the findings of a study titled "Today's Youth, Less Sex than Their Parents!" with the following panellists: Zhaklin Lekatari (journalist), Xhuljana Nura (entrepreneur), Ervin Dani (andrologist), Amber Candy (blogger). The show also included statements from a gynaecologist and a sociologist.*
- *The Complaints Council assessed that the above communication, which discussed topics such as medications used for sexual problems, the sexual culture of Albanians compared to European cultures, specifically Finnish culture, sexual relations among young people in Albanian society, sexual education of children and youth, nudism, and the complexity of Albanians regarding issues related to sex,*

### **3. Position of the Complaints Council**

violated Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, specifically Article 4, point 1/b), as well as the Broadcasting Code, approved by AMA Decision No. 60, dated July 10, 2023, in Section 5, point 5. 1) After examining the content, the Complaints Council issued a "Warning" to the broadcaster.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>A.H</b>	<b>Top Channel</b>	<b>Portokalli</b>	<b>17.12.2023</b>

### **1. Subject of the Complaint**

The Complaints Council at the Audiovisual Media Authority (AMA) reviewed the complaint filed by A.H. regarding the claim that inappropriate and vulgar language, unsuitable for children, was used in the comedy show "Portokalli," broadcast on Top Channel on December 17, 2023, at 9:00 PM.

### **2. Complaint Management**

In the context of complaint management, with reference to Article 51 of Law No. 97/2013 “*On Audiovisual Media in the Republic of Albania*,” as amended, along with the regulation “*On the Procedures for Reviewing Complaints by the Complaints Council and the Right of Reply*,” and the guideline “*On the Procedures for Handling Complaints by Audiovisual Media Service Providers*,” led the Complaints Council to request a response from Top Channel regarding the complaint.

In response to the request from the Complaints Council of the Audiovisual Media Authority (AMA), Top Channel argued that:

- *"The sketch in question satirizes criminal, immoral, or any other societal categories by mocking how they interact with each other and fall into each other's traps.*
- *The sketch does not glorify or elevate these figures.*
- *As for the slang used in the sketch, it reflects language commonly used in everyday life, thus ironically portraying a part of reality through humour."*

### **3. Position of the Complaints Council**

In its decision, the Complaints Council also considered the television format to which the complaint referred. The audiovisual content was identified as a sketch that, through satirical dialogue between characters, aimed to mock and expose the phenomenon.

The Complaints Council concluded that the judgment of artistic work, creativity, sketches, or any other form of entertaining or humorous art should be viewed from a broader perspective, as long as the messages convey significant meanings that serve as a denunciation of such phenomena.

Based on the above, the Complaints Council concluded that the content referred to in the complaint did not violate the requirements of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, nor the Broadcasting Code, approved by AMA decision No. 60, dated 10.07.2023.

## COMPLAINT OUT OF AUTHORITY

Complaint submitted by:	Audiovisual Entity	TV Show	Date
F.N	Pamfleti.net BoldNews.al Prapaskena.com		23.06.2023

### 1. Subject of the Complaint

F.N filed a complaint with the Complaints Council, claiming that several articles published on the portals "Pamfleti.net, BoldNews.al, Prapaskena.com" damaged her honour and dignity, as well as that of the company "NRG" shpk., which she represented.

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

After receiving the complaint and considering the sensitivity of the matter, the Complaints Council informed the complainant that the Audiovisual Media Authority (AMA) operates based on and for the implementation of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, which in Article 2 covers the "scope of application," addressing linear and non-linear audiovisual broadcasts and their supporting services. *This law does not apply for the printed media.*

Additionally, the complainant was informed that Law No. 30/2023, "On some amendments and additions to Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," approved on April 13, 2023, does not affect the activity of online media. Therefore, her request was outside the authority of the Audiovisual Media Authority.

Complaint submitted by:	Audiovisual Entity	TV Show	Date
Z.N	Saranda Web	-	22.08.2023

### 1. Subject of the Complaint

The Complaints Council received a complaint from Z.N. regarding false news published on the Saranda Web portal on August 22, 2023, requesting the removal of the material from the respective portal.

## **2. Complaint Administration and the Position of the Complaints Council**

After reviewing the complaint, the Complaints Council found that it fell outside the scope of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended.

The complainant was informed that the Audiovisual Media Authority (AMA) operates based on Law No. 97/2013, which covers linear and non-linear audiovisual broadcasts and their supporting services, but does not apply to written media, including online platforms.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>G.A</b>	<b>Top Channel/You Tube</b>	<b>-</b>	<b>31.08.2023</b>

### **1. Subject of the Complaint**

The Complaints Council also received a complaint from G.A. regarding the promotion of electronic cigarettes ("Vapes") on the official YouTube page of the audiovisual operator Top Channel on August 31, 2023. The complainant requested appropriate measures be taken for the violation of legal obligations by promoting prohibited products.

## **2. Complaint Administration and the Position of the Complaints Council**

After receiving and reviewing the complaint, the Complaints Council found it to be outside the scope of its responsibilities, and its further handling was transferred to the Legal Directorate within the Audiovisual Media Authority (AMA).

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>S.L</b>	<b>Company "One"</b>	<b>-</b>	<b>04.09.2023</b>

### **1. Subject of the Complaint**

The Complaints Council at AMA also received a complaint from S.L., who raised concerns about the breach of a contract between him and the company "One," requesting the authority's intervention.

## **2. Complaint Administration and the Position of the Complaints Council**

After receiving and reviewing the complaint, the Complaints Council determined that it was outside the scope of its responsibilities and referred the matter to the Legal Directorate and the Directorate of Inspection and Supervision, which proceeded with its further handling.

## **COMPLAINT OUTSIDE DEADLINE**

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>A.SH</b>	<b>Top Channel</b>	<b>“Pop Culture”</b>	<b>17.06.2023</b>

### **1. Subject of the Complaint**

A.SH filed a complaint with the Audiovisual Media Authority (AMA) on June 17, 2023, regarding the show "Pop Culture", titled "Erion Veliaj in 'A Day with Dojna'", broadcast on Top Channel on September 15, 2018. The complainant claimed that the guest, Erion Veliaj, used offensive language towards young Albanians

and requested the removal of the video from the operator's official YouTube channel, as well as a public apology from the Mayor.

### **2. Complaint Management & the Position of the Complaints Council**

After receiving the complaint and conducting the necessary verifications, the Complaints Council informed the complainant that the broadcast date of the content in question was outside the time limit for handling such complaints.

The complainant was further informed that, according to Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania*," as amended, *complaints regarding audiovisual broadcasts must be submitted in writing to the Complaints Council within 30 days of the broadcast date, or in the case of two or more related broadcasts, from the date of the most recent broadcast* (Article 52, "Review of Complaints"). Consequently, the request was outside the time limits provided by the applicable legislation.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>M.H</b>	<b>YouTube</b>	<b>Video</b>	<b>31.10.2023</b>

### **1. Subject of the Complaint**



M.H. filed a complaint with the Audiovisual Media Authority (AMA) on October 31, 2023, claiming that footage from her participation in the 2018 show "Just Dance," broadcast on Top Channel, was still present on the video-sharing platform YouTube.

The complainant requested the removal of specific videos from YouTube.

## **2. Complaint Administration and the Position of the Complaints Council**

After receiving the complaint, the Complaints Council informed the complainant that the audiovisual content in question fell outside the legal time limits as outlined in Law No. 97/2013, "On audio-visual media in the Republic of Albania", as amended. 97/2013 (Article 52, "Review of Complaints").

## **MISCELLANEOUS COMPLAINTS**

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>RTSH</b>	<b>“RTSH”</b>	<b>“Mirëmëngjesi Shqipëri”</b>	<b>19.07.2023</b>

### **1. Subject of the Complaint**

Albanian Radio Television (RTSH) sent a letter to the Audiovisual Media Authority (AMA) requesting an evaluation of the audiovisual content of the program "Mirëmëngjesi Shqipëri" to determine whether it contained hidden advertising, as per the provisions of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended.

### **2. Complaint Management & the Position of the Complaints Council**

After receiving the request and reviewing the audiovisual content, the Complaints Council at the AMA determined that the mention of the school by the guest, Mr. E.H., was provided as an illustrative example in support of his argument rather than as a hidden commercial communication. This was in reference to Article 3, point 7 of Law No. 97/2013, which defines "*Hidden Audiovisual Commercial Communication*" as the verbal or visual presentation of a product manufacturer or service provider in programs, where such a presentation by the media service provider is intended to act as an advertisement and could mislead the public regarding its nature. Such a statement is deemed to have intended to serve as an advertisement, when made against payment or other benefits.

Based on the above, the Audiovisual Media Authority (AMA) assessed that such a statement was made within the context of the conversation and the moderator's question, and did not constitute hidden audiovisual commercial communication.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>The Albanian Helsinki Committee (AHC)</b>	-		-
-	<b>14.08.2023</b>		

## **1. Subject of the Complaint**

The Complaints Council at AMA received a request from the Albanian Helsinki Committee as part of the implementation of the initiative "Against Hate Speech in the Western Balkans," seeking information on the following:

- *Identification of cases of the use of hate speech during the period from 2021 to 2023.*
- *Complaints addressed by citizens regarding the use of hate speech during the period 2021 to 2023.*
- *Administrative measures taken for violations related to hate speech during this period.*
- *Whether there are any proposals for changes or reforms to the current legislation concerning hate speech.*
- *This request aims to understand how hate speech has been monitored and addressed by AMA, as well as any potential legislative improvements or reforms.*

## **2. Complaint Management**

In response to the interest expressed by the Albanian Helsinki Committee (AHC), addressed to the Complaints Council at the Audiovisual Media Authority (AMA), the AHC was informed, based on Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, about the function of the Complaints Council, which is regulated by Article 20, point 2. This article defines the Complaints Council as a structure responsible for "*supervising the implementation of the Broadcasting Code and regulations approved by AMA, particularly concerning the respect for human dignity and other fundamental human rights, especially the protection of minors, the right to information, and raising public awareness regarding the observance of moral and ethical standards in audiovisual service providers' programs.*"

Additionally, it was clarified that one of the functions of the Complaints Council is the review of complaints under Articles 51, 52, and 53 of the Law no. 97/2013. (Article 20, point 3/b). The AHC was informed that during the period 2021-2023, the Complaints Council at AMA had handled 7 complaints with the subject of alleged "hate speech."

The decisions of the Complaints Council at AMA are based on Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania,*" as amended, as well as the Broadcasting Code and related regulations.

Upon reviewing the audiovisual content referred to by the complainants with claims of "hate speech," not all cases were found to meet the criteria for hate speech.

In 2021, several complaints were referred for review. Although no violations were found in these cases, the Complaints Council issued warnings to Audiovisual Media Service Providers to exercise greater care and responsibility in presenting audiovisual content to their audiences.

In 2022, one of the complaints referred to the Complaints Council involved the use of hate speech during a televised debate by one of the participants, which was neither challenged nor distanced by the show's host. In this case, the Complaints Council proposed to the Board of the Audiovisual Media Authority (AMA) the imposition of a financial sanction, which was approved, and the audiovisual service provider (AMSPs) did not contest it.

Also, in 2022, another complaint was referred alleging the use of hate speech, but upon review, it did not qualify as such. In 2023, a complaint was filed regarding the use of discriminatory language in a television program, for which the Complaints Council issued a "Warning".

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>A.P</b>	<b>“MNCTV”</b>	<b>Reportage</b>	<b>10.10.2023</b>

### **1. Subject of the Complaint**

In another case, A.P. filed a complaint with the Audiovisual Media Authority (AMA), claiming that journalists from MCN Television entered his home without his consent and conducted an interview with an elderly woman, which was later published.

The complainant requested the removal of the video and legal action against the journalist.

### **2. Complaint Management & the Position of the Complaints Council**

After receiving the complaint, the Complaints Council at AMA clarified to the complainant the scope of media legislation and requested additional information from him to proceed with further review of the issue.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>Network for the Empowerment of Women in Albania (AWEN)</b>	<b>“6+1 Vlora TV”</b>		<b>26.10.2023</b>

### **1. Subject of the Complaint**

The representatives of the "Women's Empowerment Network in Albania" (AWEN) submitted a complaint to the Complaints Council at the Audiovisual Media Authority (AMA) regarding an article they described as "*discriminatory and derogatory*" toward journalist A.H., published on

October 24, 2023, by 6+1 Vlora TV. The article allegedly contained multiple offensive and denigrating terms, including an insulting label used 11 times.

## **2. Complaint Management & the Position of the Complaints Council**

After reviewing the referred material, the Complaints Council determined that the subject of the complaint was outside the authority of the Audiovisual Media Authority.

The complainants were informed that the AMA operates based on Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, which covers *linear and non-linear audiovisual transmissions and their supporting services* (Article 2).

Even following the latest amendments in April 2023 through Law No. 30/2023 "On Amendments and Additions to Law No. 97/2013," online media remains outside the scope of AMA's regulatory authority. Therefore, the complaint regarding the article falls outside the AMA's authority.

In accordance with the aforementioned legal provisions, the Audiovisual Media Authority (AMA) only reviews complaints related to the broadcast of audiovisual content, referencing the audiovisual entity, date, and exact time of transmission.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>E.R</b>	<b>Ora News</b>	<b>-</b>	<b>01.11.2023</b>

### **1. Subject of the Complaint**

E.R. submitted a complaint to AMA regarding his employment contract and certain claims against the audiovisual entity "Ora News."

## **2. Complaint Management & the Position of the Complaints Council**

After receiving the complaint, the Complaints Council at the Audiovisual Media Authority (AMA) clarified to the complainant the scope of media legislation, specifically Article 19 "Functions of AMA" of Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended by Law No. 30/2023 on April 13, 2023. The amendments include changes to letter "j" of point 1, letter "d" of point 2, the addition of letter "ë" of point 2, and the introduction of point 18.

The complainant was informed that AMA's functions do not include intervening in contractual relationships between audiovisual entities or between entities and their employees.

These matters are governed by administrative routes under the Labor Code, Civil Code, and other legal acts, with disputes being under the authority of the courts of the Republic of Albania.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
--------------------------------	---------------------------	----------------	-------------

## 1. Subject of the Complaint

B.Sh. filed a complaint with the Complaints Council at AMA, alleging that on November 7, 2023, online media outlets such as "Shqiptarja.com" and "Balkanweb.com" had misused the term "Mayor of Himarë" instead of "*Electoral candidate under investigation, declared by the Central Election Commission with the most votes in the 2023 local elections.*"

*The complainant referred to an article about F.B., noting that he is under investigation by the law enforcement institutions of the Republic of Albania and presumed innocent until proven otherwise by the courts. However, since he had not yet been sworn in as mayor before the relevant municipal council, he should not be referred to as the mayor.*

He claimed that the mentioned materials had also been disseminated through audiovisual media outlets such as Report TV, News 24, etc.

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

After receiving the complaint, the Complaints Council at the Audiovisual Media Authority (AMA) informed the complainant that:

- *"As for his claims regarding online media such as Shqiptarja.com, Balkanweb.com, etc., it was clarified that the Audiovisual Media Authority is the regulatory authority for audio and audiovisual services and their supporting services within the territory of the Republic of Albania. Its activities are based on Law No. 97/2013, "On Audiovisual Media in the Republic of Albania," as amended, which applies (Article 2) to "linear audiovisual broadcasts, non-linear audiovisual broadcasts, and their supporting services." This law does not apply for the printed media.*
- *According to the provisions of the aforementioned law, online media fall outside the scope of the Audiovisual Media Authority's activities. Even after the recent amendments in April 2023, specifically with Law No. 30/2023 'On Amendments and Additions to Law No. 97/2013 "On Audiovisual Media in the Republic of Albania"', online media remains outside the jurisdiction of the Authority."*
- *Regarding the claim that the aforementioned content had also been broadcast by audiovisual media such as Report TV, News 24, etc., without specifying the particular program to which the complaint referred, the complainant was informed that, in accordance with Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, AMA only reviews complaints that specify the audiovisual content, the media entity that broadcast it, and the program, date, and exact time of the broadcast.*

Therefore, the complainant was asked to provide the exact program in which the content in question was aired, as it is necessary for processing the complaint.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>E.D</b>	<b>TV Klan</b>	<b>Stop</b>	<b>14.11.2023</b>

### **1. Subject of the Complaint**

E.D. submitted a request to the Complaints Council at the Audiovisual Media Authority to obtain the audiovisual content of the show "Stop", broadcast on Klan TV on November 2, 2023.

### **2. Complaint Management & the Position of the Complaints Council**

Upon receiving the request, the Complaints Council asked the Inspection and Supervision Directorate at AMA to provide a copy of the audiovisual content of that program.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>Majfis Company Shpk</b>	<b>Syri TV</b>	<b>Piranjat</b>	<b>16.11.2023</b>

### **1. Subject of the Complaint**

Representatives of the company "Majfis shpk" informed the Complaints Council at the Audiovisual Media Authority (AMA) about a complaint they had submitted to "Syri TV" regarding an unannounced interview conducted by journalists from the show "Piranjat."

### **2. Complaint Management & the Position of the Complaints Council**

The Complaints Council at the Audiovisual Media Authority, in reference to Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, monitored the process until the corresponding issue was resolved.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>B.Sh</b>	<b>Media</b>	<b>Chronicles/Writings</b>	<b>16.11.2023</b>

### **1. Subject of the Complaint**

B.Sh. submitted a complaint to the Complaints Council at AMA, claiming that "*there is misuse of terms across all audio and audiovisual media, which alters the meaning of the situation.*"

### **2. Complaint Management & the Position of the Complaints Council**

In response to the complaint and to raise awareness about AMA's functions, the Complaints Council informed the complainant that the monitoring and review of audiovisual content are based on the provisions of Law No. 97/2013, as amended, the Broadcasting Code, and other applicable regulations.

Regarding his request that "AMA should also supervise the proper use of the Albanian language according to the standard, not only focusing on the context of the programs in terms of offences/abuses, as it creates confusion among viewers regarding the correct usage of standard Albanian," the complainant was informed that during the process of monitoring and reviewing content transmitted by audiovisual media service providers (AMSPs), AMA has indeed revisited the issue of ensuring compliance with the standard of spoken and written Albanian in audiovisual editorial offices.

The Authority has identified several instances where texts (such as information, titles, and translation subtitles) are written hastily, failing to respect even the basic rules of the Albanian language standard. This contradicts the implementation of the fundamental principles and requirements of Law No. 97/2013, Article 4, "Fundamental Principles for Audiovisual Broadcasts," and the Broadcasting Code of AMA, Section 1, "Fundamental Principles," which mandate that audiovisual media service providers (AMSPs) use the literary standard of the Albanian language.

In fulfilling its obligations under the legal provisions, AMA, as the regulatory authority, informed the complainant that it would continue monitoring the use of the Albanian language, recognizing this aspect as highly important in educating and raising public awareness about the respect for the language standard in both spoken and written forms.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>K.M</b>	<b>News 24</b>	<b>Open</b>	<b>17.11.2023</b>

### **1. Object of the Complaint**

K.M. submitted a complaint to the Complaints Council at the Audiovisual Media Authority regarding the show "Open," broadcast on News 24 on November 16, 2023, at 9:00 PM, with the claim that:

- *In this program, in addition to divisive statements from radical extremists, the discussion went as far as threatening the territorial integrity of the Albanian state.*
- *There were statements that foster division and pose a threat to Albania from a foreign country, broadcast on a national television channel.*
- *Moreover, the program promotes sensationalism by featuring extremist and radical figures, sidelining morality and the responsibility to inform each debate in a constructive manner.*

### **2. Complaint Management**

In the context of handling the complaint, the Complaints Council carefully reviewed the audiovisual content of the show "Open," aired on News 24 on November 16, 2023, at 9:00 PM, and noted the following:

- *The studio discussion focused on the topic "Beleri, Greece freezes Albania's negotiations," with participants including Stavri Marko (journalist), Fatos Lubonja (publicist), Fitim Zekthi (analyst, Political Science Professor), and Ervis Iljazaj (analyst, Political Science Professor). Additionally, there was a live connection with Ardit Bido (Associate Professor of International Relations, Director General of Archives).*
- *A secondary topic discussed was the alleged refusal of Greece to sign a letter requesting the European Commission to open the first five chapters of negotiations with Albania. This news was published by Greek media and "Euroactiv" and sparked reactions from German Chancellor Olaf Scholz and Albanian Prime Minister Edi Rama.*
- *At the start of the debate, the moderator, Eni Vasili, posed questions about Albania-Greece relations and whether the "Beleri" issue was straining those relations, giving the participants a platform to express their opinions.*
- *During the studio discussion, Fatos Lubonja and Stavri Marko presented their viewpoints, which were clarified by Ardit Bido (in his capacity as Associate Professor of International Relations and Director General of Archives) and countered by the other panellists, Fitim Zekthi and Ervis Iljazaj.*

### **3. Position of the Complaints Council**

Based on this review, the Complaints Council concluded that:

- *The involvement of all sides in the debate ensured that the treatment of such a sensitive and publicly important issue, like Albania-Greece relations and the EU negotiation process, was in line with Law No. 97/2013 "On Audiovisual Media in the Republic of Albania", as amended. According to the law, audiovisual media service providers must ensure that "the coverage of events, including issues that are subjects of public debate, is fair to all interested parties" (Article 33, point b).*
- *The approach, treatment, and interpretation of facts by the guests and the journalist reflect the editorial competence of the media and the professional freedom of journalists, and thus are protected under Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended. According to this law, "the activity of audiovisual broadcasts is free" (Article 4, point 1/a).*

The Audiovisual Media Authority (AMA), as the regulatory body in charge of fulfilling its duties under Article 18 "*Objectives of AMA's activity*," point 1/b, ensures the protection and support of democratic values enshrined in the Constitution, especially freedom of expression and the media. Upon reviewing the case, AMA found no violations of Law No. 97/2013 or the Broadcasting Code, as approved by AMA's decision. 60, dated 10.07.2023.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
--------------------------------	---------------------------	----------------	-------------



### 1. Subject of the Complaint

The representatives of the "Narea" Association submitted a complaint to the Complaints Council at the Audiovisual Media Authority (AMA), claiming that certain online portals were engaging in abusive practices in the real estate market. The complainant pointed out portals like "*Njoftime.al, Merrjep.al, Njoftime.com, Mirlir.com,*" etc., which were listing various real estate properties, allegedly in violation of the provisions of Law No. 9/2022 dated 27.1.2022 "*On the Profession of Real Estate Broker.*" However, these listings were not clearly identified as being in breach of the law.

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

The Complaints Council, after receiving the complaint, noted that the complainant referred to online portals such as *Njoftime.al, Merrjep.al, Njoftime.com, and Mirlir.com*, which fall outside the authority and scope of activity of the Audiovisual Media Authority (AMA), as specified in Article 2 "Scope of Application".

Complaint submitted by:	Audiovisual Entity	TV Show	Date
G.M	-	-	12.12.2023

### 1. Subject of the Complaint

G.M. submitted a complaint to the Complaints Council at AMA, claiming that *on December 5, 2023, a film was being shown at a gas station in Yrshek, and the main character in the film was himself.* The complainant requested action to be taken to stop the making of the film.

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

The Complaints Council, after receiving the complaint, noted that the complainant referred to unpublished material.

Based on Law No. 97/2013 "*On Audiovisual Media in the Republic of Albania,*" as amended, specifically Article 2 "Scope of Application," the complaint fell outside the authority and scope of activity of the Audiovisual Media Authority (AMA).

Complaint submitted by:	Audiovisual Entity	TV Show	Date
E.L	-	-	14.12.2023

### 1. Subject of the Complaint

E.L. submitted a complaint to the Complaints Council at AMA, *claiming to possess thousands of pages of documentation, which he stated pertained to serious criminal matters involving high-level suspects.*

The complainant requested that the Audiovisual Media Authority ensure that the media provide him with broadcasting space to share the information.

## **2. Complaint Management & the Position of the Complaints Council**

The Complaints Council, after receiving the complaint, noted that the subject of the complaint fell outside the scope of AMA's activity, based on Law No. 97/2013 "On Audiovisual Media in the Republic of Albania," as amended, specifically Article 2 "Scope of Application."

Additionally, the Council reminded the complainant that AMA, as the regulatory authority in the field of audiovisual media, respects the editorial independence of media and the professional freedom of journalists, which are protected under Law No. 97/2013. According to the law, "the activity of audiovisual broadcasts is free" (Article 4, point 1/a).

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>B.Sh</b>	<b>Top Channel</b>	<b>“Ftesë në 5”</b>	<b>20.12.2023</b>

### **1. Subject of the Complaint**

B.Sh. submitted a complaint to the Complaints Council at AMA, claiming that on a Top Channel program, specifically in Bieta's show, Professor F.D., along with two children, had allegedly imitated his childhood story.

## **2. Complaint Management & the Position of the Complaints Council**

After receiving the complaint, the Complaints Council at AMA clarified to the complainant the scope of media legislation and requested additional information from him to proceed with further review of the issue.

<b>Complaint submitted by:</b>	<b>Audiovisual Entity</b>	<b>TV Show</b>	<b>Date</b>
<b>B.Sh</b>	<b>-</b>	<b>-</b>	<b>21.12.2023</b>

### **1. Subject of the Complaint**

B.Sh. submitted a complaint to the Complaints Council at the Audiovisual Media Authority (AMA), claiming that he was being threatened with death by his former employer.

## **2. Complaint Management & the Position of the Complaints Council**

After receiving the complaint, the Complaints Council at AMA clarified to the complainant that the scope of media legislation and AMA's authority does not extend to handling such matters, as the issue raised falls outside the authority's competence.