



---

# *The Quarterly Report on Complaints: First Quarter of 2026 (22 January 2026 to 31 March 2026)*

---

**Prepared by:** The Media Practice and Reform Unit

**Date:** 21 April 2026

**Classification:** PUBLIC

**Document Reference:** MMM/MRPDOC/2026/001

## Table of Contents

---

1.0	Foreword	3
2.0	Subject Matter of Complaints	4
3.0	Status of Complaints	4
4.0	Additional Interim Measure	4
5.0	Anonymised Complaints Summaries	5
6.0	Procedural Observations	6
7.0	Procedural Challenges	7
8.0	Concluding Observations	7

## 1.0 Foreword

---

An outcome of the Malaysian Media Council Board Meeting No. 1/2026, held on 20 and 21 January 2026, was the Council's decision to launch its grievance mechanism through Phase One of the Malaysian Media Council Complaints Mechanism, which commenced and became operational on 22 January 2026 and ran until 6 April 2026. The Secretariat subsequently issued a press statement on 22 January 2026 to announce the launch.

As an interim measure under Phase One of the Malaysian Media Council Complaints Mechanism, the Secretariat received complaints submitted to the Council via email. Further, if a complaint had not yet been submitted in writing to the relevant media outlet (the Respondent) through the Respondent's complaints portal or by any other appropriate method before lodging it with the Council, the Secretariat acted as an intermediary and forwarded the complaint to the relevant Council Member representing the Respondent for appropriate action. Individuals who wished to submit a complaint regarding any breach of the Malaysian Media Council Code of Conduct were requested to email the required information and documents to [aduan@majlismedia.my](mailto:aduan@majlismedia.my).

During the first quarter of 2026 (22 January 2026 to 31 March 2026), the Secretariat received a small number of complaints concerning media content published across various news platforms. The complaints recorded during this period involved articles or content published by several media organisations, involving both digital and print-based media organisations; however, all complaints related specifically to articles or content published on online platforms or shared via social media channels.

This reflects the continuing trend of audiences engaging with news primarily through digital news portals and social media-linked publications, which may increase the visibility and reach of news content and, correspondingly, the likelihood of complaints being submitted.

Phase 2 of the Malaysian Media Council Complaints Mechanism took effect on 8 April 2026 and will commence until 30 September 2026.

## 2.0 Subject Matter of Complaints

---

The complaints received during the quarter generally related mainly to news articles or media content published by mainstream media outlets. The issues raised by complainants primarily concerned the accuracy, presentation, or implications of published articles or content, reflecting public sensitivity to how information is reported and disseminated by the media.

While the number of complaints during this reporting period remained relatively limited, the submissions demonstrated that members of the public are increasingly willing to utilise the Council's Complaints Mechanism to raise concerns regarding media reporting and journalistic standards. Further, this also reflects that the Council's Complaints Mechanism is beginning to gain recognition and visibility among the public, signifying a positive development.

## 3.0 Status of Complaints

---

At the end of the reporting period, a total of five (5) complaints were received and recorded by the Secretariat. These complaints were processed in accordance with the Council's Grievance Mechanism, with pre-assessment eligibility screenings and subsequent assessments (if applicable) conducted to determine eligibility and procedural compliance.

All complaints recorded during the first quarter of 2026 were closed at the Secretariat's pre-assessment eligibility screening stage. This demonstrates that the Secretariat had effectively processed and addressed complaints in a timely manner, in accordance with the Council's procedures. The Council had successfully closed 100 percent of the complaints received during the reporting period.

## 4.0 Additional Interim Measure

---

On one occasion, the Secretariat received fifteen emails containing complaints with identical substance, formatting, structure, and script, which were deemed at the Secretariat level to pose a potential threat to the functions of the Complaints Mechanism and to constitute an intentionally coordinated attempt to cause an influx of complaints to the Council. In response, and in line with Phase One of the Malaysian Media Council Complaints Mechanism, the Secretariat established an additional interim measure, effective until 31 March 2026, to safeguard against potential cybersecurity threats.

Under this measure, the Secretariat may, at its discretion, decide not to process any complaints submitted via email if it determines that the communication, particularly bulk submissions or those exhibiting indications of phishing, malware, or other cybersecurity threats, could compromise the security or integrity of the Malaysian Media Council Complaints Mechanism or its information systems. This measure is subject to review upon the conclusion of Phase One of the Malaysian Media Council Complaints Mechanism.

## 5.0 Anonymised Complaint Summaries

### Complaint Reference Number: MMC/ADN/2026/001

The Complainant filed a complaint regarding false and defamatory online content targeting them, including alleged unproven allegations of extortion and misconduct published in an article on the Respondent's website. They also allegedly experienced coordinated harassment via WhatsApp messages, and an AI-generated TikTok video featuring the Complainant was published. The complaint was rejected at the pre-assessment eligibility screening stage because the Respondent is a non-member, over whom the Council has no jurisdiction.

### Complaint Reference Number: MMC/ADN/2026/002

The Complainant filed a complaint against a media outlet for the unauthorised use of their personal image on Facebook and the outlet's website for publication and commercial purposes. The content also falsely implied the Complainant's nationality, potentially harming their reputation, identity, and personal safety. As part of the interim measure under Phase One of the Council's Complaints Mechanism, and since the Respondent was a Council member, the Secretariat brought the complaint to the attention of the Respondent's representative for a response. The matter was ultimately resolved, and the Secretariat proceeded to close the complaint.

### Complaint Reference Number: MMC/ADN/2026/003

A member of the public lodged a complaint against a media outlet for allegedly publishing misleading and inaccurate reporting. The article claimed traffic chaos in the Klang Valley due to bus route changes, but the Complainant noted that the route restructuring had not yet occurred at the time of publication. The complaint was rejected at the pre-assessment eligibility screening stage, as the Secretariat determined that the Complainant was not personally affected by the article or the content complained of.

### Complaint Reference Number: MMC/ADN/2026/004

A member of the public lodged a complaint against a media outlet regarding a social media post that used a Chinese festival to comment on other racial groups. The Complainant noted that the title and content of the post sparked unnecessary racial discussions in the comments, contributing to social unrest. After unsuccessful attempts to obtain a response from the Complainant, the Secretariat proceeded to close the complaint.

**Complaint Reference Number: MMC/ADN/2026/005**

The complainant filed a complaint against a media outlet that had published a news report disclosing the identity of a 17-year-old, including the minor's photograph and identification card, on its Facebook page and news portal. The complainant alleged that this had raised concerns about a potential breach of the Child Act 2001 and journalistic ethics, as such disclosure may compromise the minor's privacy, dignity, and legal protection as a minor. As part of the interim measure under Phase One of the Council's Complaints Mechanism, and since the Respondent was a Council member, the Secretariat brought the complaint to the attention of the Respondent's representative for a response. The matter was ultimately resolved, and the Secretariat proceeded to close the complaint.

## 6.0 Procedural Observations

During the first quarter of 2026, the complaints received were processed in accordance with the established procedures under the Council's Grievance Mechanism. The review of the complaints during this reporting period revealed several procedural observations.

Firstly, all complaints were resolved at the Secretariat level during the pre-assessment eligibility screening stage, either due to procedural issues such as falling outside the Council's jurisdiction or the Complainant's failure to respond, which led the Secretariat to close the complaint. This indicated that the Secretariat's initial screening process continues to play a key role in ensuring that only eligible complaints proceed to the subsequent stages of the mechanism.

Secondly, the records indicated that timely communication between the Secretariat and complainants remained an important procedural element, particularly in instances where additional clarification or documentation is required. Follow-up correspondence was necessary in certain cases to confirm whether complainants wished to proceed with their complaints.

Thirdly, the complaints processed during this quarter demonstrated the importance of maintaining clear documentation and complaints management practices, including proper recording of complaint details, correspondence, and procedural timelines. Such documentation ensured transparency and accountability in the handling of complaints.

Overall, the complaints handled during this quarter suggested that the existing procedures remain functional for the current volume of complaints, although continued monitoring may be necessary as the Council's Complaints Mechanism becomes more widely known to the public.

## 7.0 Procedural Challenges

---

A review of the complaints received during the first quarter of 2026 indicated several procedural challenges encountered during the handling of complaints. One (1) recurring issue related to incomplete or insufficient information provided at the point of submission, which required the Secretariat to seek further clarification or supporting documentation from complainants before the complaint could proceed to the pre-assessment eligibility screening stage.

Additionally, in certain instances, complainants did not respond to follow-up correspondence from the Secretariat within the stipulated timeframe. As a result, some complaints were closed administratively after reasonable attempts were made to obtain confirmation or additional information from the complainant.

Another procedural challenge observed during this period related to complaints that fell outside the Council's jurisdiction or the scope of the applicable Code of Conduct, requiring the Secretariat to reject or close the complaints at the pre-assessment eligibility screening stage.

These issues highlighted the importance of clear guidance for complainants regarding the information required for submission, as well as the need for continued public awareness of the Council's Complaints Mechanism and its procedural requirements.

## 8.0 Concluding Observations

---

Although the volume of complaints during this quarter was modest, the complaints received illustrate the range of media organisations and publication formats that may be subject to public scrutiny. The complaints also highlighted the importance of maintaining responsible and accurate reporting practices in the digital media environment.

The Secretariat will continue to monitor complaint patterns in subsequent quarters to identify emerging issues or recurring concerns that may warrant further attention by the Council. Further, the Council will mobilise resources for strengthening its outreach and public engagement efforts to further raise awareness of the Grievance Mechanism among the general public and relevant stakeholders.

Enhanced visibility through targeted communications and media literacy initiatives could encourage greater utilisation of the Grievance Mechanism and promote broader understanding of its role and processes.

Not least, it is hoped that the Council's Grievance Mechanism will attain wider public reach and recognition, thereby enhancing awareness of its existence and availability as an accessible and effective grievance avenue within the media industry.

~~~ REPORT ENDS ~~~