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<td>Requested date:</td>
<td>29-November-2007</td>
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<td>Released date:</td>
<td>15-January-2008</td>
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<td>Posted date:</td>
<td>27-January-2008</td>
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<tr>
<td>Date/date range of document:</td>
<td>09-April-2004 – 06-December-2007</td>
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| Source of document:     | Federal Communications Commission  
445 12th Street, S.W., Room 1-A836  
Washington, D.C. 20554  
Phone: 202-418-0440 or 202-418-0212  
Fax: 202-418-2826 or 202-418-0521  
E-mail: FOIA@fcc.gov |

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This letter responds to your Freedom of Information Act ("FOIA") request received by the Federal Communications Commission (the "FCC" or "Commission") and assigned to the Consumer & Governmental Affairs Bureau ("CGB") and the Enforcement Bureau ("EB") by the Commission's FOIA Office on November 29, 2007. Your request seeks any and all records identifiable as complaints regarding the television program "Law and Order: Special Victims Unit" contained in one CGB and one EB data base named in your request.

Sharon Jenkins contacted you on December 6, 2007, to discuss your request. She informed you that we could provide only informal complaints received at the Commission from January 2003 to the present and that the fee to process your FOIA request could exceed the $30.00 maximum fee indicated in your request. As a result of this discussion, you agreed to increase your maximum fee amount from $30.00 to $60.00 for the legitimate search and duplication costs associated with the processing of the FOIA request. Ms. Jenkins further informed you that consultation about your request was underway among divisions of the Commission and that the FCC would extend the time period for responding for an additional 10 working days as permitted by the FOIA, 5 U.S.C. § 552(6)(B)(iii)(III), and Section 0.461(g)(3) of the Commission's rules, 47 C.F.R. § 0.461(g)(3).

Sharon Jenkins subsequently contacted you on December 27, 2007, to inform you that fees for EB's search time to identify complaints could exceed the $60.00 maximum fee limit, and might not produce any complaints that would be substantially different from CGB's complaints. In response, you narrowed the scope of your request by eliminating EB from the request as of December 27, 2007. Specifically, you requested that EB stop its search and provide any documents already identified. You agreed to receive and review the documents that we are enclosing with this response and submit a separate FOIA request at a later date if there is any additional information you wish to obtain from EB.

As Ms. Jenkins advised you, CGB and EB have coordinated to provide a response to your request. CGB conducted a search of the database in which we maintain the records of
informal complaints filed by, or on behalf of, consumers. The complaints identified by our search that are responsive to your request are enclosed. EB has informed CGB that a search of its records conducted up to December 27, 2007, revealed no responsive complaints.

All personal, identifying information relating to the individuals who submitted or are named in the complaints has been redacted pursuant to FOIA Exemption 6, 5 U.S.C. § 552(b)(6), and Section 0.457(f) of the Commission’s rules, 47 C.F.R. § 0.457(f). A release of this information would constitute a clearly unwarranted invasion of personal privacy under the Privacy Act, 5 U.S.C. § 552a(b). In addition, certain FCC employee names have been redacted pursuant to FOIA Exemption 2, 5 U.S.C. § 552 (b)(2), and Section 0.457(b) of the Commission’s rules, 47 C.F.R. § 0.457(b).

Please be advised that the Commission receives many complaints and comments that do not involve violations of the Communications Act or any FCC rule or order. Thus, the existence of a complaint filed against a particular company does not necessarily indicate wrongdoing by the company.

We are required by the FOIA, 5 U.S.C. § 552(a)(4)(A)(i), and Section 0.470 of the Commission’s rules, 47 C.F.R. § 0.470, to charge FOIA requesters certain fees, depending on the classification of requesters into one of three categories as defined in Section 0.466 of the Commission’s rules, 47 C.F.R. § 0.466. The categories are: (1) commercial use requesters; (2) educational and noncommercial scientific institution requesters and requesters who are representatives of the news media; and (3) all other requesters. Your request was categorized as “all other requester” by the FCC’s FOIA Office. Section 0.470(a)(3) of the Commission’s rules, 47 C.F.R. § 0.470(a)(3), provides that all other requesters are not charged for the first two hours of search time and the first 100 pages of reproduction. Because your request falls within these guidelines, there are no charges associated with processing it.

If you consider this response to be a denial of your FOIA request, you may file an application for review with the Commission’s Office of General Counsel within 30 days, in accordance with Section 0.461(j) of the Commission’s rules, 47 C.F.R. § 0.461(j).

Sincerely,

Nicole M. McGinnis
Deputy Bureau Chief
Consumer & Governmental Affairs Bureau

Enclosures
Complaint Summary:

[Redacted] wrote on 10/6/2004 4:49:35 PM:

I would like to file a complaint of indecency against NBC regarding the broadcast of Law and Order SVU airing September 14th at 9pm Mtn. Std time.

The show began by pursuing a man who used toilet cameras to photo people using the restroom. The man said that he had information to lead to a much greater crime and offered a video he had made as proof to such a crime. The detectives gathered in a room to view this tape and played it back for the viewing audience to watch. It showed a young boy (mid teens) entering a bathroom stall. The detectives explained that it looked as if the boy had been abused (a bloody eye or bruised cheek). Then the boy turns as if there is a knock at the stall door. One of the detectives tells the boy on the screen not to answer, and when the boy does just that, a man enters the stall with the boy, pushes him against the back wall and starts raping him. You see the boys cup fall out as the boy is being raped and then the camera goes blank. The detectives made some more comments and I turned off the television.

I felt violated and am still very ill to my stomach after having described this to you. The video was fuzzy, so there were no real faces, but it was violent and horrifying at the same time.

Any more information that you would need from me to help get this off the air, I would be happy to supply. I have already written to the network and aired my complaint with them.
Complaint Summary:

Wrote on 4/13/2005 10:36:08 PM: This evening, the USA Network broadcast 3 episodes of "Law & Order - SVU" over Charter Cable in Saint Louis, MO. The opening credits for all 3 episodes carried the parental guide rating and the closed caption symbol. However, not one minute of all 3 episodes were broadcast with the closed captioning. As the opening credits were labeled closed captioned, and I have previously seen these programs with captioning, I have no doubts that the programs were captioned. While the requirements to caption programming is somewhat of a gray issue, failing to broadcast closed captioning is definitely removing handicap access to television programs. Removal of handicap access is definitely in violation of federal law. I find it amazing that a large corporation such as yours would not have quality control engineers monitoring the broadcasts. What if there were no sound being broadcast? Do you have engineers monitoring broadcast for sound? What if no picture were being broadcast? Do you have engineers that monitor broadcast for picture quality? What if the parental control lock were not being broadcast? Do you have engineers monitoring for that? Perhaps the FCC should either require you to either hire better qualified engineers who will truly monitor the quality of the broadcast; signal for all viewer, or else grant your broadcast license to another corporation that cares about making programs accessible to the handicapped. To perhaps save you some research, I had complained to a local broadcast station guilty of a similar situation. Their explanation was that captioning was carried on an A band or B band. They had recently received tapes with the captioning on the B band instead of the A band as usual. However, I would think a large national corporation like yours would be hiring better qualified engineers to broadcast a signal nationally than the local WB broadcast station in Saint Louis, but I guess not.

Contact Name: 
Best Time to Call: 
Fax Number: 
Email Address: 
Internet Address: 
PO Box: 
City: Saint Louis 
State: MO 
Zip: 

Company Name: 
Relationship with the Party: 
City: State: Zip: 

Other Party that can be contacted? 
Relationship: 
City: State: Zip: 

**Amount of credit FCC effort generated:
Complaint Type: Broadcast
Account Type: Residential

IC Number: 06-WB12242190
Date Received: 09/20/2006
Date Entered: 09/20/2006

Complaint

Complaint Summary:
During the television program "DEAL OR NO DEAL" a commerical aired for Law and Order. The commercial flashed; images of a woman hanging from the ceiling bound and gagged. Commercials for this show are always brutally; violent and strobe images of blood and death. This commercial is too violent and graphic for network prime time; and especially during a game show around dinner time. My 11 year old daughter saw every second of the commercial before I could turn it off.; Please consider this a formal complaint and take the necessary steps to correct this growing problem. This could be ; grounds for a eventual license revocation.

Company Name: Feature Films For Families
Relationship with the Party:
City: State: Zip:

Other Party that can be contacted?
Relationship:
City: State: Zip:

**Amount of credit FCC effort generated:

Contacted the companies to resolve complaint?
If yes, name of company, name and number of company representative you spoke with:
Name: Phone: Ext:
Date you spoke with company representative:
If you contacted more than one company to resolve complaint, please list additional company(ies') name(s), name(s) and number(s) of company(ies') representatives and date you spoke to those representatives here:
Name: Phone: Ext:
Date you spoke with the second company representative:
Have you paid any of the disputed charges?
Did the company billing for these charges adjust or refund some or all of the disputed charges?
If yes, what was the amount of the adjustment or refund?
Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?
Indicate the responsible carrier(s): Feature Films For Families
Complaint Type: Broadcast  
Account Type: Residential  

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<td>Date Entered: 09/20/2006</td>
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<td>Entered By:</td>
<td>Date Reassigned:</td>
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<td>Assigned To:</td>
<td>Service Date:</td>
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<tr>
<td>Date Closed: 09/29/2006</td>
<td>Response Date:</td>
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<td>Closed By:</td>
<td>Original Analyst:</td>
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<td>Close Letter Needed?</td>
<td>Purged Date:</td>
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Current Status: Closed

Complaint Summary:
The Law and Order SVU commercial during the program "Deal or No Deal" was far too violent for my children to watch. The commercial depicted a woman bound and gagged hanging from the ceiling among other violent acts. It is difficult, if not impossible, for a parent to police commercials which are inappropriate for children during programming which is seemingly appropriate. Please file this with the local affiliate. It is my opinion they are not serving the public interest by airing such violent commercials so early in the evening when young children may still be watching television.

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<th>Apparent Carrier(s):</th>
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<tr>
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<td>City: Denver</td>
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<tr>
<td>Best Time to Call:</td>
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<tr>
<td>Fax Number:</td>
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**Amount of credit FCC effort generated:**

Contacted the companies to resolve complaint?
If yes, name of company, name and number of company representative you spoke with:
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Date you spoke with company representative:
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Date you spoke with the second company representative:
Have you paid any of the disputed charges?
Did the company billing for these charges adjust or refund some or all of the disputed charges?
If yes, what was the amount of the adjustment or refund?
Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?
Indicate the responsible carrier(s): Feature Films For Families
Complaint Summary:
This is more of a general complaint about the explicit violence and plots of television detective shows which show and explain bizarre, psychotic murders and violence such as the cold case in which a teenager was killed by being buried alive. The show showed his dead body and the box he was buried in with the desperate scratch marks in the lid. A recent NCIS had a soldier handcuffed and tortured. Criminal Minds had a bathroom filled with blood and a plot which revolved around three people being tied up and tortured. Law and Order SVU routinely has plot lines involving rape and torture. Bad language and sexual innuendo on television do not concern me that much. Violent crimes and torture and rape plots do concern me. This is not appropriate fare for the public airwaves.

Company Name:  
Relationship with the Party:  
Other Party that can be contacted?  
Relationship:  

**Amount of credit FCC effort generated:**

Contacted the companies to resolve complaint?
If yes, name of company, name and number of company representative you spoke with:
Name:  Phone:  Ext:
Date you spoke with company representative:
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Did the company billing for these charges adjust or refund some or all of the disputed charges?
If yes, what was the amount of the adjustment or refund?
Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?
Indicate the responsible carrier(s):
Complaint Type: Broadcast
Account Type: Residential

IC Number: 07-R621150
Date Received: 11/01/2007
Date Entered: 11/01/2007
Entered By:
Assigned To:
Date Closed: 11/09/2007
Closed By:
Close Letter Needed?: Yes

Current Status: Closed

Complaint Summary:
Dear Sir or Madam, I wish to launch a complaint about Law & Order: Special Victims Unit; broadcast on NBC on Tuesday, October 23 at 10:00 PM. The program likened the behavior of US military in Iraq and in NY to that of Dr Josef Mengele, the notorious Nazi war criminal infamous for his; experiments at Auschwitz-Birkenau. This is indecent beyond belief. NBC writers must live in a topsy-turvy world; unrelated to reality. I'll never watch Law & Order again. - thanks, Alex. Alexander J. Lubaroff; 1577 Alison Ave; Mountain View, CA, 94040; 650.961.1686 Home; 650.215.0107 Mobile; WebSage@gmail.com

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<td>State:</td>
<td>CA</td>
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Company Name: 
Relationship with the Party: 
City: State: Zip: 

Other Party that can be contacted?
Relationship: 
City: State: Zip:

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If yes, what was the amount of the adjustment or refund?
Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?
Indicate the responsible carrier(s):
Complaint Summary:
At the beginning of the episode of Law and Order SVU, a young boy removes the blanket on a bed to find that his mother is covered in blood and has been raped and sodomized. The scene was too graphic for a regular TV show and I find it hard to believe that one can not say "shit" on TV, but can show such brutal violence toward women. Are we effectively saying to children who watch TV that it is not okay to swear, but it is fine to beat, torture, rape, and kill women and (rarely) men? There are several shows that show such violence, but this time it was over the top. There needs to be a drastic cutback in the amount of brutal violence depicted on TV and it needs to happen now.

Contact Name: [Redacted]
Best Time to Call: [Redacted]
Fax Number: [Redacted]
Internet Address: [Redacted]
Address: [Redacted]
City: Minneapolis State: MN

Company Name:
Relationship with the Party: [Redacted]
City: [Redacted] State: [Redacted] Zip: [Redacted]
INQUIRY
Control ID : CIMS000000668745  Consumer's Name : UNKNOWN UNKNOWN
IC Number : 07-R668745  Phone Number : (000) 000 - 0000
Status : Closed
Submission Method : Email
Owner :
Address 1 :
Address 2 :
Submitted Time : 11/21/2007 1:30:17 AM
Response End Time : 12/6/2007 8:15:51 AM
P. O. Box :
City/State/Zip :

Problem Description

11/21/2007 1:31:05 AM - Email Acknowledgement seen on 11/21/2007 1:30:17 AM :

I realize that I would never let a child watch Law and Order: SVU, but as an adult I was SHOCKED to see a sex scene on the episode tonight (November 20) on NBC. I don't know what can be done but that is going beyond the limit. I don't even watch rated R movies because of that and now I have to skip watching free TV??

What else needs to be done at this point to complain??

Jan Simpson
The Law and Order SVU show that was broadcast on 11.20.2007 had a terrible sex scene in it that the woman only had her buttocks covered and was in full sex movement and moaning. You could see half her breasts from the side profile they were showing. It was completely inappropriate for network television. In Utah where I live it was shown between 9 and 10 in the evening.

There needs to be a stop to the push for showing this crap on TV. You have to go the the movies to see stuff like this, or subscribe to cable. Not only that, some of it you have to be a certain age to go see. Why is it that these shows are allowed to push the boundaries of what is acceptable to broadcast? This is wrong and I demand something be done about it!
Dear Sir or Madam,

I wish to launch a complaint about Law & Order: Special Victims Unit broadcast on NBC on Tuesday, October 23 at 10:00 PM.

The program likened the behavior of US military in Iraq and in NY to that of Dr Josef Mengele, the notorious Nazi war criminal infamous for his experiments at Auschwitz-Birkenau.

This is indecent beyond belief. NBC writers must live in a topsy-turvy world unrelated to reality.

I'll never watch Law & Order again.

- thanks,
**Problem Description**

vanessa.kuhn wrote on 7/26/2004 8:51:46 AM:

To whom it may concern:

I am writing to lodge an indecency complaint against the USA Network for airing *Law & Order Special Victims Unit*. The material is totally inappropriate and offensive. Examples of the subject matter: Children raped and molested, pregnant women raped and killed. All this prior to 10 PM! In my opinion, this subject matter is foul and disgusting and has no place on national TV, no matter what the time slot. Thank you for your time.

---

Programming considered indecent, obscene, violent or otherwise offensive to some viewers may be transmitted over cable/satellite systems.

The FCC Cannot Restrict Non-Broadcast (Cable/Satellite) Programming

The FCC is not permitted to censor or restrict the availability of non-broadcast programming shown over cable/satellite systems, even when the program in question may be offensive to some viewers.

Cable/satellite operators do not have the same restrictions on program content as regular television broadcast stations.

Please contact the USA Network with your comments.

USA Network
1230 Avenue of the Americas
New York, NY 10020

Contact: John Kelley 212-413-5231
**Problem Description**

To Whom It May Concern,

How could you? I watched the March 14, 2006 episode of Law and Order Special Victims Unit for 30 seconds and saw two maybe 3 elementary age children shot!!! I quickly changed the channel and then just sat there in shock. I felt nauseous and put my hands over my eyes. "Oh, my gosh. Oh, my gosh. Oh, my gosh." I stammered as I sat there frozen. My husband grabbed the remote and snapped the TV off, "I'm so sorry, honey."

We have 3 children, all in public school, and two in elementary school.

I want this type of violence television to stop. I want the writers to stop writing it. I want the television stations to stop airing it. I want the sponsors to stop paying for it. I want the FCC to give fines for it. I want the violent minded to stop getting ideas from it. I want to go to sleep without having bad dreams tonight from watching this horrible show. I want the children to be safe.
net wrote on 12/7/2005 1:23:21 PM:

On Dec 6 05 on NBC Channel 4 I watched an episode of Law and Order SVU. This show was blatantly anti-catholic. The Catholic Church was portrayed as being homophobic, ignorant and intolerant. I was shocked to see the public airwaves used to spread such a malicious message against the Catholic Church. Please investigate this matter. NBC and Law and Order SVU must understand that such treatment of the Catholic Church will not be tolerated. Please advise your views on this matter.
Problem Description

PuukyBear@aol.com wrote on 8/28/2005 11:01:18 PM:

On Sunday August 28, 2005, Time Warner cable channel 34 the USA channel, starting at approximately 7:20 p.m., I heard a commercial for the TV show "The Dead Zone" in which a character says "God Damned Right", and since I was not paying attention to the commercial, and was completely shocked at the language I do not know the context (as if there is a justifiable reason for such offensive language).

One the same channel during the show Law & Order SVU at approximately 7:40 p.m. during the episode entitled "Tragedy" the lead detective/character whom I believe is named Detective Stabler is interrogating a suspect and calls him a "PRICK". I am a regular viewer of the Law & Order series and have frequently been shocked & offended by the language used on this program, and I would like to have the law governing decency on the airwaves, especially during the Family Hours, enforced.

Thank you for your attention to this offensive situation.
Problem Description

net wrote on 9/15/2004 1:58:31 AM:

I am absolutely mortified by NBC's Law and Order SVU, tonite (Tuesday 9/14). Absolutely mortified. The introductory description to the show was about putting live-feed cameras in public toilets. Then, it went to live-feed cameras in perp-stalls in a stripper show. THEN, It went to that same live-feed camera in the strip show, only it showed a teenage boy being raped, anally. Skin? No, it didn't show any skin, but it was obviously clear what was happening, and that a child was being violated on prime time television.

I work with teenagers for a living--teenagers who most certainly watch 9 p.m. Television in my time zone. I am certain that many of my 2000+ teenagers saw the show that (a) graphically represented the violation of a child; (b) most probably gave a number of them some "ideas" from which to venture, i.e. Cameras in toilets.

I am undescribably disappointed in the subject and display of this show, and I can assure you that I will no longer watch SVU. I ask you to look into this matter further, and ensure appropriate adjustments.
The episode of Law & Order: Special Victims Unit entitled "Ridicule" shown on USA Network at 9:00 p.m. Eastern Time, April 7, 2004 and carried on Comcast Cable TV was over the top in indecency and obscenity. The entire show's premise was designed to push the envelope and was considered offensive. The show was about a man being raped by three women. There was gratuitous and graphic discussion about whether this was "physically possible", with discussion of male arousal and erections. There was also discussion about female sexual arousal techniques, autoeroticism, and discussions of strangulation during sexual activity as a desired and intended activity, with references to multiple occurrences of same. I had to insist my teenage children turn the program off when the lead characters in the sorted program brought out ropes and began to demonstrate the alleged activities.

I particularly object to the fact that this show is rated TV-14 with a notice that "some material that many parents would find unsuitable for children under 14 years of age. Parents are strongly urged to exercise greater care in monitoring this program and are cautioned against letting children under the age of 14 watch unattended." This show and its subject matter would be considered unsuitable by most parents—if not all responsible parents! The use of the term 'many' is intentionally misleading! Also, the implication that this program is suitable for children 14 and above is in itself offensive and counterproductive. The mere fact that this program is labeled as TV-14 leads teenagers, and probably many parents, to assume it is appropriate for all teenagers, with the exception of 13 year olds. I would argue it is unacceptable for all teenagers, with the possible exception of 19 year olds. This show should definitely be rated TV-MA, or higher. By labeling it TV-14, you are making our lives as responsible parents even more difficult than it already is.

Raising teenagers is hard enough without the FCC, mass media, major TV networks, broadcasters, CATV companies, advertisers, and Hollywood elites shoving garbage in front of our children in the middle of our living rooms, dens, and family rooms.

Please take this filth off the air, give it a more appropriate rating, give us the ability to select what channels are allowed into our homes (unbundle!), give us a V-chip that allows program specific blocking, give us a rating system that has more move this to 'pay-per-view', or at the minimum, put this show on in the late night or early morning! Everyone knows teenage children are watching TV at 9 and 10 o'clock.

I also find it very alarming that I cannot easily find an e-mail address to contact Comcast, USANETWORK, or the producers of Law & Order to lodge my complaint with them.
**Problem ID:** PROBLEM00497833  
**Consumer's Name:** UNKNOWN UNKNOWN  
**Status:** Closed  
**Phone Number:** (000) 000-0000  
**Submission Method:** Email  
**Owner:**  
**Submitted Time:** 5/25/2004 10:30:11AM  
**Response End Time:** 5/25/2004 10:30:51AM  

**Address 1:**  
**Address 2:**  
**City/State/Zip:**

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**Problem Description**

Dear FCC,

I am disgusted and so concerned about the free-for-all NBC's Law and Order, SVU seems to have - all under the guise of a sense of public service or "law and order." Tonites was the SECOND simulated SODOMY - THIS TIME OF A CHILD.

WHY DO YOU ALLOW THIS? NO OTHER SHOW DOES THIS. THE MAY 18, 2004, LAW AND ORDER ON NBC, showed the simulated sodomization of a young boy, over and over - it was pure tinitilization for the pervert - which there are many of, and absolutely nothing necessary or to serve any purpose, but purience.

I do appreciate the general function of the show, but they go "over the line" with children and youth. The other sodomization (Jan/Feb. 2004) was with a nude teenage girl being sodomized, and they repeated it over and over throughout the show.

YOU SHOULD STOP IT, PERIOD.
Dear FCC,

THIS IS A CORRECTION TO MY PRIOR E-MAIL:

I am disgusted and so concerned about the free-for-all NBC's Law and Order, SVU seems to have - all under the guise of a sense of public service or "law and order." Tonite's episode was the SECOND with simulated SODOMY - BOTH OF A CHILD.

(ACTUALLY, IT AT FIRST WAS MEANT TO APPEAR AS SODOMY, THEN IT WAS SHOWN AS RAPE OF THE YOUTH BY A FEMALE ADULT.)

WHY DO YOU ALLOW THIS? NO OTHER SHOW DOES THIS.

THE MAY 18, 2004, LAW AND ORDER ON NBC, showed the simulated sodomizing/rape of a young boy, over and over - it was titillation for the pervert - which there are many of, and absolutely nothing necessary or to serve any purpose, but prurience.

The other sodomization (Jan/Feb. 2004) on Law and Order, was with a nude teenage girl being sodomized and they repeated it over and over throughout the show. !!!!! GRRR. Women and children, not men, are the victims of sexual assault, little boys being the most frequent victims of sodomy. These scenes are deplorable and dangerous to women and children.

Does NBC actually get to try and claim the actors were over 18?? does that matter on public, network, prime-time TV??

IT SHOULD BE CONDEMNED, CITED, CHARGED, FINED, PERIOD.