

COMPLAINTS TO THE BBC: APRIL 2009

The BBC answered over 23,500 complaints from the audience during April 2009. These ranged from a small number of complaints about potentially serious breaches of editorial guidelines through to a much larger collection of views about programme content.

The main issues were as follows:

Complaints were received from people who were disappointed that a character, Danielle, was killed off in the episode of EastEnders broadcast on 5 April.

We received complaints that personal comments made about winning jockey of the Grand National during our live coverage were inappropriate.

Some viewers of Question Time were unhappy with comments made by one of the panellists about the Welsh, Scottish and Irish nations during a discussion on whether there should be a national day for England.

Some people were offended by the comments made by Jonathan Ross on his BBC Radio 2 programme (transmitted 18/04/09) regarding the Ofcom ruling on the calls to Andrew Sachs.

Complaints were received from viewers who felt images of a horse being slaughtered on Horse People with Alexandra Tolstoy were too graphic.

The BBC's responses to some recent issues can be read at www.bbc.co.uk/complaints.