

Editorial Complaints to the BBC: April – June 2007

The BBC handled almost 29,000 complaints between April and June 2007. 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 and scheduling. The key themes which emerged are detailed below:

Complaint about the BBC: Complaints have been handled in response to media reports that the BBC has lost out in the bidding process for the rights to screen *Neighbours*.

Offence: There were complaints about the first episode in the series of *Ruddy Hell! It's Harry and Paul*, with some viewers feeling the Laurel and Hardy in Brokeback Mountain sketch to be tasteless and insulting. Complaints were also handled from listeners who took offence to an episode of *Sunday Worship* that contained homosexual content. Some of these complaints came from an organised lobby group.

Standards of Interviewing Presentation: Some viewers complained that the interviewing of Alex Salmond on *Newsnight* was rude and discourteous. Complaints were also handled that the presentation of *Eurovision Song Contest 2007* was not of the standard expected from the BBC.

Watershed: Some viewers of *EastEnders* complained that the scenes of Dawn being tied to a bed were harrowing and unsuitable to be broadcast before the watershed.

Sensitivity and Portrayal: There were a number of complaints handled regarding the scenes of a distressed baby in *EastEnders*, with viewers unhappy that it was allowed to cry unattended.

Scheduling: Complaints were received regarding the decision to interrupt the run of *Doctor Who* for one week due to the live broadcast of *Eurovision Song Contest 2007*.

Insufficient Coverage: Viewers were unhappy that *Daily Politics: Prime Minister's Question Time* was cut short on BBC Two and felt that live coverage of such an historic event should have been allowed to overrun.

Bias: Complaints were received alleging *Panorama: Scientology And Me* to be biased against Scientology.

Technical Issues: Complaints have been handled from viewers claiming that the *Any Dream Will Do* voteline was not working. Complaints were also received from people claiming that the *Joseph Choir Search website* kept crashing and they could not upload their video clips.

Accuracy and Impartiality: Complaints were handled for referring to Jerusalem as the capital of Israel on *Football Focus*.

News: Complaints have been handled referring to reports that Moira Stuart would no longer be a newsreader.

Presentation and Trails: Some viewers have complained about the new end credits format that was launched across all BBC networks in June.

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