

Complaints to the BBC: February 2012

The BBC answered almost **17,000** complaints from the audience in February 2012. These ranged from a small number of complaints about alleged breaches of editorial guidelines through to a much larger collection of views about programme content and services.

A refresh of BBC Sport's online homepage led to complaints this month from some users were unhappy with the new look and feel of the website.

Changes to the BBC One schedule on 4 February to accommodate live coverage of *Match of the Day: the League Cup Final* prompted complaints. Coverage over-ran when the match went to extra time and penalties which meant *BBC News* was shown later than billed and *The Antiques Roadshow* and *Countryfile* were shorter than billed.

There were also complaints about the scheduling of *Pointless* during the week commencing 7 February from viewers who were disappointed that repeats were screened rather than a continuation of the series which had actually concluded the previous week.

The commentary during *Six Nations Rugby: Scotland v England* on 4 February attracted complaints from viewers who felt the use of 'Jesus' was inappropriate.

Finally, there were complaints about the amount of coverage afforded to the resignation of Fabio Capello as the England football manager and the funeral of Whitney Houston by BBC News from people who felt both were given too much prominence.

The BBC's responses to some recent issues can be read on the [BBC Complaints website](#).