

COMPLAINTS TO THE BBC: JANUARY 2009

The BBC answered over 48,000 complaints from audiences during January 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 key themes which emerged are as follows:

Complaints about BBC

A large volume of complaints were received in response to the BBC's decision not to broadcast the **DEC Gaza Appeal**. A proportion of these were sent via online lobby groups.

In addition to this, a number of complaints were made about Jonathan Ross returning to the BBC, following his suspension.

Bias

Complaints were received about alleged bias in response to different News reports about aspects of the conflict in Gaza.

Offence General

A number of people complained that offensive comments were made about an 80-year-old Spanish woman in an on-air exchange on Radio 2.

Violence

A number of viewers complained that it was irresponsible to feature a gun and violence during an episode of **Waterloo Road**.

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