

COMPLAINTS TO THE BBC: JULY 2008

Complaints to the BBC: July 2008	1
Scheduling	1
Offence	1
Saturation / Insufficient Coverage.....	1
Technical	1
Bad Language	1

The BBC answered over 12,000 complaints from the audience during July 2008. 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 as follows:

Scheduling

Wimbledon 2008 prompted complaints about scheduling, where people were unhappy with other programmes being shown later than billed or not being shown at all.

Offence

The main issue in this category was in response to the footage on the BBC News bulletin at Ten O'Clock of the shooting of a Palestinian man who attacked Israeli civilians in Jerusalem. Complainants felt it was too graphic.

Saturation / Insufficient Coverage

Complaints were received with regard to **Wimbledon 2008**, where people felt there was too much coverage of the tournament.

Technical

We received a number of complaints about the Digital Onscreen Graphic on BBC HD. People were unhappy that it appeared larger and brighter.

Bad Language

The Weakest Link received a significant number of complaints in response to the use of the word 'shag'.

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