

# COMPLAINTS TO THE BBC: JULY - SEPTEMBER 2007

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In the interests of openness and accountability the BBC has decided to publish these summary reports monthly rather than quarterly from October 2007. Details of the complaints answered during July, August and September are summarised below.

## JULY 2007

The BBC answered over 10,000 complaints from the audience during July 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 as follows:

**Insuffucient Coverage:** Complaints were received relating to the BBC's coverage of Live Earth. Some viewers were unhappy that coverage of both Metallica's and Spinal Tap's live performances were cut short in order to show highlights from other Live Earth events around the world.

**Complaint About The BBC:** Complaints were received regarding the BBC's statement on editorial breaches and the unsatisfactory manner in which some competitions had been handled.

Viewers were also unhappy with the BBC for the misrepresentation that occurred in the trailer for A Year With The Queen.

**Scheduling:** Some viewers were unhappy with the disruption to the BBC Two schedule caused by the extended coverage of the final day's play at Wimbledon 2007.

Complaints were also handled regarding the disruption to the billed schedule on Sunday 22 July due to the extended coverage of Golf: The Open 2007.

A number of viewers were also unhappy with the impact of Concert For Diana on the Sunday 1 July schedule.

**Bad Language:** Complaints were received from viewers who were upset with the strong language used by certain acts during the live broadcast of Live Earth.

Some radio listeners were also unhappy with the language used during Lennon - The Wenner Tapes and felt it inappropriate for broadcast in the morning.

**Racism:** Some viewers complained about the racist comments made to the character Yolande in Eastenders.

**Standards of Interviewing and Presenting:** Complaints were received from a number of viewers who felt that the commentary during Wimbledon 2007 was of a poor standard.

**Bad Example / Irresponsibility:** Some viewers were unhappy that an item on Six O'Clock News included a demonstration on how to make a bomb.

## **AUGUST 2007**

The BBC answered over 8,000 complaints during August 2007. The key themes which emerged are detailed below:

**Scheduling:** Complaints were received from viewers unhappy with the decision to replace the billed editions of The Inspector Lynley Mysteries on 9 August and 16 August 2007 with repeats.

**Bias:** Some members of the audience complained about the BBC's reporting of the situation in the Middle East, with some complaints alleging pro-Israeli bias and others alleging anti-Israeli bias. Complaints were also received from viewers who felt that Weekend "Nazis" was unfair to World War II re-enactment enthusiasts.

**Trails:** Complaints were received from a number of viewers who felt that the Restaurant trail was inappropriate and a waste of food.

There were also complaints from viewers regarding the changes to the End Credits, but no one programme dominated.

Some viewers complained that the trail for Tribe showing Bruce Parry vomiting was distasteful.

**Standards of Interviewing and Presentation:** There were complaints that Davina McCall was an inappropriate and poor choice to deputise for Ken Bruce on BBC Radio 2.

**Offence:** A number of listeners to Radio Scotland's Off The Ball complained about presenter Tam Cowan's remarks about Celtic FC.

**Background Sound:** Complaints were received from viewers who claimed that the background music was too loud during Fight For Life.

**Insufficient Coverage:** Complaints were received from viewers who felt there had been insufficient coverage of the North South Ministerial Council in Stormont Live.

**Watershed:** Some viewers complained that Casualty showed scenes of drug-taking before the watershed.

Some viewers also complained about similar scenes in Eastenders.

**Poor Quality:** Some viewers also felt that Saira Khan's Pakistan Adventure was of poor quality and portrayed Pakistan in a negative light.

## **SEPTEMBER 2007**

The BBC answered over 8,000 complaints during September 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 were received regarding the fact that BBC Scotland did not acquire the rights to broadcast the France v Scotland UEFA Euro 2008 qualifier.

**Offence:** There were complaints about the Eurovision Dance Contest, with viewers feeling that the commentators made disparaging remarks about the Ireland entry.

Complaints were also handled from viewers who took offence to the portrayal of animal rights activists in an episode of Casualty.

**Background Sound:** Complaints were received from viewers who claimed that their enjoyment of China's Terracotta Army was spoilt by excessive background music which made it difficult to hear the commentary.

**Bias:** Complaints were received alleging that during an episode of Eggheads, the Eggheads team were given a clue to the final question.

**Scheduling:** Complaints were received from viewers unhappy with the decision to broadcast Match Of The Day Live: England v Russia in Scotland.

Viewers also complained that an episode of Flog It! was a repeat of the previous day's episode. Complaints were also received from viewers unhappy that BBC Two's coverage of Davis Cup Tennis was not extended to cover Tim Henman's final match.

**Excessive Coverage:** Some viewers felt that there was excessive coverage of the McCanns across various BBC news programming throughout September.

**Bad Language:** Some viewers complained about the language used in an episode of Holby City. Complaints were also received about the language used in an episode of Eastenders.

**Watershed:** A number of complaints were received from viewers who felt that the graphic depiction of injuries in an episode of Casualty made it unsuitable to be broadcast before the watershed.

**Factual Error or Inaccuracy:** Some viewers felt that Holby City inaccurately portrayed the disease Hydradenitis suppurativa as being spread by poor hygiene.

The BBC's responses to some of these recent issues can be read at [www.bbc.co.uk/complaints](http://www.bbc.co.uk/complaints).