

Complaints to the BBC: November 2007

The BBC handled over 19,000 complaints in November 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:

Offence: There were complaints that EastEnders broadcast on 13/11/07 made offensive comments in its reference to the Heysel and Hillsborough stadium disasters.

Violence: Some viewers felt EastEnders on 13/11/07 included scenes that were too violent.

Advertising: Complaints were received about the introduction of advertising on the BBC website when viewed from outside the UK.

News: There was a surge of complaints from people querying the language used when referring to the PKK (Kurdistan Workers' Party) in news reports. The BBC's policy on the use of language when reporting acts of terror can be found in its Editorial Guidelines at www.bbc.co.uk/guidelines/editorialguidelines/edguide/war/mandatoryreferr.shtml and additional guidance issued to producers can be read at www.bbc.co.uk/guidelines/editorialguidelines/advice/terrorism/language/background.shtml

Sport: complaints were received from people who feel BBC Northern Ireland and Radio Ulster provide insufficient coverage of the GAA (Gaelic Athletic Association).

Other Complaints: Some viewers felt the voting system used on Strictly Come Dancing should be changed.

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