

COMPLAINTS TO THE BBC: NOVEMBER 2008

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The BBC answered over 56,700 complaints from audiences during November 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.

The key themes which emerged are as follows:

Offence - General

A large volume of complaints were received in response to the telephone calls made by Russell Brand and Jonathan Ross to actor Andrew Sachs. Many people said they felt the calls were offensive and inappropriate.

We received complaints from people unhappy that no further action is to be taken against Jonathan Ross following publication of the BBC Trust/Editorial Standards Committee report on 21/11/08.

Scheduling

We received complaints relating to the rescheduling of *A Woman in Love and War: Vera Brittain* on 9/11/08 to an earlier time slot.

Complaints were also received from people who felt Jeremy Clarkson's comments on *Top Gear* about lorry drivers murdering prostitutes were offensive.

Complaint About the BBC

Some viewers were unhappy that John Sergeant decided to leave *Strictly Come Dancing* and felt he was bullied into doing so.

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