

Complaints to the BBC: September 2010

The BBC answered over 19,000 complaints from the audience in September 2010. These ranged from a small number of complaints about alleged breaches of editorial guidelines through to a much larger collection of views about programme content and services.

Complaints were received regarding coverage of the Papal visit with claims of too much coverage. In addition, some people felt coverage was biased in favour of Pope Benedict XVI and/or the Catholic Church, while others felt coverage was biased against the Pope and/or the Catholic Church.

The introduction of BBC iPlayer version 3 generated complaints of problems with downloading, programme non-availability and streaming of content.

We received complaints from some listeners who felt it was inappropriate for Chris Moyles to comment on-air about delays in him receiving his contractual pay.

Some complainants also contacted us about delays in replying to their complaint.

The BBC's responses to some recent issues can be read on the [BBC Complaints website](#).