

Archived BBC public responses to complaints

2012

Sherlock, BBC One, 01 January 2012

Complaint

We've received complaints from some viewers who felt certain scenes in Sherlock, which was broadcast on 1st January 2012, were unsuitable before the watershed.

Our response

We were very careful to make sure the portrayal of any nudity was discussed during the early stages of planning for this episode of Sherlock, in order to ensure it was appropriate for a pre-watershed audience. The sequence where Irene Adler meets Sherlock for the first time was filmed in such a way as to offer a suggestion of her nudity. Each scene was carefully framed and the actors positioned so any explicit nudity was avoided, the aim being a slightly flirtatious and humorous encounter between the characters. With regards to any suggestive language and innuendo which featured in the episode, this was also carefully considered and we believed was sufficiently mild enough and wouldn't exceed the expectations of a pre-watershed audience. It certainly wasn't our intention to cause offence and in large we've received very positive feedback from viewers.

Public Enemies scheduling, BBC One, 03 January 2012

Complaint

We received complaints from viewers who were unhappy that Public Enemies was replaced in the schedule by the Panorama Special - Stephen Lawrence: Time For Justice

The BBC's Response

The murder of Stephen Lawrence is a high-profile case and we felt it was in the public interest to screen the Panorama film on the day the verdicts were announced. The drama, Public Enemies, could be delayed until the following day but the Panorama programme was highly topical and due to public interest in the Stephen Lawrence murder case we wished to broadcast it that night.

Top Gear: India Special, BBC Two, 17 Jan 2012

Complaint

We've received complaints from some viewers who felt the Top Gear: India Special was offensive towards the country and its culture.

Top Gear's response

The Top Gear road trip across India was filled with incidents but none of them were an insult to the Indian people or the culture of the country. Our film showed the charm, the beauty, the wealth, the poverty and the idiosyncrasies of India but there's a vast difference between showing a country, warts and all, and insulting it. It's simply not the case that we displayed a hostile or superior attitude to our hosts and that's very clear from the way the presenters can be seen to interact with them along the way. We genuinely loved our time in India and if there were any jokes to be had they were, as ever, reflected back on the presenters rather than the Indian people.

Mongrels, BBC Three 23 Jan 2012

Complaint

We've received complaints from some viewers unhappy with the decision not to commission another series of *Mongrels*.

Our response

Mongrels was a funny and innovative comedy that we were proud to have on the channel but after two series we felt it was time to try something new. We regularly have to make difficult decisions about how we spend our budget and occasionally these decisions will prove unpopular with some members of the audience. There is, however, plenty of new comedy coming soon to the channel for viewers to enjoy.

Ski Sunday scheduling, BBC Two, 22 January 2012

Complaint

We received complaints from viewers about changes to the billed start time of Ski Sunday on 22 January 2012.

The BBC's response

We understand some viewers were disappointed that the BBC Two schedule was disrupted on 22 January due to live coverage of the Masters Snooker final overrunning. Unfortunately live sporting events such as this can overrun and have a knock on effect to the published schedule. When such decisions are made they are done so after careful consideration. The match was very closely tied at 4-3 going into the final game of the afternoon. While Ski Sunday could be delayed, the snooker final was live and viewers would have expected us to continue with our coverage until it had concluded. The decision was therefore made to stay with the snooker and show Ski Sunday immediately afterwards. We kept viewers updated with various announcements and an on-screen banner when Ski Sunday was due to start. With regards to the abrupt end to Ski Sunday this was due to a technical error which resulted in the final minute or so of the programme being cut off. The continuity announcer immediately apologised for this and again we're sorry if your enjoyment of Sky Sunday was marred on this occasion. As always Ski Sunday is available to view on the BBC iPlayer for up to seven days after the original broadcast.

Newsnight, BBC Two, January 24th 2012

Complaint

We have received complaints from viewers about Jeremy Paxman's interview with Scotland First Minister Alex Salmond, conducted ahead of the launch of a consultation on the Scottish independence referendum. Viewers objected to the appropriateness of a comparison by Jeremy Paxman with Robert Mugabe's "progressive" intentions prior to Zimbabwe's independence.

BBC News response

This was a good natured exchange in a wide-ranging interview between two experienced debaters who often spar with one another. Jeremy's reference to Zimbabwe was made within this context. Although the comparison was obscure, he was attempting to test how progressive an independent Scotland under the SNP would be. Jeremy asked whether it would indeed be a "beacon of progressiveness" and pointed out that Robert Mugabe had expressed a similar aspiration for Zimbabwe at one time. Mr Salmond was robust in his response. No offence was intended, Mr Salmond has made it clear that none was taken on his part and the interview ended amicably.

Six Nations Rugby, BBC One, 4 February 2012

Complaint

We received complaints about the BBC's decision not to include an appearance from Scotland's First Minister in its coverage of the Scotland v England Calcutta Cup.

The BBC's Response

Whenever politicians of any party ask to go on non-political BBC programmes, as was the case with the First Minister's office before Saturday's Calcutta Cup match (or, on other occasions, when such programmes decide they want themselves to invite politicians) there is an obligation under the BBC's Editorial Guidelines to consult the Chief Political Adviser (CPA) for advice before a decision is taken. This is to ensure that all parties are treated with due impartiality and that one particular party does not receive undue prominence, or indeed that a party does not receive too little coverage in comparison to others. In advising programme-makers about whether such appearances are appropriate, the CPA has to take account of the political context at the time. It is part of the BBC's normal editorial process in its task of ensuring that political impartiality is achieved across all its output. On this occasion, having been approached by the First Minister's office, BBC Sport asked for advice and with the full agreement of both the Head of TV Sport and the Director of BBC Scotland, the judgment was made that the Scotland-England match was not an appropriate setting in which to give one single political leader that level of prominence. The topicality of the current political debate over the future relationship of Scotland with the rest of the UK – and with England in particular – was one of the factors taken into account. A similar suggestion that the First Minister might take part in BBC Radio Scotland's rugby coverage had already been declined. Radio Five Live also turned down the offer of an interview with the First Minister following advice from the CPA. The key factor, in advising on such occasions, is the importance of ensuring that other political parties have the opportunity to receive coverage of appropriate prominence over a reasonable timescale. That timescale can be affected by the proximity of elections, when such appearances would certainly not normally be appropriate. Given the singularity and high profile of the Calcutta Cup match, as well as the fact that it is now less than two months away from the election period before local government elections throughout Scotland, it was clear that leading politicians from other parties in Scotland would not have been able to enjoy coverage of appropriate prominence in the circumstances. We are satisfied that the judgment made on this occasion by BBC Sport and BBC Scotland, acting on the CPA's advice, was consistent with similar editorial judgments which are regularly taken in relation to other political parties and other political leaders by programmes across the BBC.

Six Nations Rugby, BBC One, 4 February 2012

Complaint

We received complaints from some viewers who felt it was offensive that Brian Moore used the term 'Jesus' during the commentary of the Scotland v England match.

The BBC's Response

We acknowledge that some of our viewers were unhappy with Brian Moore's use of the term 'Jesus' during the Calcutta Cup match. The Six Nations often provokes a passionate response among our commentary team and on this occasion Brian was surprised at the physio's appropriate treatment of what looked like a bad injury to David Denton and in the heat of the moment, expressed this in an inappropriate way. Brian did not intend to offend our audience and we are sorry if on this occasion he did.

Pointless, scheduling, BBC One 23 Feb 2012

Complaint

We received complaints from viewers who were concerned that the editions of Pointless between Tuesday 7 February and Friday 10 February did not follow on from the programme shown on Monday 6 February.

The BBC's Response

We recognise that the scheduling of Pointless episodes disappointed a number of viewers and that some were expecting to see the jackpot roll over to the rest of the week. The programme on Monday 6 February was actually the last edition from the fifth series and it was always planned that we would take a short break before carrying on where we left off at the start of series six on Monday 13 February. To bridge the gap between the two series, it was decided to show again some classic editions from previous years. Although it was made clear in our online schedule and in listings magazines that we would be showing a small number of repeats, we recognise some viewers felt we should have done more to highlight this fact and we have taken this feedback into account.

BBC News Channel, Too much coverage of Whitney Houston's funeral, 18 February 2012

Complaint

We have received complaints from viewers who felt there was too much coverage of Whitney Houston's funeral.

Response from BBC News

The decision to broadcast the funeral of Whitney Houston live on the News Channel was one we made very carefully. The News Channel Controller and Editors took into account not just the impact that Whitney Houston's death had worldwide, both on her fans and on the music industry but also how it fitted into the weekend coverage of news stories and events happening at that time, on that day. We know from our audiences across the BBC as a whole that there was significant interest in the death of Whitney Houston, and we wanted to provide for that audience full, live coverage of the occasion. This was the funeral of a recording artist who had a substantial impact on late twentieth century music and whose death had come as a great shock to the wider music industry and to her millions of fans. This was reflected in our viewing figures and they show that the coverage of the funeral drove significantly higher audiences for the News Channel during this period compared to the rest of Saturday. The funeral service lasted significantly longer than any broadcaster expected, and as we had committed to the coverage it would not have been appropriate to opt out of the service any earlier than we did. We recognise that the duration of the coverage was too long for some viewers, but we kept the news ticker going on screen throughout and those who wanted other news of the day could have turned over to BBC 1 for the main tea time bulletin there. The website and mobile app services were also running as normal, as were the BBC radio bulletins. The pace and rhythm of coverage on the News Channel is often different at weekends to during the week. If there is no major breaking story we regularly show half hour features and longer items. The funeral of Whitney Houston gave us an opportunity to bring a significant and moving story live to our audience. We are sorry if this wasn't to the satisfaction of all our viewers but it is part of the News Channel function to be there when major stories take place, and we felt that this was such an occasion.

BBC One schedule, 26 February 2012

Complaint

We received complaints from viewers about changes to the BBC One schedule due to the overrun of the League Cup Final on 26 February 2012.

Response

We understand that some viewers were disappointed by the schedule disruption on BBC One on 26 February due to the League Cup Final going to extra-time and a penalty shoot-out. Live events do sometimes overrun and this can have a knock-on effect for subsequent programmes. Many of the listings magazines let viewers know that "subsequent programmes may run late or change" and in anticipation of this we prepared slightly shorter versions of Countryfile and Antiques Roadshow to avoid having to postpone either of them. The longer version of this episode of Antiques Roadshow will be transmitted at a later date and the material not used within Countryfile will be incorporated into future programmes. While we appreciate some may be disappointed with our decision to stay with the football, this was a live event watched by millions so it was important to stay with it on the night and we were still able to show all subsequent programmes. With the changes to the running times of the programmes mentioned above we were almost able to get back on time during the course of the evening so that by 9pm BBC One was only running around five minutes late.

BBC Radio 1's Hackney Weekend, problems encountered while booking tickets for the event 27 March 2012

Complaint

We received complaints from people who encountered problems while booking tickets for BBC Radio 1's Hackney Weekend.

Our Response

BBC Radio 1 is sorry for the problems people experienced whilst trying to book tickets for the event. On Sunday in particular these were as a result of technical issues caused by the high volume of traffic to the See Tickets website – and, whilst we did anticipate a huge demand for tickets, and tried to replicate the online surge this would cause, unfortunately the system was still initially unable to cope. This did inevitably result in extra pressure on the phone system. We had asked that, if no operators were free to answer calls, anyone else calling would hear an engaged tone – in part to ensure people were not left on hold, or incurring charges whilst waiting. This worked during the second booking window on Monday, but it appears that on Sunday, the external telecommunications company who operate the phone lines were unable to cope with the numbers calling. We have asked for a full report on why this happened, but it appears that calls were not being connected to the See Tickets call centre – instead people were played hold music, before being cut off automatically after approximately two minutes. BBC Radio 1 is sorry for the frustration and disappointment caused by these issues.

Silent Witness, upsetting scenes, BBC One 22 and 23 April 2012

Complaint

We've received complaints from some viewers who felt the two part instalment of Silent Witness entitled Redhill was too violent.

Our response

As programme makers we take our responsibility to the audience extremely seriously and try to make sure we strike the right balance between compelling drama without being unnecessarily graphic. Towards the end of the first episode we had established that DI Bridges and Officer Kessler had previously worked together and that he was the one very much in control. The final scene was not an attempt to gratuitously shock the audience; it was rooted in character and research, showing just what DI Bridges was prepared to do for her colleague for the sake of her family, as well as the brutality that Kessler was capable of. We acknowledge that certain scenes may have been challenging, but we filmed and presented them in such a way as to make sure that although as a viewer the implication was there, it was never actually shown. Silent Witness is now in its 15th series and we believe the general tone and content is widely recognised by its regular audience. It's fair to say the show is known for tackling challenging stories and exploring adult themes and we don't feel the content of these episodes would have gone beyond viewer's expectations. As well as scheduling the series after the 9pm watershed, we made sure the content was widely publicised and gave a warning before both episodes which on Sunday stated: "...With scenes some viewers might find upsetting and violent scenes." And Monday: "...With graphic violent scenes and some scenes which some viewers might find upsetting, Silent Witness." We're sorry if you felt we got it wrong on this occasion.

Silent Witness scheduling, 6 and 7 May 2012

Complaint

We received complaints from viewers that the episodes broadcast on Sunday 6 and Monday 7 May were repeats rather than new episodes.

Response

We were unable to show the full series of *Silent Witness* as originally planned for editorial reasons and therefore replaced the final two episodes with repeats. These episodes were always billed as repeats and marked as such in schedule listings so that viewers would be aware. We understand that some viewers would have been upset not to see the full series in consecutive weeks but we are pleased to say that we will be able to show these episodes later this year.

Newsnight, BBC Two, Wednesday 23 May 2012

Complaint

We have received complaints from viewers who felt the programme's interview surrounding welfare provision with Ms Shanene Thorpe, did not portray the full extent of Ms Thorpe's personal circumstances. We have also received a complaint from Ms Thorpe directly, which the editor of Newsnight has responded to, in accordance with the BBC's complaints process.

Response

Mr Rippon explains his response to Ms Thorpe as follows:

"I responded to Ms Thorpe personally because, as I explained in a previous telephone conversation to her, I do think we have something to apologise for. In my response to Ms Thorpe I explained the background to the interview, which looked at the Government's plans of making a further ten billion pounds of savings from its Welfare bill. Some of the ideas being considered are controversial, including restricting housing benefits for young people who could be living at home and encouraging people to have fewer children. It is these ideas we wanted to explore. We especially wanted to get reaction from people who could be affected. We approached Tower Hamlets press office to see if they could find case studies. Ms Thorpe was put forward to us as someone who fitted the bill and with strong and articulate opinions on why the Government would be wrong to introduce such limitations. It now seems that she understood she would be interviewed about working as a young single parent. So when Newsnight's Political Editor asked her the questions she did, she was under the impression that Ms Thorpe was fully aware that the focus of the interview was on the possible controversial Government proposals and how they could affect her personally. We decided to use the interview because her situation was relevant to the kind of changes the Government is considering introducing. Within this context the general line of questioning was, I think, reasonable but clearly there are lessons for us to learn. We should always discuss the nature of this kind of interview with the contributor before the camera starts to roll, whatever the time constraints. I am genuinely sorry that Ms Thorpe was made to feel uncomfortable as a result and have apologised to her personally. However, there was no question of intentional bias, just a misunderstanding. That is not to diminish Ms Thorpe's concerns - it's just an explanation of what happened. Also, I do accept that we didn't make clear that Ms Thorpe is a working mother and that someone watching the exchange could have got the impression she is unemployed. It was left to her to point out that she felt her situation is different from that of unemployed people living with their parents and that she was asking for a contribution, "not a free handout". It would not be defamatory to imply someone is unemployed but we should not have allowed that impression to be created so I apologise."

Peter Rippon, Editor, Newsnight.

BBC Diamond Jubilee coverage 6 June 2012

Complaint

We received complaints from some viewers about aspects of the BBC's Diamond Jubilee coverage.

BBC Response

We provided extensive coverage of the Diamond Jubilee through a wide range of television and radio programmes covering the many aspects of the celebrations, with a variety of tones and styles across the weekend for different audiences. Across the Jubilee period almost 70% of the nation tuned in to some of this programming. We acknowledge that not every aspect of our coverage was to everyone's taste, but across all the hours of broadcasting we have received appreciations as well as complaints. It is worth noting that this was a live broadcasting event of unprecedented scale and complexity amidst weather conditions which turned out to be challenging for all involved. We review all major events we broadcast and this weekend's coverage will be no exception. All the comments we have received will be part of the feedback we use when we come to look at how this weekend's programming could have been improved.

EastEnders, Michael and Jean storyline, BBC One 26 June 2012

Complaint

We've received complaints from some viewers unhappy with certain aspects of the *EastEnders* storyline involving Michael Moon and Jean Slater.

BBC response

We acknowledge that some viewers have concerns about the Michael and Jean storyline, and that some feel the depiction of bi polar, as portrayed through Jean Slater, is unrealistic. It is important to note that Jean Slater is not intended to be representative of everybody with bi polar disorder. We treat all of our characters as individuals, with their own sets of behaviours and opinions, and there's no suggestion that all of Jean's characteristics are linked to her condition. We work closely with a number of experts in the mental health field to ensure that we are as accurate as possible when it comes to Jean's bi polar, her medication, the impact it has on her and those around her, and attitudes and prejudices towards her. Michael is a well-established villain, intent on destroying others for his own twisted motives, and the current storyline is completely in keeping with his character. The audience were aware from the start that it was Jean who was telling the truth even when other characters doubted her. In Friday's episode Alfie, Kat and Janine learned the truth, and Jean was completely exonerated.

BBC Wimbledon coverage 1 July 2012

Complaint

We've received complaints from some viewers unhappy with the disruption to the schedule and the amount of coverage devoted to Wimbledon 2012.

BBC response

We acknowledge that some viewers are unhappy with the disruption to the television schedule and the amount of coverage devoted to this year's Wimbledon coverage. The Wimbledon Tennis Championship is one of the most prestigious events on the British sporting calendar. Every year we devote many hours over the fortnight to provide extensive coverage, a policy which is popular with the majority of our audience. We also know from experience that this event is watched with great interest by many who do not normally enjoy sport. In covering events as renowned as this, we are faced with very difficult decisions as to what matches to show on television and when. Ultimately, our aim is to bring our audience the most comprehensive coverage of all the key matches during the competition and as a result, there have been occasions where we have decided to make late changes to the published schedules to accommodate a match which had been delayed or had gone on longer than we have scheduled. In addition, we realise that not everyone will be interested in Wimbledon or indeed sport and so a variety of content is made available on our other channels. However, we have a duty to represent all licence fee payers and there is a large section of our audience who appreciate and enjoy the coverage we offer. In the event of schedule changes, we do endeavour to inform our audience and reschedule programmes which have been dropped for a later date.

The Chris Moyles Show, Chris Moyles to leave as presenter of BBC Radio 1's Breakfast Show 16 July 2012

Complaint

We received complaints from listeners who are disappointed that Chris Moyles is to leave as presenter of the BBC Radio 1 Breakfast Show.

BBC response

Chris Moyles has been presenting the show for over 8 and a half years and has been the most successful breakfast show DJ in BBC Radio 1's history, but Chris and BBC Radio 1's Controller Ben Cooper have decided that now is the right time for the show to finish, whilst it is still on a high. We are sorry if you are disappointed by the change, but hope that you will give Nick Grimshaw a chance to show what he can do with the Breakfast Show.

The One Show, comment made regarding a tattoo, BBC One, 19 July

Complaint

We've received complaints from some viewers unhappy with a comment made by Daley Thompson during *The One Show* on Thursday 19 July 2012.

Response

At the beginning of the show Matt & Alex introduced Daley Thompson to the show and discussed the Olympic Torch, showing a picture of an unfortunate spelling mistake on a torchbearer's tattoo. Daley's comments about this were clearly meant as a joke but we apologise if any offence was caused, it certainly wasn't our intention. Matt corrected Daley straight away and Alex offered an on-air apology at the end of the show.

Country profiles on the BBC Sport website 20 July 2012

Complaint

We have received complaints about the BBC Sport website from people who felt that the country profiles on the Olympics page for the Israeli and Palestinian teams were inaccurate.

BBC Response

The Olympics page on the BBC Sport website provides extensive information on the London 2012 games, including the profiles of all the teams taking part. Due to an error which was made at the time the information was added onto the website, incorrect details and mistakes appeared on the Israeli and Palestinian team pages. This has since been rectified in line with BBC policy. The BBC as an impartial broadcaster remains committed to accuracy and we regret if anyone was offended by this.

Sportsweek, BBC Radio 5 live, Sunday 22 July 2012

Complaint

We've received complaints from listeners who were unhappy with Garry Richardson's interview with Jeremy Hunt during Sportsweek on Sunday 22 July 2012.

BBC Radio 5 live response

Garry Richardson was seeking to clarify Jeremy Hunt's views with robust questioning about the government's response to the planned industrial action. The questions did not represent a personal point of view but were designed to explore and test the government's position. The BBC is committed to reporting impartially on the week's events and will continue to include a variety of opinions and voices, including of course the unions, in the run-up to Thursday's possible action.

BBC News broadcasts from the Olympic Park, Monday 23 and Tuesday 24 July 2012

Complaint

We received complaints from viewers about technical problems with news broadcasts from the Olympic Park news studio.

The BBC's Response

This is a new studio, set up for the duration of the Olympics, which will be the source of many of our news stories over the next couple of weeks. Being live at the Olympic Park allows us to do justice to the biggest sporting event in the UK for a generation. Outside broadcasting can be a particular challenge as we do not have control of all outside factors. Some of our first broadcasts from the studio did have slight technical problems, in particular ensuring the best possible sound quality. We have made some minor adjustments and are now confident the sound quality is clear.

London 2012, Commentary during the Opening Ceremony, 27 July 2012

Complaint

We've received complaints from viewers who were unhappy with the commentary during the London 2012 Opening Ceremony.

BBC Response

The BBC always tries to put major events into context and in a lengthy ceremony like the opening of the London 2012 Olympics, Huw Edwards, Hazel Irvine and Trevor Nelson tried to convey the history and the background to what was seen on screen. This followed helpful discussions with the organisers about the signposting that audiences would need through the show. Huw and Hazel have previous experience commentating at opening ceremonies and drew from experience by adding insight where necessary. Trevor was chosen as an experienced broadcaster on Radio 1 and Radio 2 with expertise in music and culture. He is also from Hackney, one of the Olympic host boroughs. We felt that for most of our audience, our commentary team struck the right balance in presenting the event and adding insight where necessary. The programme attracted the highest audience on BBC One for 16 years.

BBC News Saturday late bulletin, Saturday 28 July 2012

Complaint

We received complaints from viewers who felt that David Bond's report on the men's 250km cycling road race was of a poor quality and/or biased against Team GB

The BBC's Response

We forwarded concerns on this issue to our Head of Sports News and he writes in response:

"We believe the report was balanced as it reflected the enormous recent success of the British cycling team and, as such, the sense of disappointment at the lack of a medal. There was no intention to be discourteous to Mark Cavendish after the race. David asked what we believe was a reasonable question and a decision was taken to broadcast Mark Cavendish's response so that the audience could make their own judgement. Clearly David is not a cycling specialist and therefore does not have the same level of expertise in the sport as the BBC's cycling commentators Simon Brotherton and Hugh Porter. However, this report of the race was intended for a general news audience and we believe it was fair and balanced."

London 2012, Gary Lineker's comments during Olympics 2012, 29 July 2012

Complaint

We've received complaints from viewers who were unhappy with Gary Lineker's comments on the 29 July 2012.

BBC Response

Gary Lineker was presenting from the Olympic Stadium on the evening that Team GB had won their first two medals – a silver in the Women's Road Race and a bronze in the Women's 400m Freestyle in the pool. The production team have said in response: "Gary Lineker was presenting live from the Olympic Stadium on a busy night of sport. This was a light-hearted remark about the sporting rivalry with Germany and was clearly in that context".

BBC News at Ten, Thursday 2 August 2012

Complaint

We received complaints from viewers unhappy that a correspondent spoke over the national anthem during a report on Team GB's win in the men's sprint cycling event.

The BBC's response

We recognise that correspondents should not record pieces to camera during the national anthem and we apologise for any offence caused.

Olympics 2012, Mishal Husain's interview with David Cameron, 12 August 2012

Complaint

We've received complaints from viewers who were unhappy with Mishal Husain's interview with Prime Minister David Cameron.

BBC Response

Mishal Husain's interview with David Cameron was an opportunity to raise some of the issues surrounding the London 2012 games and also for him to give his views about the end of the Olympic Games and what they have meant for the UK. We believe Mishal's questioning was fair and, where necessary, she challenged the Prime Minister in order to keep the interview on track and relevant to the subject at hand. For instance, she asked about where the future lies for British sport in terms of funding issues announced by the government, not just for Team GB but also sport in schools. It was proper that Mishal Husain should challenge the Prime Minister on these issues of public interest.

London 2012, Interview with the Jamaican Men's 200m Final winners, 9 August 2012

Complaint

We've received complaints from viewers who were unhappy that an interview with the Jamaican Men's 200m winners was conducted during the Kenyan national anthem.

BBC Response

The medal ceremony for the Men's 800m Final was shown live on BBC One and the playing of the Kenyan National anthem was transmitted in full. We started pre-recording an interview with the winning Jamaican 200m athletes before the Kenyan national anthem had begun. This was our only opportunity to interview the athletes and they were happy to be interviewed at this point. The pre-recorded interview was then shown shortly after we had transmitted the 800m winners' medal ceremony live.

Citizen Khan, 27 August 2012

Complaint

We've received complaints from some viewers who were unhappy about *Citizen Khan's* portrayal of the Muslim community.

Response

We have received a number of appreciations from members of the Muslim community in praise of the show and for creator Adil Ray, who like the family portrayed, is a British Pakistani Muslim. Alongside these appreciations, a small percentage of viewers have complained to the BBC regarding the show's portrayal of the Muslim community. New comedy can provoke differing reactions from the audience, and as with all sitcoms the characters are comic creations and not meant to be representative of the community as a whole.

The World at One, 28 August, 2012

Complaint

We received complaints from some listeners who felt Martha Kearney incorrectly implied Israeli soldiers were killed on the same day as Palestinian activist Rachel Corrie.

Response from *The World at One*

We are sorry that in an item on *The World at One* on August 28th about the claim for damages brought by the family of Rachel Corrie we inadvertently gave a misleading impression. The item included interviews with the father of Rachel Corrie and with Mark Regev, the spokesman for the Israeli Prime Minister. Martha Kearney's questioning was fair – she put to Mr Regev the view of a fellow activist that Rachel Corrie was 'in clear view' of the bulldozer driver and the opinion of Rachel Corrie's mother that the trial had not been fair. Martha Kearney also said:

"Clearly Rachel Corrie was one of the casualties of what happened that day - and I know Israeli soldiers died too - but has this meant there's a rethink of the policy of what was happening at that time - bulldozing Palestinian houses?"

By referring in her question to the deaths of Israeli soldiers, Martha Kearney was trying to keep the interview focussed on the central point of her question - the destruction of Palestinian homes rather than allow the interview to move on to the issue of wider violence. She did not intend to imply that Israeli soldiers were killed on the same day as Rachel Corrie. Two Israeli soldiers were killed in the previous week. But we are sorry that the question was poorly phrased and therefore gave a false impression.

Good Cop scheduling, BBC One, 20 September 2012

Complaint

We received complaints from some viewers who were unhappy that the final episode of *Good Cop* wasn't broadcast on Thursday 20 September.

The BBC's Response

In light of news events, BBC One postponed the final episode of *Good Cop* because it features a violent attack on a female police officer, scenes which it was felt were too sensitive to broadcast and to avoid any further distress to families and friends of the two female police officers who were killed two days earlier. A new transmission date for the final *Good Cop* episode will be confirmed in due course.

EastEnders, BBC One 9 Oct 2012

Complaint

We have received complaints from some viewers about some aspects of a social worker's role in the current storyline.

The BBC's response

It is not our intention to portray social workers in a negative light. Whilst the audience has seen how much Lola loves Lexi, and seen her behaving responsibly in caring for her baby, her social worker has not. Each time the social worker visited, she regularly saw worrying behaviour that concerned her. The social worker also witnessed a series of other incidents and, under these circumstances; we believe the audience will have understood why she had to act quickly to remove Lexi when Lola was arrested for assault. There was no suggestion that the social worker's actions arose from anything other than a genuine desire to protect Lexi, or that her concerns about Lola were unreasonable given the picture she and the previous social worker had formed over a substantial period of time. Although EastEnders tackles many social issues and always carefully researches the details, it is a drama and Lola's story and that of the social worker are not intended to be representative of everyone in the same situation.

The Mike Harding Show, Mike Harding to leave the BBC Radio 2 folk music show 21 Oct 2012

Complaint

We received complaints from people who are disappointed that Mike Harding is leaving the BBC Radio 2 folk music show.

The BBC's Response

We're sorry if you are disappointed that Mike Harding is leaving the BBC Radio 2 folk music show. Mike has been offered the opportunity to present a new series for 2013 and we very much hope to work with him again in the future as he has done a fantastic job of supporting the folk genre and introducing BBC Radio 2 listeners to a broad range of folk artists. However, this change will give BBC Radio 2 increased flexibility to support and reflect the wide variety of folk music available and is part of its plans to increase the impact and reach of folk on and beyond *The Folk Show*. Mark Radcliffe is a very experienced and accomplished live broadcaster with great depth and breadth in all areas of BBC Radio 2. It will enable the station to broadcast the programme live when required and to incorporate folk music more seamlessly into our mainstream programmes. Mark will also bring a fresh perspective on the folk music scene, incorporating a love of the traditional and contemporary folk output.

Strictly Come Dancing: the Results, 4th November 2012

Complaint

We've received complaints from some viewers who felt the audience were too loud during Andrea Bocelli's performance on *Strictly Come Dancing: the Results*, broadcast on 4th November.

Response

Strictly Come Dancing is a live show with the results show being filmed as live. The audience are inevitably very excited to be there with the dancing being the main attraction for them. All the music acts that appear on *Strictly* are given the option to have our professional dancers perform with them and Andrea Bocelli was delighted to have Pasha and Karen dancing. Their performance was very much in keeping with the song and he was happy with the reaction it received. Overall we felt the audience gave a very respectful show of appreciation which didn't detract from Andrea's performance but we're sorry if on this occasion it spoilt anyone's enjoyment. We can assure you that BBC Radio 2 remains dedicated to broadcasting both traditional and modern folk music.

Danny Baker, BBC London 94.9 6 Nov 2012

Complaint

We received complaints from listeners unhappy that Danny Baker will be leaving his afternoon show on BBC London 94.9.

Response

We have been in discussion with Danny Baker's management company for some time about schedule changes. This has included conversations about him presenting a weekly programme. Danny is still very much part of the BBC with his Saturday morning show on BBC Radio 5 Live. We would also like to make it clear that the decision was not driven by savings and all stations from time to time need to refresh their schedules.

BBC News, Coverage of the Duchess of Cambridge's pregnancy 11 Dec 2012

Complaint

We received complaints from viewers and listeners who felt there was too much coverage of the Duchess of Cambridge's pregnancy.

Response from BBC News

We covered this as a news story not only because the pregnancy had been announced, but because the Duchess had also been admitted to hospital as she was unwell. The birth of the royal child will have constitutional significance not only because he or she will be a future king or queen, but because it will also result in a change in the law of succession. We believe our coverage was proportionate and reflects our audience's interest in royal stories. We also covered many other stories during that period including the economy and Autumn Statement, Syria, and Egypt.

BBC Sport, Sports Personality of the Year, 16 December 2012

Complaint

We received complaints from viewers who reported difficulties registering their telephone vote

Response from BBC Sport

We received over 1.5 million calls during the BBC Sports Personality of the Year 2012 vote and have had confirmation by the network operators that there were no reported problems with the telephone system. Any issues around not being able to get through to the telephone numbers may have resulted from temporary congestion caused by the unusual number of callers dialling the same number at the same time. Any issues should have been temporary and resolved by redialling soon after.