

Archived BBC public responses to complaints

2014

The One Show, BBC One, 14 January 2014

Complaint

We have received complaints about Paul O'Grady's appearance on the One Show on 14 January. Some viewers felt that his views on benefit reform were not adequately challenged.

BBC's Response

The One Show is a topical magazine programme which occasionally reports on prominent news stories. Following media coverage of the debate around Channel Four's Benefits Street, The One Show asked members of the public for their views on the programme. A variety of opinions were heard from all sides of the debate. Following this, and in keeping with One Show tradition, the presenters discussed the issues raised with that day's studio guest, Paul O'Grady. Paul was clearly identified as a Labour supporter, and he was challenged on how he would reduce the benefits bill. Paul's views were forthright, and on reflection more could have been done to put them into context, but it is important to note that balance can be achieved across a number of programmes, and this is a subject that the One Show has covered before and hopes to revisit again in the future.

EastEnders, BBC One, 14 January 2014

Complaint

We received complaints from some viewers who were unhappy with a comment made by Shabnam during EastEnders on 14 January 2014.

The BBC's response

EastEnders has a rich history of tackling social issues. The show does not advocate racism or intolerance in any way; in fact it seeks to challenge these negative views. Shabnam has returned from Pakistan with a renewed religious faith, devoutness and with some strong views. In this episode Shabnam's comments came from her personal beliefs but as viewers will see in future episodes, she is strongly challenged on her views by her father, Masood. Drama often requires an oppositional voice or view-point in order for another character/s to express their feelings, and challenge a particular sentiment or standpoint. This is the case in the episode which will air on 15 January, when Masood makes it very clear that he finds her views unacceptable.

Outnumbered, BBC One, 29 January 2014

Complaint

We've received complaints from some viewers who were unhappy with a joke made in Outnumbered.

BBC's response

We would like to assure viewers that the reference to autism during Outnumbered was not intended to make light of the condition or to demean anyone who is affected by it. We feel this was in line with the established comic approach of Outnumbered and was never meant to deliberately offend anyone.

Six Nations Rugby 2014, BBC One, 2 February 2014

Complaint

We received complaints from viewers who were unhappy with a comment made by John Inverdale during the Ireland v Scotland match. Some viewers felt his reference to England, rather than Great Britain was inaccurate and biased.

The BBC's response

John made an unintentional slip despite clearly knowing that it is Great Britain and not England that competes in the Davis Cup. He apologised for his mistake later in the programme once he had realised his error.

Fake or Fortune?, BBC One, 2 February 2014

Complaint

We received complaints from viewers unhappy that the outcome of the episode of *Fake or Fortune?* which aired on 2nd February was revealed in advance by some news outlets, including the BBC.

BBC's Response

The programme makers have explained that they often offer highlights of upcoming programmes to news outlets in order to alert viewers who might not be familiar with the series. As Martin's story was so compelling, it seemed appropriate to make as wide an audience as possible aware of his situation in the run-up to the Chagall committee's crucial meeting. However, the team are also aware of the need to balance this against viewers' sense of suspense, and will certainly take this feedback on board and keep it in mind for future episodes.

Top Gear, BBC Two, 2 & 3 February 2014

Complaint

We've received complaints from some viewers who were unhappy that there appeared to be food wasted during an item where the presenters raced cars around a supermarket.

Top Gear's response

Since we were making a tribute to 80s Hot Hatches, the supermarket challenge was filmed in the context of ram raiding shops, which was a phenomenon of that period. As such, there would inevitably be damage, especially at the speed Jeremy and Richard were driving. Like all TV shows we have a budget for props, and the money this time happened to be spent on supermarket produce, but although the wastage looked substantial we were mindful to choose the cheapest foodstuffs -such as juices -that would give us maximum visual impact for the least amount of damage.

Sochi 2014, Commentary during the Opening Ceremony, 7 February 2014

Complaint

We received complaints from viewers who were unhappy with the commentary during the Sochi 2014 Opening Ceremony.

BBC's Response

The challenges that the 2014 Winter Olympics faced in terms of social, political and economic issues had been widely reported in the media across the world during the build-up to the Games. We felt that our commentary team struck the right balance in presenting this whilst keeping in mind that this is a major sporting event. We felt that in a lengthy ceremony like the opening of Sochi 2014, Clare Balding and Hazel Irvine, with occasional contributions from Daniel Sandford, achieved this.

Sochi 2014, Snowboarding slopestyle, BBC Two, 9 February 2014

Complaint

We received complaints from viewers who were unhappy with the standard of commentary during the Snowboarding slopestyle final.

The BBC's response

This was a truly historic occasion for Team GB and the commentary team were understandably very excited, however we acknowledge that on occasion this excitement got the better of them and this is something that we will work on for future events.

Today, BBC Radio 4, 13 February 2014

Complaint

We have continued to receive complaints from listeners who were unhappy with the decision to include Lord Lawson as a guest during a discussion on climate change.

Response from Ceri Thomas, Head of Programmes, BBC News

The BBC is committed to impartial and balanced coverage of climate change. Furthermore we accept that there is broad scientific agreement on the issue and reflect this accordingly. Across our programmes the number of scientists and academics who support the mainstream view far outweighs those who disagree with it. We do however on occasion, offer space to dissenting voices where appropriate as part of the BBC's overall commitment to impartiality. The BBC Trust, which oversees our work on behalf of licence fee payers, has explicitly urged programme makers not to exclude critical opinion from policy debates involving scientists. As was clear from the discussion, there is no conclusive proof as yet of a direct link between the storms hitting the UK this year and climate change. It was therefore reasonable for Justin Webb to ask Sir Brian Hoskins about the limits of scientific knowledge, in particular how the lay person should judge the evidence. But he also rigorously challenged Lord Lawson - in particular on his assertion that focusing efforts on developing green energy sources was a waste of money and that resources would be better spent on improving our defences against bad weather. Both lines of questioning were designed to help listeners judge how to assess the recent bad weather in the context of climate change. Scientists do have a crucial role to play in this debate. 'Today' has a track record of interviewing distinguished experts on climate change such as Lord Krebs, Sir John Beddington and Sir Mark Walport; all three have appeared on the programme in single interviews in recent months. But politicians and pressure groups also have their place and in six weeks of flooding, this was the first interview on 'Today' with a climate change 'sceptic.' Whilst there may be a scientific consensus about global warming - that it is happening and largely man-made - there is no similar agreement about what should be done to tackle it; whether money should be spent, for example, on cutting carbon emissions or would be better used adapting our defences to the changing climate. Lord Lawson is not a scientist, but as a former Chancellor of the Exchequer is well qualified to comment on the economic arguments, which are a legitimate area for debate. We believe there has to be space in the BBC's coverage where scientific consensus meets reasonable argument about the policy implications of that consensus view. That said we do accept that we could have offered a clearer description of the sceptical position taken by Lord Lawson and the Global Warming Policy Foundation in the introduction. That would have clarified in the audience's minds the ideological background to the arguments.

Plans to close BBC Three as a TV Channel 6 March 2014

Complaint

We have received complaints about plans to close BBC Three as a TV channel.

BBC Response

A statement explaining this decision can be found here: www.bbc.co.uk/mediacentre/latestnews/2014/bbc-three-tv-closure.html

Top Gear, BBC Two, 2 & 3 March 2014

Complaint

We received complaints from some viewers who felt we were being rude towards cyclists during an episode of Top Gear.

Top Gear's response

The Top Gear film on cycling was always going to be done in our usual tone and we feel that's justifiable. At no point did we say cyclists shouldn't be treated with respect. During Jeremy and James' fact finding cycle around London they made it clear they believed buses were the main danger point. Apart from the point about cyclists jumping red lights -a common perception of cyclists - Jeremy and James were not overly critical of cyclists. The public information films were specifically made to be absurd, and the joke was centred on the hopeless misinterpretation by Jeremy and James of the brief given to them by Westminster Council. The final film did state that both cyclists and drivers should respect each other on the road and although Top Gear brings its own distinct voice to the cycling/motoring issue, we are at least bringing more awareness to the debate. We feel that if the main message from such a car based programme is that motorists and cyclists should show respect, then that's ultimately good for all on the road.

Coverage of the Oscar Pistorius trial 11 April 2014

Complaint

We have received complaints from viewers who feel there has been too much coverage of the Oscar Pistorius trial.

BBC News response

The Oscar Pistorius trial is a major international story which has been in the headlines all around the world. We've heard his own testimony for the first time this week and it has continued to be among the most read stories on the BBC News website, which shows considerable audience interest in the trial. We do think carefully about how much coverage to devote to a story as it progresses and the Pistorius trial has been just one of a number of big stories covered this week including the resignation of culture secretary, Maria Miller, the Rwanda genocide anniversary, the Keith Blakelock murder trial, the ongoing situation in Russia and Ukraine, the India elections and the future of the Co-op.

Jamaica Inn, BBC One, 21 April 2014

Complaint

We have received a number of complaints from viewers who felt their enjoyment of '*Jamaica Inn*' was spoiled by the sound quality.

Response

There were issues with the sound during '*Jamaica Inn*' on 21 April and this could not be altered during transmission. We adjusted the dialogue levels for episode 2 and 3 to address audience concerns so viewers can enjoy the rest of the drama. The episodes already shown are available on BBC iPlayer and when the series concludes on 23 April the whole series will be available for 7 days. We would like to apologise to those viewers who were affected.

www.bbc.co.uk/complaints

Statement regarding Jeremy Clarkson 2 May 2014

Complaint

We've received complaints regarding Jeremy Clarkson allegedly using a racist term during the filming of an episode of *Top Gear*.

BBC's response

Jeremy Clarkson has set out the background to this regrettable episode. We have made it absolutely clear to him, the standards the BBC expects on air and off. We have left him in no doubt about how seriously we view this.

World Snooker Championship, BBC Two, 3 May 2014

Complaint

We have received complaints from viewers who were unhappy with disruption to the BBC Two schedule following the World Snooker Championship. Some viewers also questioned the decision to schedule part two of *Generation War* immediately after a live sporting event.

Response

The World Snooker Championship is one of the most prestigious sporting events that the BBC covers, and the final stages are always extremely popular, therefore we chose to stay with the snooker on BBC Two in this instance rather than move it to another channel. We always try to balance the needs of our audiences and choose a compromise that we hope is acceptable to the majority of viewers. Live sport is often unpredictable, and in recent years our snooker coverage has under-run as well as over-run. While the scheduling teams do keep this in mind, it wouldn't be feasible to entirely avoid scheduling other programmes around these events. After careful consideration, this three-week period was chosen as the most suitable time to broadcast *Generation War*, as there were no other foreign-language dramas airing on the BBC. Rather than move episode two to a different slot and risk confusing viewers further, the possibility of schedule disruption was acknowledged in listings publications, and the BBC Two team worked to ensure that the audience was kept informed of any changes. Ultimately, we felt that viewers would prefer to see *Generation War* on the scheduled day, albeit later, rather than wait another week. Viewers who missed this episode can still catch up with the series on BBC iPlayer.

Breakfast (BBC One) and the BBC News Channel, 9 May, 2014

Statement from BBC News

Between 0755 and 0806 on Friday morning, *Breakfast* was off air on BBC One and the News Channel because of a fire alarm and evacuation in our studio in Salford. The *Breakfast* studio switched to a core feed of BBC World News, our commercially funded news channel for international audiences, which carries advertising and sponsored content when shown outside the UK. The feed used does not include advertisements but a brief reference to a sponsor was not removed due to the unexpected nature of the incident and appeared briefly on air in the UK. We apologise that this happened and the emergency procedures have been changed so such content will not appear if we need to cut to our commercial news channel again.

Statement regarding BBC Radio Devon and David Lowe 12 May 2014

ComplaintWe have received complaints following the departure of presenter David Lowe from BBC Radio Devon.

Response

"We accept that the discussion with David Lowe about his future could have been handled better, and the door remains open to him to return to BBC Radio Devon should he change his mind.

His offer to resign was agreed locally but once it was escalated it was decided that his resignation should not have been accepted.

David was initially invited to return to his show on 6 May. He has declined and so we would like to thank him for his many years presenting on Radio Devon and wish him well for the future."

Statement regarding BBC Radio Devon and David Lowe

Complaint

We have received complaints following the departure of presenter David Lowe from BBC Radio Devon.

Response

"We accept that the discussion with David Lowe about his future could have been handled better, and the door remains open to him to return to BBC Radio Devon should he change his mind. His offer to resign was agreed locally but once it was escalated it was decided that his resignation should not have been accepted. David was initially invited to return to his show on 6 May. He has declined and so we would like to thank him for his many years presenting on Radio Devon and wish him well for the future."

World Cup commentary, BBC Sport, 17 June 2014

Complaint

We received complaints from some viewers unhappy with our World Cup commentary.

Response

The World Cup is watched by an audience of many millions with a hugely diverse range of tastes and opinions and we value feedback from our viewers and listeners. We believe we have put together a very strong international line-up, with a wealth of experience and knowledge covering all aspects of the game at the very highest level. Thoughts on individual presenters and commentators can vary considerably so it's inevitable some viewers or listeners will dislike or disapprove of certain presenters and commentators. All our programme contributors are appointed on the basis of their experience, knowledge and talent, but judgements are often subjective and we would never expect everyone to agree with every choice we make, and appreciate that sometimes it can take time for viewers and listeners to get used to a particular individual's style of presentation or commentary.

World Cup 2014, Schedule Disruption, 29 June 2014

Complaint

We have received complaints from viewers unhappy with the disruption to the BBC One schedule when World Cup matches run into extra time.

Response

The World Cup is one of the biggest sporting events in the world and millions of viewers and listeners follow every match. While we're glad to be able to bring the World Cup to our audience, our commitment to broadcast it does mean that schedules are subject to change, particularly when matches run into extra time. We ensure that our published schedules carry notices that extra time and penalty shootouts may impact on later programmes, and when this happens we strive to find a solution which will satisfy as many viewers as possible. We do appreciate that moving or postponing programmes can be frustrating, and we carefully consider the available options and aim for the least amount of disruption.

World Cup commentary, BBC Sport, 1 July 2014

Complaint

We received complaints from some viewers unhappy with a comment made during coverage of the Argentina v Switzerland match.

Response

We acknowledge that the remark by commentator Mark Lawrenson about Switzerland's Josip Drmić was inappropriate and we apologise for any offence caused by it.

Today at Wimbledon, BBC Two, 3 July 2014

Complaint

We have received complaints from viewers unhappy that *Today at Wimbledon* was not shown as billed.

Response

We acknowledge that the scheduling of the programme hasn't been consistent and we apologise for any disappointment caused. Our plan was always to go to the scheduled highlights programme between 8pm and 9pm, however, recent changes to the match schedules due to the rain has meant that play has had to continue later than usual. In situations where an important live match has not finished, we may choose to continue with live coverage. If a match is completed by 8.30pm then we will endeavour to show a shortened edition of *Today at Wimbledon*. Although we'd like to reschedule *Today at Wimbledon* later on in the evening, we have to be mindful of the further disruption it may cause for viewers expecting other programmes. We realise that with the addition of the roof on Centre Court, play can go on for longer into the evening, therefore we are currently reviewing the impact this has on our schedules for future Championships.

World Cup commentary, BBC Sport, 8 July 2014

Complaint

We received complaints from some viewers unhappy with a comment made during coverage of the Brazil vs Germany semi-final match.

Response

In referring to the German national anthem, commentator Steve Wilson made a genuine mistake which has been acknowledged, and we apologise for any offence caused.

News at Ten, BBC One, 18 July 2014

Complaint

We received complaints from some viewers who felt the images and descriptions used in a report on flight MH17 were too graphic and upsetting.

Response from BBC News

We appreciate that Daniel Sanford's report from the site of the Malaysian Airlines crash contained images and language which would be distressing to some viewers. With this in mind, we included a warning prior to the report. We must stress that this piece was not intended to sensationalise the crash, but to give a powerful sense of the extent of the tragedy that resulted in the loss of so many lives. The report on the *News at Ten* was one of the first reports by a British broadcast journalist from the crash site of the MH17. This was an extremely harrowing scene, which was reflected in the images and descriptions used within Daniel's report. BBC News is always aware of the need to report with sensitivity, whilst also maintaining our principles of accurate, factual and impartial news coverage.

BBC News, 12 August 2014

Complaint

We received complaints from some viewers who felt that BBC News gave too much coverage and prominence to the death of Robin Williams.

Response from BBC News

We reported the death of Robin Williams as breaking news on Tuesday morning. As an Oscar winning actor, with a highly successful film, stage and television career spanning five decades, he was well-known and admired globally, across generations. His death was sudden and unexpected; we reported both on the circumstances surrounding his death and the tributes being paid from around the world, including one from President Obama. We did, however, also report on many other stories, including the on-going situations in Iraq and Gaza, the appointment of a new Iraqi Prime Minister, the prisoner votes ruling, and the Ebola outbreak. The nature of news means that the cycle of stories can change throughout the day. By mid-afternoon, the BBC News Channel was leading with detailed coverage of the deployment of RAF Tornados to Northern Iraq to assist in the humanitarian operation and the emergency government COBRA meeting to discuss the crisis. We know that not everyone will agree with our choices on which stories to cover, and the prominence that we give to them. These are subjective decisions made by our news editors, and we accept that not everyone will think that we're correct on each occasion. When reporting the deaths of public figures we do take into account how they will be received among our audience. These decisions are always judgement calls rather than an exact science, but we believe we afforded this story an appropriate level of coverage.

Coverage of the allegation made against Sir Cliff Richard and the police search of his property, BBC News, August 2014

Complaint

We have received complaints from some audience members who feel there has been too much coverage of the allegation against Sir Cliff Richard and the search of his property. Some viewers and listeners also feel our coverage of the story has suggested that he is guilty, while others are concerned about how BBC News found out about the police investigation and the search of Sir Cliff's property.

Response from BBC News

We believe that BBC News' coverage of the allegation against Sir Cliff Richard, and the search of his property, has been balanced and proportionate. This was a breaking news story, which was also covered across the wider media. Sir Cliff Richard is one of the most successful British entertainers of all time. He has sold 21.5 million singles and enjoyed musical success over the last seven decades. We believe this story was in the public interest given previous allegations of historic abuse by prominent people. We did, however, also cover many other stories, including the continuing developments in Iraq and Ukraine, A-Level results day, and the new inspection programme for GP practices in England. Our choices about which stories to cover, and the prominence that we give to them, are editorial judgements made by our news editors. Our coverage gave due prominence to Sir Cliff's written statement denying the allegations as soon as we received it and our coverage, including headlines, stressed his denial. We reported on this story in a fair and impartial manner, reporting the facts as they emerged. It is worth noting that we made contact with Sir Cliff Richard's agent as soon as the search had started but well before we broadcast the story. In common with other news organisations, we do not disclose our sources. However, due to speculation about this story, we have confirmed that South Yorkshire Police were not our original source. We followed normal journalistic practice and agreed not to publish a story that might jeopardise a police inquiry.

Pointless, BBC One, 20 August 2014

Complaint

We were contacted by viewers asking why episode 60 from series 7 of *Pointless* was not repeated within the current re-run of the series.

The BBC's Response

Following the programme's original broadcast in 2012, a query was raised around the phrasing of one of the questions. This had no bearing on the outcome of the show but on balance we decided it was best not to repeat the episode. This decision was made because accuracy is of the utmost importance on *Pointless*, but we apologise for any confusion to audiences.

Scotland Decides: Salmond versus Darling, BBC One/BBC Two, 25 August 2014

Complaint

We were contacted by viewers who felt the debate was poorly moderated and/or the audience was biased in favour of independence.

The BBC's Response

The audience was balanced between Yes and No voters, with a smaller proportion made up of undecided voters. The format - including how the audience would be selected - was clearly set out in advance and was agreed by both campaigns. The audience was selected by an official polling company, in this case ComRes. They carried out detailed face to face interviews with potential voters and screened them, using a variety of tactics, to exclude, for example, members of political parties or anyone who had campaigned for either side. This is very different to, for example, a Question Time audience who apply to be on the programme, and who then are subject to screening, and where political activists are not necessarily excluded. As well as ComRes making detailed checks, the BBC also did so too. It is, of course, entirely possible members of the audience were swayed during the debate by the arguments put forward. In selection, we can - and did - balance the lead questions. Our presenter Glenn Campbell was very clear beforehand to explain that it was a balanced audience and stressed that each side should participate so we could include as many views for those watching at home. Glenn could only choose from the hands raised in front of him, and he has, of course, no way of knowing what the audience member is going to say before he or she says it. Glenn was a robust moderator, in often very testing circumstances. He asked some key questions and elicited informative answers. During the cross-examination section, he attempted to allow the two principals to do what they were supposed to do before having to step in. In a debate like this, which became very heated, we think he did extremely well.

The Great British Bake Off, 27 August 2014

Complaint

We were contacted by viewers who felt that Iain was unfairly eliminated from The Great British Bake Off after another contestant removed his baked Alaska from the freezer.

The BBC's Response

As shown in the episode, Iain became the fourth baker to leave the tent because he didn't present Mary and Paul with anything to judge in the showstopper challenge and both judges were very clear about the reasoning behind the decision. Due to the extreme temperature in the tent that day, many of the bakers struggled to get their ice cream to set as seen in the episode. Diana removing Iain's ice cream from the freezer for less than a minute was in no way responsible for Iain's departure.

Jonathan Ross (for Steve Wright), BBC Radio 2, 26-29 August 2014

Complaint

We received complaints from some listeners unhappy that Jonathan Ross was chosen to provide holiday cover for Steve Wright on BBC Radio 2.

Response

Jonathan Ross is an experienced and talented broadcaster who presented on BBC Radio 2 for ten years and was very popular with our audience. He apologised for his mistake at the time and returned to Radio 2 for over a year after the incident on The Russell Brand Show, before leaving us in 2010. Jonathan stood in for Steve Wright while he was on holiday for four days as a one-off stint, and we hoped listeners would enjoy hearing him on the network for these few days. There are no plans to bring Jonathan back to Radio 2 permanently.

National Lottery results, BBC Red Button, 30 August – 3 September 2014

Complaint

We received complaints from some users that the National Lottery results have not been updated on the BBC Red Button

Response

Due to technical reasons the National Lottery results were not available. We apologise for the interruption in service. The problem has now been fixed and we're sorry for any inconvenience caused. You can also view the results on the National Lottery's website.

BBC News at Six and Ten, BBC One, 11 September, 2014

Complaint

We received complaints from viewers who felt Nick Robinson's report on the Scottish First Minister's press conference implied that Alex Salmond had not answered a question put to him.

Response from BBC News

The BBC's Political Editor Nick Robinson asked Scotland's First Minister Alex Salmond two questions at his press conference on Thursday 11th September. The first question centred on the tax implications of RBS moving its legal headquarters to London; the second on why voters should trust a politician rather than businessmen. Nick Robinson's report showed the second question on trust, with a script line noting that Mr Salmond had not answered that point. Mr Salmond's answer on tax was lengthy. Since it was not possible to use it in full in a short news report, a series of clips were included making his central points - the job implications of the re-location of RBS, the accusation that the Treasury broke rules by briefing market sensitive information and his request that the BBC should co-operate with an enquiry. In addition Nick Robinson's script pointed out that the First Minister said there would be no loss of tax revenue. The BBC considers that the questions were valid and the overall report balanced and impartial, in line with our editorial guidelines.

Statement regarding Top Gear filming in Argentina, October 2014

Complaint

We received complaints from viewers concerned by press reports that, while filming in Argentina, Top Gear had apparently used cars with provocative registration plates.

BBC's Response

We consulted the programme makers who would like to assure viewers that this was an unfortunate coincidence and the cars were neither chosen for their registration plates, nor were new registration plates substituted for the originals.

EastEnders, BBC One, 6th October 2014

Complaint

We received complaints from some viewers who were unhappy with an EastEnders storyline in which a character is raped.

The BBC's Response

EastEnders has a rich history of tackling difficult issues and Linda's story is one of these. We worked closely with Rape Crisis and other experts in the field to tell this story which we hope will raise awareness of sexual assaults and the issues surrounding them. We were extremely mindful of the content of the episode and the timeslot of the programme and at no point were there any scenes of a graphic nature - in fact the attack on Linda was implied and never explicit. We took great care to signpost this storyline prior to transmission, both through on air continuity and publicity, and we ensured the episode was followed by contact information for the BBC Action Line which is able to direct callers to organisations which can offer further help and support.

www.bbc.co.uk/complaints

True North: I Love Larne, BBC One Northern Ireland, 20 October 2014

Complaint

We received complaints from viewers unhappy with the programme's portrayal of Larne.

Response from the BBC

Our programme was intended to look at different aspects of life in Larne through the eyes of people from, or connected with, the town. It focussed on the views and experiences of individuals and was set within the context of recent difficulties and people's hopes for the future. The programme's storytelling was character-led and impressionistic. And it very much reflected the style of the film-maker involved. We have been concerned about the negative reaction to this programme from viewers and community representatives in Larne. We want to understand people's concerns and to reassure them that our intention was to provide an affectionate glimpse of life within the Borough. No programme or series can ever tell the full story of a community. Other stories, voices and views are always available and waiting to be heard. Our challenge and opportunity is to bring these different aspects of Larne's diversity to the BBC's airwaves. Audience feedback and the civic pride that people have been expressing over the last few days will make this job much easier and we very much appreciate the time that people have taken to get in touch with us.

Strictly Come Dancing, BBC One, 01 November 2014

Complaint

We received complaints from some viewers concerned about the welfare of the Dalmatians featured in the programme.

BBC Response

We'd like to assure viewers that Connie and Macey (the Dalmatians) are trained stage dogs who are used to a studio environment. They had practised extensively with Anton under supervision from their handlers, and although it might not have been clear on screen, when Anton realised the dogs were reluctant to join him on stage he passed them back.

Doctor Who, BBC One, 01 November 2014

Complaint

We received complaints from some viewers who were unhappy with a storyline about death and cremation.

BBC Response

Doctor Who is a family drama with a long tradition of tackling some of the more fundamental questions about life and death. We were mindful of the themes explored in 'Dark Water' and are confident that they are appropriate in the context of the heightened sci-fi world of the show. The scene in which a character reveals 3W's unconventional theory about the afterlife was preceded by the same character warning the Doctor and Clara several times that what they were about to hear could be distressing. When the Doctor does hear these claims, he immediately pours scorn on them, dismissing them out of hand as a "con" and a "racket". It transpires that he is correct, and the entire concept is revealed to be a scam perpetrated by Missy.

Rugby Union, BBC Two, 8 November 2014

Complaint

We received complaints from some viewers unhappy that the England v New Zealand result was read out during the Scotland v Argentina match.

Response

The decision was taken to include the England v New Zealand game as the result was editorially relevant to events at Murrayfield, given that Scotland face the All-Blacks this weekend. Whilst we appreciated that the England v New Zealand highlights was to be shown later in the day on the BBC, our studio guests Sir Ian McGeechan and former Scotland captain Andy Nicol felt that they needed to reference Scotland's win against Argentina in the context of their next challenge against New Zealand, and this involved also referencing New Zealand's earlier match against England. That said, we acknowledge that in hindsight we should have given our viewers a warning before announcing the result and based on the feedback we've received, we will ensure that this is the case in future similar circumstances.

Nick Conrad, BBC Radio Norfolk, 17 November 2014

Complaint

We received some complaints unhappy with comments made by presenter Nick Conrad.

Response from the BBC

During Nick's programme there was a wide-ranging, hour long debate with listeners about the ethics surrounding the Ched Evans case. Nick made it very clear that he strongly believes rape to be an abhorrent and unacceptable act. He was also joined on-air by Sarah Green from 'End Violence Against Women' who spoke at length with both Nick and callers to the programme. However, Nick also made some very ill judged comments and BBC management has made it clear to him that they were inappropriate. Nick is very sorry for any offence he has caused and he sincerely apologised at the beginning of his programme on 20 November.