

## Archived BBC public responses to complaints

**2015**

### **“War and Peace”, BBC Radio 4, 1 January 2015**

#### **Complaint**

We received complaints from some listeners unhappy that *War and Peace* was broadcast in full on BBC Radio 4 on New Year's Day.

#### **Response**

*War and Peace* is an epic story which warranted epic treatment. We interrupt the Radio 4 schedule very rarely and think carefully when we do - but we also want to give listeners something unique and special every now and then. Alternative schedules to *War and Peace* were broadcast on both BBC Radio 4 Long Wave and BBC Radio 4 Extra.

### **The One Show, BBC One, 5 January 2015**

#### **Complaint**

We received complaints from some viewers unhappy with Rita Ora's choice of attire on The One Show.

#### **Response**

The One Show allows guests to choose their own attire and pop stars often opt for something glamorous or striking. The BBC doesn't feel that Rita's outfit would be outside of most viewers' expectations, but we appreciate that tastes vary.

### **FA Cup Match of the Day, BBC One, 25 January 2015**

#### **Complaint**

We received complaints from some viewers unhappy with the comments made by Phil Neville during the programme.

#### **Response**

When analysing the playing style of Tomas Rosicky, Phil attempted a tongue-in-cheek comment. This comment was not meant to offend in any way, but on reflection, Phil acknowledges that the language he used was unfortunate. That said, Mark Chapman did immediately challenge him and the tone of the discussion was light-hearted enough to suggest that the panel were not condoning any kind of violence or setting an example to a younger audience. BBC Sport will, however, remind the team to take extra care during discussions during our live programmes.

### **BAFTA, BBC One, 8 February 2015**

#### **Complaint**

We received complaints from viewers unhappy with some of Stephen Fry's language while presenting the BAFTAs

#### **Response**

The BAFTAs is not a BBC event, but during our coverage of the awards ceremony we try to find a compromise between presenting the events of the night as they happened, while remaining within the expectations of the majority of the viewers at home - which saw over 5.5 million people tuning in to watch. Attitudes to strong language vary enormously and we considered very carefully how to reflect this. Stephen, whose irreverence and style is extremely well-known to viewers, has presented the BAFTAs for several years. Any strong language was used after the watershed, and there was a presentation announcement at the start of the programme warning viewers that the broadcast would contain language of this nature. We accept that some viewers disagreed with this approach, and this feedback has been noted.

[www.bbc.co.uk/complaints](http://www.bbc.co.uk/complaints)

## **Coverage of Mohammed Emwazi, BBC News 5 March 2015**

### **Complaint**

We have received some complaints from viewers and listeners who feel there has been too much coverage of the 'Islamic State' fighter Mohammed Emwazi, also known as 'Jihadi John', in our news reports and programmes.

### **Response from BBC News**

We believe the identification of 'Jihadi John' as Mohammed Emwazi was globally significant news. His high profile appearance in a number of 'Islamic State' videos featuring the beheading of Western hostages, including Alan Henning and David Haines, meant this was an important development. We have a responsibility to report the story as well as examine Emwazi's background and shed light on his radicalisation. We don't believe that our coverage has glamorised him or 'Islamic State'. We have made it very clear that he appears to be responsible for a number of brutal killings, and is a member of a growing, well-armed, well-financed organisation that commits acts of brutality and is having a profound impact on the security of the Middle East. We feel BBC News has reported on the activities of 'Islamic State' and Mohammed Emwazi in a clear and accurate manner. Over the past few days his identification has been a lead story for all media outlets, and BBC editors have taken care that other stories have been covered too. These have included the disappearance of teenager Becky Watts, child sex grooming cases in Oxfordshire, as well as updates on the inquest into the Hillsborough disaster among many others.

## **FA Cup Match of the Day Live, BBC One, 16 March 2015**

### **Complaint**

We received complaints from some viewers unhappy with the decision to schedule FA Cup Match of the Day Live: Reading v Bradford City on the 16 March.

### **Response**

The FA Cup is one of the biggest domestic footballing competitions in the sporting calendar and while we are pleased to be able to bring it live to our viewers, our commitment to broadcast it does mean that schedules are subject to change. As part of our contract with the Football Association, the FA Cup has a selection of set days and times in which we can schedule our matches and occasionally this, along with the fact that replays often have to be arranged at very short notice, means that we have to displace regular programmes on BBC One. We try to balance the different needs of our audience by rescheduling the majority of affected programmes within the same week but we realise that not everyone will agree with all of the specific decisions taken.

## **Jonathan Ross (for Steve Wright), BBC Radio 2, 16-27 March 2015**

### **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 remains 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.

## **Statement regarding Jeremy Clarkson, 25 March 2015**

Tony Hall, the BBC Director-General, has today released the following statement regarding Jeremy Clarkson. You can read his statement and a summary of the findings of the investigation here: <http://www.bbc.co.uk/mediacentre/statements/jeremy-clarkson-dg-statement>

## **BBC News at Six and Ten, BBC One, 23 March, 2015**

### **Complaint**

We received complaints from some viewers who felt there was too much coverage of James Landale's interview with David Cameron and that it was biased in favour of the Prime Minister.

### **Response from BBC News**

James Landale's interview with David Cameron was the latest in a series of profiles of the party leaders in the run up to the General Election. We featured similar profiles of Ed Miliband, Nick Clegg, Nigel Farage and Nicola Sturgeon. Our aim is to improve awareness of key politicians to help political engagement and understanding of political news stories. The reports on BBC One's News at Six and News at Ten led with a key statement by the Prime Minister from the interview that he would not run for a third term and he named three possible candidates to succeed him. This was clearly an important and unexpected development and led to analysis about how this would affect his party's election prospects, and who his successor might be. We believe our coverage has been proportionate and impartial and do not agree with any suggestion of bias in favour of the Conservative Party or its leader.

## **Hi-De-Hi!, Unhappy that episodes aren't being shown in order 1 April 2015**

### **Complaint**

We received complaints from people who are disappointed that episodes of Hi-De-Hi! aren't being shown in their original order.

### **The BBC's Response**

We're sorry if viewers have been disappointed with the recent scheduling of 'Hi-De-Hi!'. While we appreciate that the series does contain a running narrative, for a number of reasons, including the inconsistent length of some of the episodes, we have had to make some changes to the scheduling of the programmes and as they mainly consist of self-contained stories, we hope that viewers can enjoy them in any order. We appreciate that this decision has displeased some viewers but rest assured that these concerns have been made known to the BBC scheduling team.

## **Have I Got News For You, BBC One, 12 April 2015**

### **Complaint**

We received complaints from people who were unhappy that Jeremy Clarkson was to appear as a guest host on Have I Got News For You.

### **BBC Response**

Although Jeremy Clarkson's contract has not been renewed on Top Gear, he isn't banned from appearing on the BBC altogether. However, Jeremy has decided against hosting Have I Got News For You on this occasion, but we wouldn't discount him from doing so at some point in the future.

## **BBC News coverage of a government memorandum of a private meeting between Nicola Sturgeon and Sylvie Bermann 17 April 2015**

### **Complaint**

We received complaints from some viewers who felt the allegation that Nicola Sturgeon preferred David Cameron as Prime Minister was without credibility and was therefore not newsworthy.

### **Response from BBC News**

The report published in the Daily Telegraph on 03 April alleged that a memorandum existed which disclosed that Nicola Sturgeon had expressed a preference for David Cameron as Prime Minister over Ed Miliband. We believe this was of considerable potential significance given the SNP's offer to work in partnership with Ed Miliband, were he to become Prime Minister. The source was an official document. It was a record of the meeting between Nicola Sturgeon and Sylvie Bermann, France's Ambassador to the UK, taken by an official at the Scottish Office and based on a conversation with another French official. So its existence, and the fact that it had been leaked, was important, irrespective of its accuracy. Both parties have denied that Ms Sturgeon expressed a preference for either Mr Cameron or Mr Miliband, and we carried these denials. But the question of whether Scottish nationalists' interests are better served by a Conservative or a Labour led administration is the subject of debate within SNP circles. We feel this story was worthy of exploration.

## **BBC One Election Debate 2015, BBC One, 16 April 2015**

### **Complaint**

We received complaints from some viewers who felt the selection of the audience showed a left wing bias.

### **BBC Response**

All the broadcasters and the political parties agreed that the appropriate way to recruit audiences for debates was to ask a respected independent polling organisation to do the job on our behalf. That was the case for all the debates in 2010, for the Clegg/Farage debates last year, as well as for both the debates during this campaign - ICM has an established track record of recruiting the audiences for all these debates. We asked the polling company to work to proportions which take account of a number of factors in recruiting the audience - in other words, recent polling figures are only part of the equation. We also look at past electoral support, as well as the different party political make-up in different parts of the UK. We set out clear objectives to ensure there is a broad range of political preferences - around 20% are undecided voters, from varying perspectives. The ratios then for those with a party preference are in the following ratios:

Conservative 5, Labour 5, Lib Dems 4, UKIP 3, SNP 2, Green 2, Plaid 1.

The aim was to recruit ordinary members of the public, not necessarily committed party political activists. As with any such audience, once assembled, we cannot dictate how it will participate - who chooses to applaud, or not to applaud, to agree or disagree with what different party leaders might say.

## **BBC One Election Debate 2015: The Reaction, BBC One, 16 April 2015**

### **Complaint**

We have received complaints from some viewers who were unhappy that representatives from the Conservative Party and the Liberal Democrats featured during the reaction to the debate.

### **BBC response**

There were long and complex negotiations between the four broadcasters and political parties about which leaders would attend which debates, in order to maintain impartiality across the range of debates. The broadcasters and parties agreed a sequence of four programmes with party leaders including a seven leader debate and a five leader opposition debate which did not include the Conservatives and the Liberal Democrats. The BBC has said from the beginning that we would endeavour to give fair representation to political parties not involved in the debate. We did so by inviting them to send representatives to the media room after the debate. This programme was a separate transmission which examined the range of opinion and reaction to the debate. To have excluded reaction from the coalition parties of government would have prevented viewers from having coverage which reported the full spectrum of reaction. During the reaction programme we discussed the parties' non-participation in the debate itself.

## **Election 2015 coverage, BBC News 27 April 2015**

### **Complaint**

We have received complaints from some viewers and listeners about how particular interviews with politicians have been conducted. Some feel presenters have interrupted too often or not allowed politicians to get their points across. Others believe this suggests bias against the politician or party being held to account.

### **Response from BBC News**

We believe our audiences expect politicians to be appropriately scrutinised and held to account in our programmes, especially during an election period. In any interview, political figures should be given the opportunity to explain their thinking on matters of public concern and to respond to criticisms of it, but we appreciate that some encounters may appear challenging. This is not because of any bias for or against a political party or set of ideas. Our journalists might, for example, interject or interrupt an interviewee when they feel a point needs clarifying, or if they believe the discussion needs to be brought back to the question. This principle is applied by our journalists regardless of what party or political view is being examined. We believe it is our duty to try to get clear answers for prospective voters and to provide them with enough information to be able to make up their own minds.

## **BBC News, Coverage of the birth of Princess Charlotte 7 May 2015**

### **Complaint**

We have received complaints from some viewers and listeners who feel there has been too much coverage of the birth of Princess Charlotte. Some of our audience also feel our coverage has been biased in favour of the monarchy.

### **Response from BBC News**

The birth of Princess Charlotte was a story which generated a huge amount of interest, both in the UK and abroad. We believe that our coverage of this story was proportionate to audience interest. To put this into context, Saturday 2nd May was the sixth biggest day that we have ever seen in terms of UK unique browsers to BBC News Online; not just on this day, but also for the following two days, stories relating to Princess Charlotte were the most popular, with 45% of these browsers clicking on articles about the story. We did, however, cover many other stories, including extensive coverage of the Election campaign, the relief effort following the earthquake in Nepal, and the rescue of migrants from the Mediterranean. It should also be noted that we have been careful to feature a range of contributors and opinion in our coverage of the birth of Princess Charlotte, including a representative from Republic, who campaign for the abolition of the monarchy.

## **BBC News, Coverage of anti-austerity protests in London, 9 May 2015**

### **Complaint**

We received complaints from some viewers who felt there wasn't enough coverage of anti-austerity protests held in London on Saturday 9 May.

### **Response from BBC News**

BBC News reported on the anti-austerity protests in London during the main BBC One bulletin at 2225 on Saturday, during hourly updates on the BBC News Channel throughout the evening, and on the BBC News website. Many marches and protests take place in London and cities around the UK most weekends and we do not cover them all. Instead, we consider each protest on a case by case basis and take into consideration the wider context of the story at hand. With this in mind, we have reported extensively on the debate about the previous Coalition government's policies on public sector spending, and analysed the main parties' policies in this area throughout the election campaign.

## **Glastonbury coverage, Kanye West set, 27 June 2015**

### **Complaint**

We received complaints from some viewers who were unhappy with some of the language used by Kanye West during his headline set.

### **BBC Response**

The performance was broadcast after the watershed and clear warning notices were given that it may contain strong language – both at the start of the show and again, with a caption placed on screen just as Kanye's act started.

## **Wimbledon 2Day, BBC Two, 3 July 2015**

### **Complaint**

We received complaints from some viewers unhappy with the change of format to the highlights programme.

### **Response**

The Wimbledon Championships is one of the biggest events in the sporting calendar and we aim to bring extensive coverage of the action there. This year we gave the highlights programme a new format and look, and although we acknowledge that not all viewers have been happy with this change, the show is evolving as the championship progresses. The overwhelming focus of the programme continues to be the tennis highlights, along with analysis from expert pundits. That said, the issues that have been raised are fed back to our Wimbledon production team every morning. They take a keen interest in what our audience are saying and use feedback to shape future programmes.

## **EastEnders, BBC One, 16 & 17 July 2015**

### **Complaint**

We received complaints from viewers who felt the scenes between Ben and Paul in the Chapel of Rest were inappropriate.

### **Response**

We do appreciate that for some members of the audience the scenes in the Chapel of Rest might have a particular resonance, but it wasn't our intention to cause any distress or upset to our viewers with Ben and Paul's storyline. When the Cokers were introduced as funeral directors, it was inevitable that their work would feature in storylines, and that in keeping with the tone of the show, these would range from serious to light-hearted. We try very hard to be true to our characters and keep their comments and actions as authentic as possible, sometimes this will include actions others find disagreeable. We approach our portrayal of homosexual relationships in exactly the same way as we do heterosexual relationships; ensuring depictions of affection or sexuality between couples are suitable for pre-watershed viewing. In this case we were careful to ensure the scene was implied rather than explicit, but we appreciate all of the feedback we've received.

## **Golf: The Open, 20 July 2015**

### **Complaint**

We received a range of feedback from viewers about how we covered the extra day's play at The Open. Some would have preferred more coverage of the golf, while others were disappointed with the disruption to the television schedules.

### **Response**

For only the second time in its history, bad weather meant that The Open stretched into an extra day's play. This presented a challenge, both in terms of coverage and scheduling. Our aim on Monday was to tell the competition's most important story - who would win the Open - and make the very best use of our resources on this extra day's play. We followed the leader-board top ten from the start of their rounds to their finish, plus the continued action from those that started before them, so viewers didn't miss any of the key action as it unfolded. Inevitably though, this additional coverage did mean that there would be some disruption to our published schedules, and we thought very carefully about how to manage this. In these situations we always consider a number of options and try to find a solution which will work for as many viewers as possible. Of course, we realise that not everyone will agree with the outcome and we'll make sure this feedback is passed on.

## **BBC Scotland, Coverage of Rangers at Ibrox Stadium 3 August 2015**

### **Complaint**

We have received complaints unhappy that BBC Scotland will be withdrawing coverage of Rangers at the Ibrox stadium.

### **Response from BBC Scotland**

We are disappointed that Rangers took the decision to ban our reporter Chris McLaughlin from Ibrox. We believe it is unjustified and we stand by the integrity and the quality of our journalism. We will continue to report on Rangers both on and off the pitch and will feature match action where appropriate but, until this issue is resolved, we will not be sending journalists to Ibrox or attending Rangers' press conferences.

## **Alex Dyke, BBC Radio Solent, 12 August 2015**

### **Complaint**

We received complaints from listeners who were unhappy with comments Alex Dyke made during a phone-in on breastfeeding on his programme.

### **Response**

It has been made clear to Alex Dyke that comments he made during a phone-in on breastfeeding on his BBC Radio Solent show this Wednesday 12<sup>th</sup> August were unacceptable. He has since made the below on-air apology on Thursday 13<sup>th</sup> August, and has not been on air today: "Yesterday on the show I spoke about breastfeeding. The comments I made during the programme were unacceptable and I would like to apologise for any offence caused."

## **The Voice, BBC One, Changes to the coaching line up 17 August 2015**

### **Complaint**

We received complaints from viewers who were unhappy that Tom Jones would not be returning to The Voice and that Boy George would be joining the coaches.

### **Response**

Tom has been a coach and mentor on The Voice for four successful series and we're incredibly grateful to him. The panel is regularly refreshed, not only in the UK version of the show but around the world, which brings something fresh and new to the show for the audience's maximum enjoyment. The chemistry between the coaches is extremely important, and that they all represent different musical genres. Boy George is an icon of British pop music and we're confident that he's an appropriate and exciting choice for The Voice. We believe the new line up is exactly what the show needs, but we do appreciate all of the feedback we've received.

## **BBC Weather, Re-procurement process 24 August 2015**

### **Complaint**

We've received complaints following reports that the Met Office would no longer be providing the BBC's weather service.

### **Response**

Nigel Charters, the Project Director of the BBC Weather re-procurement process, has written a blog in which he explains the reasoning behind this decision. We hope this will help to clarify the situation and address some of the concerns that have been raised.

<http://www.bbc.co.uk/blogs/aboutthebbc/entries/3d035f6d-0ae7-4a9d-81dd-665bb57b27f6>

## **Newsnight, BBC Two, 11 September 2015**

### **Complaint**

We received complaints from viewers who felt presenter James O'Brien was too robust in his interview with Daniel Kawczynski MP. Some viewers felt this showed bias against Mr Kawczynski and Saudi Arabia.

### **Response from Newsnight**

On Thursday 10th and Friday 11th *Newsnight* aired a two part report by Gabriel Gatehouse on the Saudi-led campaign against the Houthi rebels in Yemen. Gatehouse's report focused on alleged strikes against civilian targets by Saudi forces, and examined claims that the campaign is allowing IS and Al Qaida to flourish in Yemen. On Friday, *Newsnight* invited two speakers who support the military action, Saudi Brigadier General Ahmed Asiri, and Daniel Kawczynski, a member of the All Party Parliamentary Group for Saudi Arabia, to comment on the reports. Mr Kawczynski's heated exchange with *Newsnight* presenter, James O'Brien, prompted mixed reactions from viewers, with some praising O'Brien's robust interviewing style and others feeling he had been too aggressive towards Mr Kawczynski. O'Brien felt Mr Kawczynski was attempting to avoid answering his question by repeatedly attacking the BBC's reporting on Yemen. It was appropriate for the presenter to challenge Mr Kawczynski firmly on this point; though on reflection James O'Brien feels the interview might have been more productive if he had not made his own frustration quite as evident.

## **Stephen Nolan, BBC Radio 5 live, 5 September 2015**

### **Complaint**

We received complaints from listeners who were unhappy with the handling of calls relating to the migrant crisis.

### **BBC Response**

Over the weekend in question, Stephen Nolan's programme had more than 600 calls on the migration crisis. It is clearly an issue of huge significance and one that divides our listeners, and as such we spoke to a range of people with different backgrounds and opinions. The nature of the Nolan programme is that it allows listeners to debate the big issues facing the UK and gives them a platform to share their views and argue their case. Stephen's role is to question, challenge and probe all of the different viewpoints being expressed, as he did on this occasion. On this particular day, Stephen challenged a caller who put forward strong views that other listeners may have found upsetting. These views were robustly challenged by Stephen with a series of questions about the callers opinions and beliefs. At every stage the caller was given an opportunity to answer in full. We accept that a couple of the questions should have been better phrased, however Stephen was careful not to express his own views during this debate.

## **Sunday Morning Live, BBC One, 18 October 2015**

### **Complaint**

We received complaints from viewers unhappy with the way the programme handled an interruption by a guest.

### **Response**

Sunday Morning Live is a topical debate programme, rather than a news or interview show. Each week a number of specific topics are chosen in advance and guests are invited on to discuss them. Jagmeet Singh was invited on to the programme to participate in a five-person discussion about interfaith marriage. After this debate finished and the programme moved on to the next item, Mr Singh repeatedly interrupted presenter Sian Williams to discuss an unrelated issue. In asking Mr Singh not to interrupt, Sian wasn't dismissing his concerns but was simply trying to move on to the next scheduled item in the programme, which viewers would have been anticipating. To clarify, Mr Singh wasn't due to take part in the third debate and left the programme as scheduled. We believe that Sian handled the incident in an appropriate and professional manner.

## **Strictly Come Dancing, BBC One, 24 October 2015**

### **Complaint**

We received complaints from viewers unhappy with Bruno Tonioli's use of strong language during this episode.

### **Response**

We're sorry for any offence caused by Bruno's remark during the live show. Bruno made the comment in the heat of the moment, and apologised immediately when he realised what he had said. Tess also apologised to viewers, as did the Strictly team on Twitter. The remark was removed from the iPlayer version of the show.

## **Cuffs, BBC One, 28 October 2015**

### **Complaint**

We received complaints from viewers who felt that some of the content of Cuffs wasn't appropriate for an 8pm time slot.

### **Response**

Cuffs is an ambitious new drama for the 8pm slot on BBC One, and aims to reflect the reality of police work and the challenges facing the police force. This means it will sometimes tackle difficult issues. We took care to make potential viewers aware of the nature of the series, through trails and pre-publicity, so that people could make an informed decision as to whether they wanted to watch. At the same time, we're aware of our responsibilities to our audience and, as with all programmes, a great deal of thought went into appropriate scheduling. The content and placing of Cuffs was carefully considered at a senior level and we felt it was not beyond general audience expectations for a drama of this nature at 8pm. That said, we accept that tastes vary enormously and that some viewers might have a different point of view.

## **Vanessa Feltz (For Jeremy Vine), BBC Radio 2, 30 October 2015**

### **Complaint**

We received complaints from listeners who were unhappy with Vanessa's interview with Tim.

### **BBC Response**

We spoke to Tim before the programme to let him know the questions we would ask. We also talked to him at length after the interview and he said he was happy that he had spoken to Vanessa Feltz and felt he was able to get his points across. We decided to cover the story because it is regarded as the first time that someone has won compensation from a business for discrimination that is entirely based on gestures. As a result, we felt it was necessary to ask about the nature of these actions and whether they could be reasonably interpreted as discriminatory. Throughout the interview, we made it clear that Tim had won his case and had therefore had his version of events vindicated. Vanessa asked about his appearance, but this was only after Tim himself said that 70-80 percent of people give him filthy glances and "verbal" because of his looks. As Tim was on the phone and not in the studio, Vanessa questioned him about this and he replied in some detail. There was never any suggestion that he was at fault or that his appearance encouraged unwelcome attention. Shortly after we spoke to Tim, we interviewed Linda Bellos, an adviser and consultant on equality issues. Linda challenged the way Vanessa conducted the interview with Tim and we ensured that she was able to put her point across. We always aim to be fair and impartial and this was an extended interview where we gave our guests plenty of time to set out their views.

## **Doctor Who, BBC One, 7 November 2015**

### **Complaint**

We received complaints from viewers who felt that scenes showing the destruction of an aeroplane were inappropriate in light of recent events.

### **Response**

We're aware that elements of drama programmes can sometimes bring to mind real events, and we always think very carefully about this. In this case, though, the story was presented as a science fiction fantasy, far removed from the real world. The episode didn't depict a passenger-carrying commercial airliner - it was a military aircraft on official business - and both the Doctor and his companion survived. With this in mind we didn't feel the scenes would be outside of most viewers' expectations for the programme, but we appreciate the differing feedback we've received.

## **Iain Lee, BBC Three Counties Radio, 3 November 2015**

### **Complaint**

We received complaints from listeners who felt that presenter Iain Lee was rude and showed bias during interviews with Reverend Barry Trayhorn and Libby Powell.

### **Response from the BBC**

In interviews with the Reverend Barry Trayhorn and a solicitor, Libby Powell about their understanding of biblical teaching on homosexuality, Iain Lee described comments by Rev Trayhorn as 'obnoxious' and 'poisonous' and called Ms Powell 'bigoted.' While the programme is well-known for its combative style, the BBC fully accepts that the language the presenter used, and the tone in which he conducted these interviews, was at several points inappropriate. The BBC – and Iain Lee himself - wish to apologise for any offence that may have been caused.

## **Davis Cup tennis scheduling, 29 November 2015**

### **Complaint**

We received complaints from viewers unhappy that coverage of the Davis Cup tennis finals moved from BBC Two to BBC One.

### **Response**

This was the first time Great Britain had competed in a Davis Cup Final since 1978 and interest in the event built significantly across the weekend, largely due to extended BBC coverage. The interest by Sunday morning felt so high that we decided to bring the tennis coverage to BBC One so Great Britain's first victory in the Davis Cup since 1936 could be seen by as many viewers as possible. As the Formula 1 championship had already been settled, we felt that on this rare occasion we could move the Abu Dhabi Grand Prix coverage over to BBC Two. Both events started at midday and we flagged in the early stages of our coverage that they had switched channels. We never take such decisions lightly, but as BBC One is the home of national events it felt appropriate to bring this historic sporting moment to the widest possible audience. We do appreciate the disappointment of those who wished to record either programme, and both are available via BBC iPlayer. Of course, we realise that not everyone will agree with the decision so we'll make sure that all viewer feedback is passed on.

## **BBC News, Coverage of San Bernardino shootings 8 Dec 2015**

### **Complaint**

We received complaints from viewers unhappy with coverage from inside the apartment of the San Bernardino attackers, Syed Rizwan Farook and Tashfeen Malik. Some viewers felt the coverage was intrusive and voyeuristic, while others were concerned about the newsworthiness of the reporting and the legality of the media presence in the apartment.

### **Response from BBC News**

The shootings in San Bernardino were carried out by a seemingly ordinary married couple and we wanted to show how they had lived their lives, deceiving friends, relatives and neighbours. The FBI stated that journalists were allowed into their home, as it was no longer part of its investigation. The local police force was present when journalists went into the premises. This story raised many issues, including gun ownership, home-grown terrorism and Islam. The coverage from inside the apartment was a brief part of our overall reporting of these wider subjects. In this context we felt it was an appropriate and relevant part of understanding who the killers were and the changing nature of Islamist attacks their domestic arrangements may reflect.