

Complaints to the BBC: January 2014

The BBC answered over **17,000** complaints from the audience during January 2014. These ranged from a small number of complaints about alleged breaches of editorial guidelines through to a much larger collection of views about programme content and services.

This month there were complaints of racism in response to comments made by the character Shabnam Masood in EastEnders.

Some Outnumbered viewers complained that comments made about autism were offensive.

Finally, there were complaints claiming Paul O'Grady's comments on Benefits Street were biased against the government and went unchallenged.