

COMPLAINTS TO THE BBC: OCTOBER 2008

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The BBC answered over 10,000 complaints from audiences during October 2008. These ranged from a small number of complaints about potentially serious breaches of editorial guidelines through to a much larger collection of views about programme content. The key themes which emerged are as follows:

Offence - General

A large volume of complaints were received in response to the phone calls made by Russell Brand and Jonathan Ross to actor Andrew Sachs. Many people found these to be offensive and inappropriate.

N.B. Since the majority of complaints on this topic were answered in November, details will also be included in the next summary.

Complaints were also received from viewers who found a joke about the Queen on **Mock The Week** to be distasteful.

Sensitivity/Portrayal

Complaints were received from people who felt it was inappropriate to show a puppy being trapped in a burning room during an episode of **Casualty**.