

Complaints to the BBC: October 2007

The BBC handled almost 10,000 complaints in October 2007. 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 and scheduling.

The key themes which emerged are detailed below:

Offence: There were complaints that Kelvin MacKenzie made offensive comments about Scottish people when he was a panellist on BBC One's Question Time. A response was posted on the BBC's Editors' blog site.

Scheduling: Complaints were received from viewers who are unhappy that the *Strictly Come Dancing* results show has moved to Sunday evenings.

News: There were complaints from people querying the language used when referring to the PKK (Kurdistan Workers' Party) in news reports. The BBC's policy on the use of language when reporting acts of terror can be found in its Editorial Guidelines at www.bbc.co.uk/guidelines/editorialguidelines/edguide/war/mandatoryreferr.shtml and additional guidance issued to producers can be read at www.bbc.co.uk/guidelines/editorialguidelines/advice/terrorism/language/background.shtml

Sport General: Viewers were unhappy they were unable to watch the Scotland v Ukraine match played on 13/10/07 on BBC Television. Sky has exclusive television rights to all live home matches involving Scotland's international football team.

Other Complaints: Some viewers felt it should have been made clearer that the *Strictly Come Dancing* results show is pre-recorded on Saturday evenings. There were also complaints that the voting is unfair and should be changed.

The BBC's responses to some recent issues can be read at www.bbc.co.uk/complaints.