[GB] Quarterly BBC Programme Complaints Unit Bulletin Issued

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The BBC has just published its quarterly Complaints Unit Bulletin for the period from 1 April to 30 June 1997. During this period, the Unit dealt with 346 complaints in two main categories: matters of fairness and accuracy and matters of taste and standards. The former deals with topics such as unfair treatment of the complainant; bias; intrusiveness and factual inaccuracy. The latter's topics comprise poor taste; bad language; sexual conduct; violence; racism; sexism; and offence to the religious feeling. News and current affairs programmes produced the most complaints (43%) followed by enterntainment programmes (33%). A total of 25 complaints were upheld, 7% of the total (of which 7 were upheld only partly). The unit deals with complaints concerning matters which are alleged to have contravened the BBC's Producers' Guidelines. There is an appeal procedure. If the complainant is unsatisfied with the decision of the Complaints Unit, the Governors' programme Complaints Appeal Committee may entertain an appeal "usually where significant issues of public interest are involved". 2 such appeals are contained in the current report, both of which are upheld in part.

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