

Analysis of complaints

From 1 October 2012 to 31 March 2013 the Unit reached findings on 182 complaints concerning 147 items (normally a single broadcast or webpage, but sometimes a broadcast series or a set of related webpages). Topics of complaint were as follows:

Table 1
Topics of Complaint

	<u>No of Complaints</u>	<u>No of Items</u>
Harm to individual/organisation (victim complaint)	7	7
Harm to individual/organisation (3 rd party complaint) ¹	4	4
Infringement of privacy	2	2
Political bias	7	7
Other bias	27	25
Factual inaccuracy	89	64
Offence to public taste	24	16
Bad language	2	2
Violence	1	1
Sensitivity and portrayal	9	9
Bad example (children)	3	3
Sexism	1	1
Commercial concerns	4	4
Standards of interviewing/presentation	2	2
Total	182	147

In the period 1 October to 31 March, 7

Outcome

acknowledged to have been inaccurate, gave the impression of endorsing the suggestion

him. In circumstances where criticism is directed against an organisation or a team and its members, programme-makers are entitled to rely on a contribution from the leader of the team or organisation as satisfying the requirement to provide a right of reply. However, it is a requirement of the guidelines on accuracy that BBC output should be well-sourced, based

Outcome

of two points made by Mr Regev in earlier interviews, which she wished to dispose of in order to proceed directly to the agenda of the interview) did tend to create an inaccurate impression as to the events of the day in question. However, as earlier deaths of Israeli soldiers in the area provided the context f

listeners would not have been misled as to the overall situation, and the inaccurate impression was in any case tangential to the topic of the interview. The ECU took the view that the online posting by News sufficed to resolve the issue.

Resolved

Today, Radio 4, 18 April 2012

Complaint

The programme included a report on the release of documents from the archive of the Foreign Office. The reporter said *"Some files have been kept back. But there are files on the Mau Mau uprising in Kenya, and on Malaya, where another uprising against British rule was brutally suppressed"*. A listener complained that the term *"brutally suppressed"* was seriously misleading in relation to the Malayan uprising.

Outcome

The consensus among historians is that, while there were some instances of what could be termed brutality, the British response taken overall was a relatively humane instance of counter-insurgency. Nothing in the recently-released files has caused historians to revise that view.

Upheld

Further action

Editors will discuss stories and the scope of research with reporters as material is being prepared.

What the Papers Say, Radio 4, 29 July 2012

Complaint

In a sequence focusing on reactions to the London Olympics, the presenter quoted a journalist, as having written *"Count me out of the compulsory joy. It reminds me all too much of Soviet Moscow"*, and added *"Really, [name of journalist], Really? London 2012 is the*

appreciating that it changed the sense and, as the uncut quotation would have allowed him to comment to much the same effect, this seemed more plausible than the idea that he had knowingly altered the sense, in an easily detectable and demonstrable manner, to so

tradition of highly-coloured readings with an element of caricature, and not dissimilar to the reactions to the Olympics, rather than on aspects of the Olympics which could be said to be controversial, and there was no departure from due impartiality. The subsequent broadcast apology seemed to the ECU to be a fair reflection of what had occurred, and sufficient to resolve the issues of complaint.

Resolved

Note: All quotations in the script are now checked against the original newspaper article by the producer.

Health Check, World Service, 4 October 2012

Complaint

A listener complained that an item on the situation of people with kidney failure in Gaza gave the misleading impression that medical supplies and equipment were subject to the Israeli blockade, and that the item was misleading in other respects.

Outcome

In most respects the item was not misleading. However, the sentence *“The blockade of Gaza for example has led to shortages of medicines and medical equipment”* gave the impression that the Israeli blockade covered medical supplies, which is not the case.

Partly upheld

Further action

In future, when commissioning reports from freelance reporters abroad, **Healthcheck** will ensure they take advice from the local BBC bureau before finalising the item.

Guide: Why are Israel and the Palestinians fighting over Gaza?, Newsround website, bbc.co.uk.

Further action

The programme team edited the online video and will be mindful of the need for absolute clarity in any future attempts to condense such a complex story for the Newsround website.

Money laundering drugs gang boss Jia Jin He jailed, bbc.co.uk**Complaint**

This item, drawn from a BBC West television news piece, reported the conviction and sentencing of the Chinese businessman Jia Jin He at Bristol Crown Court. An associate of Mr He complained on his behalf that it was seriously inaccurate.