

Complaints to the BBC: July 2010

The BBC answered just over 17,000 complaints from the audience in July 2010. 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.

Complaints were received regarding the BBC News website redesign. The editor of the site Steve Herrmann has responded to some of the issues prompting reaction on the [BBC Editors' Blog site](#).

The ongoing storyline of Lucas in EastEnders led to some complaints from viewers that this character's actions portrayed Christians in a bad light, while other viewers were offended by the way that the character Syed handled the Qu'ran.

Changes to the BBC Two schedule on 17 July due to extended coverage of the Golf meant the film *Is Anybody There?* was shown later than billed which disappointed some viewers. Complaints were also received from viewers who felt there was too much studio discussion and not enough live golf during coverage of the Open at St Andrews.

The BBC's responses to some recent issues can be read on the [BBC Complaints website](#).