

Complaints to the BBC: April 2010

The BBC answered just under **23,000** complaints from the audience in April 2010. 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 services.

The use of an animated in-programme-pointer to trail Over the Rainbow during Doctor Who on 24 April attracted complaints from viewers who felt it spoilt their enjoyment of the conclusion of the programme. A response was posted on the BBC Complaints website explaining: "The Over the Rainbow trail in Doctor Who should not have played out on Saturday and we apologise to all Doctor Who fans whose enjoyment of the show was disrupted. We recognise the strength of feeling that has been expressed and are taking steps to ensure that this mistake will not happen again."

There were complaints about the decision to split the coverage of Formula One: The Malaysian Grand Prix across BBC One and Two rather than showing the whole race on one channel on Sunday 4 April.

Coverage of the MotoGP on Saturday 10 and Sunday 11 April resulted in complaints from viewers who were unhappy that the qualifying and the 125/Moto2 races were not available via the BBC Red Button on Freeview.

We also received complaints from viewers who are unhappy with the forthcoming changes to The One Show, particularly Adrian Chiles' departure and his replacement for the Friday show, Chris Evans.

Finally, there were complaints about the amount of coverage given to Gordon Brown's encounter