



**BBC Information**

Mr Russell Cartwright  
Oxleas NHS Foundation Trust  
Pinwood House  
Pinewood Place  
Dartford  
Kent  
DA2 7WG

Our Ref 16980252

14 November 2009

Dear Mr Cartwright

Thanks for your letter of 14 October regarding 'EastEnders' on BBC One. Please accept our apologies for the delay in replying. We know our correspondents appreciate a quick response and we are sorry you have had to wait on this occasion.

I note you have some concerns over the portrayal of bipolar disorder on the programme, in particular how the sectioning of Stacey Slater was handled in a recent episode.

Diederick Santer, Executive Producer of 'EastEnders', has responded to your concerns below:

"I can assure you that we did research the procedures thoroughly, as we do with all stories which relate to how things are done in the real world. We talked to psychiatrists, social workers, police, and to people who had been sectioned when researching this story. We can't in any fictional representation of a real procedure show every element that makes it technically correct. Nor can we show a representation that matches every individual's experience - nor is every procedure done by the book, our research showed. We did our best to tell Stacey's individual story while being faithful to our research. I'm sorry if you felt it was inaccurate, and that you were annoyed by our portrayal of the sectioning procedure."

It's worth mentioning that we have received a significant number of appreciations for how we've addressed this issue.

If you believe a serious and specific breach of the BBC's Editorial Guidelines has occurred here, and you wish to pursue this complaint further, you can contact the BBC's Editorial Complaints Unit, within 20 working days, and they will carry out an independent investigation.

You can write to them at the following address:

Editorial Complaints Unit  
Room 5170  
White City  
201 Wood Lane  
London W12 7TS

Alternatively you can e-mail the Unit at the address: [ecu@bbc.co.uk](mailto:ecu@bbc.co.uk), but please note that complaints submitted via e-mail must include a postal address as ECU findings are sent by letter.

Once again, thanks again for taking the time to contact us with your concerns.

Yours sincerely

A handwritten signature in black ink, appearing to be 'A Hannah', written in a cursive style.

Andrew Hannah  
BBC Complaints  
[www.bbc.co.uk/complaints](http://www.bbc.co.uk/complaints)