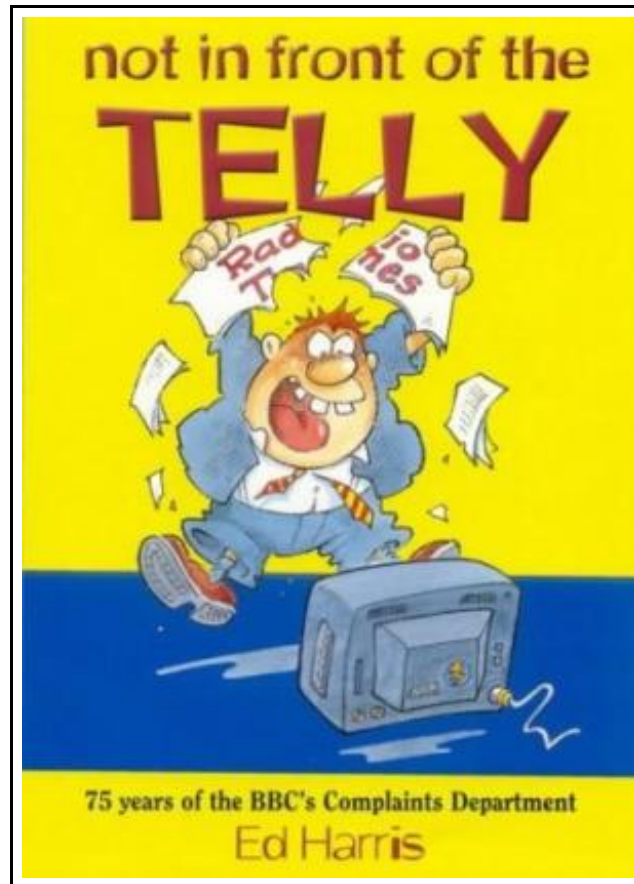


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Reviews

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(Dr. Pat Hegmann)

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Polperro Heritage Press. Paperback. Book Condition: new. BRAND NEW, Not in Front of the Telly: 75 Years of the BBC's Complaints Department, Ed Harris, David Lock, Ed Harris reveals some of the reasons why millions of viewers and listeners contact the BBC to carp, complain and condemn. In this peek behind the scenes of the quirkiest corner of the corporation, Harris charts the transition of the complaints department from a cosy cottage industry through to outsourced high-tech Information Centre. As well as tweaking the collective memory of a nation glued to the box, the book should appeal to psychiatrists, psychoanalysts and other students of the human condition. After ten years managing the BBC's complaints department, Harris includes dozens of real-life examples ranging from the utterly hilarious to the downright dotty.

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