

I am writing to thank you for looking into the mess that the main broadcasters have let some of their subtitling get into (re. article in the Guardian).

I have emailed the BBC and ITV about it on many occasions but they didn't bother to reply or fix the problem so I am very pleased that you are going to insist that they improve the service.

It is understandable with live programmes but for anything pre-recorded it is unforgivable and the system they use now is pathetic and actually makes it harder to follow the show when the subtitles are delayed and inaccurate.

Channel 5 have also been bad recently with the subtitles often delayed by a second or so, which again makes it hard to follow.

I know that subtitles are a minority issue but they are hugely important to those of us who are deaf or hard of hearing and even my wife, who is American but hears well, finds them useful and always selects them so as the article says, a lot more people than just the deaf community use them.

Please keep on this and I look forward to a general improvement in the subtitle service as a result.

Regards,