



Consumer news

We want you

Flight compensation

Have you received compensation from an airline after a cancelled flight or were you given overnight accommodation because of a delayed flight? Please send details of your experiences to Bob Tolliday.

Car crime

Have you been a victim of car crime, particularly where someone has stolen your car keys or your vehicle's identity by cloning? If you'd like to share your story, please contact George Marshall-Thornhill.

Care homes

Are you, or is someone you know, considering moving into a care home? Perhaps you're already a resident or are hunting for a place for a relative or friend. Tell James Tallack about your experiences.

Decorating your home

Did you have your home redecorated in the 50s, 60s or 70s? Did the style seem like a good idea at the time but the memory now makes you cringe? Tell Ayesha Lawrence.



Financial statements

Do you find annual statements for pensions and investments confusing or do you understand the figures? Have you made financial decisions based on such statements? If you're willing to feature in *Which?*, send full details to Nick Kirby.

Please include full contact details and a daytime phone number

■ helpwanted@which.co.uk or write to Help Wanted, PO Box 44, Hertford X SG14 1SH

Mother takes action after kids' CD features a swearing pop star

Pink lyrics give mum the blues

MUSIC

A record company has promised to make changes to a popular kids' CD after a shocked mum found one track turned the air blue with four-letter words.

Tracey Goulsbra was listening to the *Pop Party 4* CD with her nine-year-old daughter Megan when the track 'Stupid Girl', by American rocker Pink, came on. Instead of the clean radio version of the song, the CD contained the original version complete with swear words.

Tracey said: 'It's inappropriate for a product such as *Pop Party*, which is clearly marketed at children, to contain lyrics like this. There was no parental guidance sticker on it. When I got in touch with the record company Universal, it agreed that version of the song shouldn't be on there and to change it.'

She added: 'Universal said there was no legal requirement for it to put a sticker on it, but I think it should be required to do so.'

Universal told us it took great care to ensure the CD's content was age appropriate



Tracey Goulsbra keeps an eye on her daughter's music

but had been unaware it contained swear words. Despite selling 500,000 copies of *Pop Party 4*, Universal said there had been no other complaints to itself or Sony BMG, which provided the track.

Universal added that a different version of the track has been sent to its factory, so reruns of the album will include the clean version.

There was no parental guidance sticker on it

Sat-nav puts couple on the plains of Spain

MOTORING

Satellite-navigation systems are supposed to tell you where you are, not when it is, but one couple's system told them they were back in 2004.

That's how old the maps were in Tony and Norma Green's Navman system, even though they bought it in February 2006.

The couple, from Welwyn, Hertfordshire, realised they had outdated maps while on holiday, when the Navman told them a

six-lane Spanish motorway was fields.

Navman told the Greens they'd have to pay £99 if they wanted updated maps – they'd already paid £270 for the system.

'They should upgrade for free but they've been very unhelpful,' Norma said.

Navman told us its products have the latest maps at the time of launch but it would not give free upgrades for out-of-date maps.



81%
of marmalade is munched
by those aged over 45
THE GROCER

£25
spent by each of us in the January
sales on clothes we'll never wear
CHURCHILL HOME INSURANCE

3000%
rise in sales of Taste The Difference
bubbly since it became our Best Buy
SAINSBURY'S

Get baking as the cost of shop bread rises It's time to start using your loaf

FOOD

The popularity of bread makers is set to grow as the price of a loaf rises.

The average standard loaf could now set you back more than £1 after the cost of flour rocketed, with poor wheat harvests and fuel prices blamed for two price hikes in just four months.

But our Best Buy bread makers, featured in our July 2006 issue (p53), could slice your bread bill in half.

The Panasonic SD-253 and SD-252 models both make bread that tastes better than shop-bought rivals and for less money. Taking into account the cost of ingredients, a loaf of bread baked in these models costs 5.8p and 6.1p per 100g, while a leading brand of thick sliced bread is 12p per 100g.

For the full bread makers report see www.which.co.uk/breadmakers.



Sky service is berated for leaving customers disconnected

Broadband blunders

BROADBAND

Disgruntled Sky broadband customers have hit out at the firm for its slow response in fixing problems with the service.

Since the launch of Sky's 'free' broadband service for its TV customers in July, tens of thousands have paid a £40 connection fee in return for download speeds of 2Mbps and no charges for use.

But some have been left disappointed. We have received more than 30 complaints, including connections taking months to activate and not being able to get through to customer service.

Alec O'Connor, from Harlow, signed up to the service in July but five months later he still wasn't online. At one point his telephone line went down for 18 days, with BT and Sky blaming each other. He told us: 'I've been a very satisfied Sky TV customer for a number of years but my faith in Sky is somewhat diminished.'

We've passed on more than 30 complaints

We passed Alec's complaint to Sky, which it then fixed.

Sky admitted some customers hadn't received a quick resolution because their complaints weren't processed properly – it promised to fix this.

Sky broadband Senior Product Manager Stephen Lock said: 'The vast majority of our customers' lines are activated within 15 working days.'



Alec O'Connor waited more than five months for broadband

TAKE ACTION!

Customers experiencing problems should call 0870 240 4040

The worth of high-street cholesterol testing is questioned

HEALTH

Consumers have been warned not to rely on a high-street cholesterol test to give them clean bills of health.

Chemists are increasingly offering instant tests that assess risk of coronary heart disease.



But experts advise against relying on them alone, as cholesterol levels fluctuate daily and other factors should be considered.

The warning came after member Robert Morgan contacted us, having had chest pains in November and a hospital test showing a cholesterol level of more than 6.2 millimoles per litre of blood (mmol/l), while months earlier a free high-street test had given a lower level of 4.2 mmol/l.

People should aim for a cholesterol level of less than 5 mmol/l, but lower levels may concern those with a

family history of heart disease.

Robert, 43, said: 'I was delighted when the man in the shop came back with [positive] results because my family has a history of heart disease, but now I'm very concerned that I relied on a high-street test.'

The British Heart Foundation advises people to be tested by a GP, who should conduct several types of test and take lifestyle into account.

And Dr Robert Cramb, an NHS consultant chemical pathologist, told us one high-street test is never enough. 'Cholesterol levels can

change quite markedly, between 5 and 15 per cent in a day, so you ought to have at least two,' he said.

Boots, where Robert was tested, said: 'The objective of the Boots test is to enable customers to conduct a quick and easy cholesterol screen and, if results are borderline or high, a visit to the GP for a comprehensive test is advised.'

TAKE ACTION!

For more on tests and heart health go to www.bhf.org.uk