



Your letters



Give us your comments on what you've read in Which?

Car insurance

Which?, April 06, p26

I'm sure you're right that a courtesy car is important to most drivers. But you don't always get one when you need it. When my car was written-off after an accident, the insurer (a previous Best Buy) withdrew the courtesy car, as my policy provided one only while my own car was being repaired. I live in a rural area and it's difficult to visit dealers to find a new car. I don't believe I'm the only person to think a courtesy car

would be provided until a replacement car has been found. On the other hand, I can see that insurers might not want to pay for a courtesy car if I wasn't making a real effort to find a replacement. MARTIN FOSTER, NEWTON ABBOT

Cold callers

Which?, March 06, p18

For years BT has allowed callers to withhold their number by prefixing the dialled number with 141. After experiencing some inconvenience from nuisance calls myself, I found out about BT's 'Anonymous Call Reject' service, which advises callers that your number doesn't accept anonymous calls and asks them to redial. However, the service costs £12 a quarter. Maybe BT should reconsider whose 'side' it would wish to be seen to be on. NEIL BRADDOCK, ORPINGTON

BT SAYS Services such as Anonymous Call Reject and Choose to Refuse, which blocks specific numbers, are not included within call plans and

so incur extra charges. **BT Privacy at Home is a free opt-in service (on compatible phones) that allows customers to see who's calling before answering. BT also offers a leaflet for victims of malicious calls outlining the ways it works with customers to protect their privacy. Go to www.bt.com/customerservices/downloads/protect_privacy.pdf to download a copy.**

Home security

Which?, March 06, p44

Excellent article on padlocks. Last summer, I had two sheds broken into despite having Best Buy Squire DCL1 padlocks fitted to hasps across each of the double doors. The intruder easily cut through the hasp on BOTH sides of the padlocks.

A padlock is only as good as the hasp it's fitted to. So fit toughened steel rectangular hasps and make sure that the timber of your door is strengthened on the inside. TOM FENTON, GLOUCESTER

Baby food

Which?, March 06, p24

I'm appalled at the number of products sold for babies that contain alarming levels of sugar. I was unaware of this until a health professional told me that in her personal opinion rusks should be banned due to the sugar in them.

Many of these products are promoted on the basis that they provide comfort for babies who are teething and as such are suitable food for weaning, but in reality they're getting four- to six-month-old babies hooked on high-sugar snacks.

As a parent, I find the way these companies market and package their food misleading and shockingly cynical.

EMILY FLANAGAN, NEWTON AYCLIFFE



Emily with daughter Erin

WE WANT TO HEAR FROM YOU

'Your letters' is your chance to have your say on something in Which? and share your views with other readers. Email or write to the address below. If your letter is printed, you can choose a free Which? book as a thank you.

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Next month in Which?

Bank charges

We help one reader get a refund of £838 from her bank – and tell you how you can do the same

Product reliability

Which household appliances won't let you down

Holiday health

The worst places for falling ill abroad – and how to avoid Delhi belly

Private health insurance

How you can cut your premiums

Newly-built homes

We look at the problems faced by many owners of newly-built homes, and ask whether consumers have enough protection under the law when things go wrong

Out on
1 June



House of horrors?

What to do if your new house gives you headaches



Campaigns

35,000+

Which? members who called us in February told us they support our campaign to stop ads for unhealthy food aimed at kids

Join us in our fight for consumer rights

Kids' junk food ads to stay

OFCOM LETDOWN

Which? has criticised Ofcom, the communications regulator, for selling out on children's health. Ofcom's proposing restrictions on TV advertising that will do little to protect all children from the harmful effects of unhealthy food marketed on TV.

The latest Which? research shows that 79 per cent of parents want to stop TV ads for unhealthy foods during the times that children are most likely to be watching TV. Yet Ofcom's proposals, released at the end of March, could still allow ads for unhealthy food to be screened between 6pm and 9pm, when children are most likely to be watching TV. What's more,



Junk food TV ads: Ofcom's proposals let down parents

the proposals address only children up to the age of 9, leaving out 10- to 15-year-olds completely.

Which? will be writing to Ofcom demanding that it extends its recommendations to include restrictions for all children during the hours they are watching TV.

If you want to stop TV ads of unhealthy food to children, you can do something about it. Go to www.which.co.uk/kids-food and send an email to Ofcom telling it what you think.

CAMPAIGN NEWS

Complaints about private dentists

A new UK complaints system for private dentistry will be officially launched later this month. It has taken a long time – it was back in 2001 that Which? first made a super complaint to the Office of Fair Trading about the lack of a standard, clear process for dealing with complaints about private dentistry. This meant that anyone who had a problem had little choice but to go to court. Unfortunately, the new system won't deal with complaints retrospectively.

For more details of the system, see www.dentalcomplaints.org.uk or phone 08456 120 540 or email info@dentalcomplaints.org.uk.

If you have a complaint about your NHS dentist, contact NHS Direct (England and Wales) or NHS 24 (Scotland) for advice on

how to proceed. In Northern Ireland, write to the Complaints Officer at the relevant Health and Social Services Board.

Claims on food

Which? was disappointed by a European Parliament committee's decision to allow foods high in fat, sugar and salt to carry on making health and nutrition claims, as long as the label tells consumers to look at the nutrition information on the back of the pack. Nor did MEPs think that new health claims should be checked before food goes on sale.

With a full European Parliamentary vote scheduled for later this month, we'll continue to lobby UK MEPs to support our call for health claims on food to be truthful. You can support our campaign by emailing your MEP. See www.which.co.uk/food to find out more.

On test

Digital photography

Ten digital SLRs on test, plus the latest batch of compact cameras. And where's the best place to get your photos printed out?

Washing machines

We test larger drums and higher spin speeds to come up with ten Best Buys

Plus

- ✓ Built-in ovens
- ✓ Child car seats
- ✓ DVD players
- ✓ House insurance
- ✓ Tennis racquets
- ✓ Video recorders
- ✓ Wine for barbecues



Football

John Barnes joins our test team to find the best World Cup football

