

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

### Stage 1 complaints

Between 1-14 April 2019, BBC Audience Services (Stage 1) received a total of 5,038 complaints about programmes. 9,463 complaints in total were received at Stage 1.

BBC programmes which received more than 100<sup>2</sup> complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
The Andrew Marr Show	BBC One	14/04/19	Felt David Lammy's views on the European Research Group were offensive / Found UKIP's Gerard Batten's views and defence of Tommy Robinson and Carl Benjamin offensive.	303
Question Time	BBC One	04/04/19	Perceived bias against Brexit due to the make-up of the panel and/or the decision to move the venue from Bolton to London.	272

<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

96% of all complaints dealt with between 1-14 April 2019 received an initial response within the Stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at: <http://www.bbc.co.uk/complaints/complaint/>

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 42 findings at Stage 2 between 1-14 April 2019. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Today	Radio 4	26/01/2019	Incorrect statements about EU, Brexit x3	Not upheld
Today	Radio 4	06/02/2019	Insufficient information about Adam Smith Institute	Not upheld
BBC News (6pm)	BBC One	07/02/2019	Misleading paraphrase of Donald Tusk “circle of Hell” comment	Not upheld
Newsroom Live	BBC News Channel	07/02/2019	Misleading paraphrase of Donald Tusk “circle of Hell” comment	Not upheld
A Family Divided	BBC One Scotland	11/04/2016	Family member not capable of informed consent	Not upheld
Question Time	BBC One	17/01/2019	Unfair treatment of Diane Abbott MP x6	Not upheld
Question Time	BBC One	17/01/2019	Error about opinion polls insufficiently corrected x15	Upheld
Antiques Road Trip	BBC One	06/02/2019	Sexual reference in daytime programme	Not upheld
Warren	BBC One	25/02/2019	Use of “Jesus Christ”	Not upheld
Today	Radio 4	28/10/2019	Presenter wrongly blamed Ireland for Brexit delay	Not upheld
Brexit: A Love Story	Radio 4	29/03/2019	Anti-Brexit bias	Not upheld
Question Time	BBC One	07/02/2019	Anti-SNP bias x5	Not upheld

Question Time	BBC One	07/02/2019	Right-wing bias	Not upheld
BBC News (10pm)	BBC One	14/02/2019	Pro-EU bias	Not upheld
Today	Radio 4	23/02/2019	Bias on Labour anti-Semitism	Not upheld
The Papers	BBC News Channel	10/02/2019	Objects to MP being termed a “privileged white man”	Not upheld
Silent Witness	BBC One	14/01/2019	Racial stereotyping	Not upheld

57% of complaints (24 out of 42) dealt with between 1-14 April 2019 received a response within the target time.