

Complaints to the BBC

This fortnightly report for the BBC complaints service¹ shows for the periods covered:

- the number of complaints about programmes and those which received more than 100² at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)³;
- 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 October 2018, BBC Audience Services (Stage 1) received a total of 4,675 complaints about programmes. 7,352 complaints in total were received at Stage 1.

BBC programmes which received more than 100² complaints are included in the table below:

| Programme | Service | Date of Transmission | Main Issue(s) | Number of Complaints |
|---------------|---------|----------------------|--|----------------------|
| Politics Live | BBC Two | 12/10/2018 | Felt the programme was biased against UKIP's Gerard Batten. | 274 |
| Newsnight | BBC Two | 10/10/2018 | Felt the discussion on the use of the term 'womxn' failed to represent the views of women, was biased against them and/or that interviewee Sophie Cook's views on women of colour were racist. | 136 |

95% of all complaints dealt with between 1-14 September 2018 received an initial response within the Stage 1 target period of 10 working days.

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

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

³ Excluding investigations of online material outside Ofcom's remit.

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 36 findings at Stage 2 between 1-14 October 2018. 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 |
|-----------------------|------------------|----------------------|---|------------|
| Victoria Derbyshire | BBC Two | 15/08/2018 | Insensitive interviewing of victims of anti-Semitism | Not upheld |
| Newsnight | BBC Two | 31/07/2018 | Failure to challenge Labour MP on anti-Semitism | Not upheld |
| The News Quiz | Radio 4 | 01/06/2018 | Anti-Conservative bias | Upheld |
| BBC News at Ten | BBC One | 28/08/2018 | Failure to reflect criticism of IHRA definition of anti-Semitism | Not upheld |
| Today | Radio 4 | 28/06/2018 | Inaccurate comments about wind farms | Upheld |
| Kit and Pup | Cbeebies | 31/09/2018 | Misleading to say liquid is “the opposite” of solid | Upheld |
| Good Morning Scotland | Radio Scotland | 29/07/2018 | Anti-SNP bias | Not upheld |
| Six O’Clock News | Radio 4 | 31/07/2018 | Inaccurate account of Labour NEC meeting | Not upheld |
| Today | Radio 4 | 01/08/2018 | Bias against Jeremy Corbyn | Not upheld |
| Newsnight | BBC Two | 23/07/2018 | Anti-Labour bias in discussion of anti-Semitism | Not upheld |
| News Bulletin | BBC News Channel | 29/07/2018 | Report on release of Ahd Tamimi misrepresented relevant international law | Upheld |

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|-----------------------------------|------------------|------------|--|------------|
| Lenny Henry: The Commonwealth Kid | BBC One | 02/04/2018 | Historical inaccuracies | Upheld |
| The Archers | Radio 4 | 12/09/2018 | Pro-hunting bias x6 | Not upheld |
| In Business | Radio 4 | 06/09/2018 | Sexual references (in programme about sex toys) | Not upheld |
| Reporting Scotland | BBC One Scotland | 06/08/2018 | Inaccuracy about payoff to former NHS Chief Executive, failure to make timely correction | Not upheld |
| Today | Radio 4 | 19/07/2018 | Reference to “settlements” mischaracterised Israeli law | Not upheld |
| The World At One | Radio 4 | 24/08/2018 | Unduly flattering towards Nigel Farage | Not upheld |
| The World This Weekend | Radio 4 | 20/05/2018 | Pro-Palestinian bias in Gaza reporting | Not upheld |
| Today | Radio 4 | 23/07/2018 | Misleading reference to “attack” by Israeli soldiers | Not upheld |
| Watchdog | BBC One | 18/04/2018 | Allegations about food storage by Iceland inaccurate and unfair | Not upheld |
| You and Yours | Radio 4 | 18/04/2018 | Allegations about food storage by Iceland inaccurate and unfair | Not upheld |
| Breakfast | BBC One | 18/04/2018 | Allegations about food storage by Iceland inaccurate and unfair | Not upheld |
| BBC News at Six | BBC One | 09/08/2018 | Inappropriate use of “leading” to describe schools with history of abuse | Not upheld |
| A Point of View | Radio 4 | 05/08/2018 | Pro-Brexit bias | Not upheld |
| The World At One | Radio 4 | 31/07/2018 | Inappropriate to report comments by Board of Deputies | Not upheld |
| Broadcasting House | Radio 3 | 22/07/2018 | Pro-Brexit bias | Not upheld |

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|-----------------|---------|------------|---|------------|
| BBC News at Ten | BBC One | 16/07/2018 | Emotive and opinionated reporting of Brexit | Not upheld |
| BBC News at Ten | BBC One | 27/07/2018 | Failed to explain seriousness of “runaway climate change” threat | Not upheld |
| Breakfast | BBC One | 24/08/2014 | Misuse of Scottish flag | Not upheld |
| BBC News at One | BBC One | 13/08/2018 | Inaccurate headline on Government proposals to end rough sleeping | Not upheld |
| Question Time | BBC One | 13/09/2018 | Inappropriate choice of panellist | Not upheld |

Note: the complaint about Stephen: the Murder That Changed a Nation, noted as “Resolved” in the 17-30 September report, has now been revised to “Upheld”.

83% of complaints (30 out of 36) dealt with between 1-14 October 2018 received a response within the target time.