

## 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 10-23 December 2018, BBC Audience Services (Stage 1) received a total of 4,636 complaints about programmes. 8,524 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
Question Time	BBC One	13/12/2018	Felt the programme/panel was biased against Brexit.	108

96% of all complaints dealt with between 10-23 December 2018 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/>

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<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.

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

The Executive Complaints Unit made 15 findings at Stage 2 between 10-23 December 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
The Andrew Marr Show	BBC One	22/01/2017	Failure to challenge PM's claim about funding for social care	Not upheld
Newsroom Live	BBC News Channel	06/08/2018	Failure to note that rise in UK figures for rural crime did not apply to Scotland	Upheld
News bulletin (1.30pm)	BBC News Channel	15/10/2018	Decline in African penguin numbers inaccurately attributed to climate change	Upheld
X-Ray	BBC One Wales	01/10/2018	Unfair and discriminatory use of doorstepping	Not upheld
Watchdog Live	BBC One	25/04/2018	Right of reply statement by Iceland unfairly edited	Not upheld
Watchdog	BBC One	23/05/2018	Inaccurate and unfair allegations about Iceland shops	Not upheld
Gigglebiz	CBeebies	11/11/2018	Offensive caricature of Geordies	Not upheld
A Tale of Belief and the Courts	Radio 4	05/11/2018	Bias against the Christian Legal Centre	Not upheld
Any Questions	Radio 4	14/09/2018	Failure to curb panellist's interruptions	Not upheld
Politics Live	BBC Two	22/10/2018	Pro-Remain bias	Not upheld

PM	Radio 4	30/10/2018	Pittsburgh killings inappropriately linked with Labour anti-Semitism issue	Not upheld
Radio 1 Breakfast with Greg James	Radio 1	07/11/2018	Objectionable use of "gammon"	Not upheld
Question Time	BBC One	15/11/2018	Panellist allowed to make defamatory comment about Jeremy Corbyn x3	Not upheld

80% of complaints (12 out of 15) dealt with between 10-23 December 2018 received a response within the target time.