

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 11-24 June 2018, BBC Audience Services (Stage 1) received a total of 4,380 complaints about programmes. 7,376 complaints in total were received at Stage 1.

No individual BBC programmes received more than 100² complaints over the fortnight.

98% of all complaints dealt with between 11-24 June 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/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 20 findings at Stage 2 between 11-24 June 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 |
|-------------------------------|---------|----------------------|--|------------|
| Great Indian Railway Journeys | BBC Two | 27/03/2018 | Photo edited to conceal royal involvement in tiger hunting | Not upheld |

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.

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|--|----------------------|------------|---|------------|
| BBC News (6pm) | BBC One | 30/11/2017 | Failed to make interviewee's political role clear | Upheld |
| Inside Out | BBC One (South West) | 30/10/2017 | Inaccuracy in relation to legacy prosecutions of former soldiers who had served in Northern Ireland | Upheld |
| Reporting Scotland | BBC One Scotland | 16/04/2018 | Inaccurate report on Scottish Parliament | Not upheld |
| Reporting Scotland | BBC One Scotland | 16/02/2018 | Inaccurate report of MPs' severance payments | Upheld |
| Spotlight South West | BBC One (South West) | 26/03/2018 | Inaccuracies in report of court case | Not upheld |
| Have I Got News For You | BBC One | 20/04/2018 | Joke offensive to people with disabilities | Not upheld |
| The Social: Time for Love | iPlayer | | Offensive to Catholics x2 | Not upheld |
| Britain's Biggest Warship | BBC Two | 29/04/2018 | Use of Christ's name as expletive | Not upheld |
| Civilisations | BBC Two | 22/03/2018 | Inaccurate to refer to Catholics worshipping statues | Not upheld |
| Archive on 4: British Jews, Right and Left | Radio 4 | 09/12/2017 | Inaccuracies and bias in historical references | Not upheld |
| The Andrew Marr Show | BBC One | 08/04/2018 | Inaccurate reference to number of Palestinian children being killed x2 | Upheld |
| Question Time | BBC One | 17/05/2018 | Bias against the Conservative Party | Not upheld |
| Question Time | BBC One | 19/04/2018 | Bias against Russia | Not upheld |
| Reporting Scotland | BBC One Scotland | 24/04/2018 | Bias against Scottish Government | Not upheld |
| The News Quiz | Radio 4 | 11/05/2018 | Anti-Semitic stereotypes | Not upheld |
| The Mash Report | BBC Two | 25/01/2018 | Tweet shown on screen included offensive language - "tranny". | Upheld |
| Woman's Hour | Radio 4 | 17/04/2018 | Ageism, inappropriate comment on the outcome of rape cases | Not upheld |

65% of complaints (13 out of 20) dealt with between 11-24 June 2018 received a response within the target time.