

## 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 13-26 May 2019, BBC Audience Services (Stage 1) received a total of 4,961 complaints about programmes. 7,736 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	12/05/2019	Claims of bias against Nigel Farage and/or Brexit.	442
The Andrew Marr Show	BBC One	19/05/2019	Claims of bias against Brexit.	346
One Day In Gaza	BBC Two	13/05/2019	Claims of pro-Palestinian/anti-Israeli bias	132

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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.

97% of all complaints dealt with between 13-26 May 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 19 findings at Stage 2 between 13-26 May 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
Masterchef	BBC One	28/03/2019	Undue promotion of professional chefs and their restaurants	Not upheld
BBC Newsroom Live	BBC News Channel	23/03/2019	Under-reported number attending anti-Brexit demonstration	Not upheld
BBC News at Six	BBC One	19/03/2019	Inaccurate and biased report on climate change	Not upheld
Question Time	BBC One	17/01/2019	Presenter implied false equivalence between the tactics of both campaigns during the 2016 referendum	Not upheld
Newsnight	BBC Two	08/04/2019	Anti-Brexit bias	Not upheld
Landward	BBC One Scotland	11/04/2019	Inaccurate report on Ardeer Dunes development	Not upheld
The Reunion	BBC Radio 4	07/04/2019	Inaccurate reference to “Polish” concentration camp	Not upheld
Mother Tuckers: Drag Queens of Glasgow	BBC Scotland	16/04/2019	Footage of complainant included without permission	Not upheld
BBC News at Ten	BBC One	17/03/2019	Insensitive interview with survivor of Christchurch attack	Not upheld

New Year's Solutions	BBC Radio 4	02/01/2019	Misleading claim that clothes can be disinfected by freezing	Upheld
Sportsound	BBC Radio Scotland	25/02/2019	Bias against Rangers FC	Not upheld
The Nine	BBC Scotland	22/03/2019	Bias against Rangers FC	Not upheld
Shake on it: Gaelic	BBC iPlayer	04/03/2019	Misrepresentation of Gaelic issues	Not upheld
PM	BBC Radio 4	18/02/2019	Bias and inaccuracy about the safety of vaccines	Not upheld
The World at One	BBC Radio 4	26/03/2019	Pro-vaccination bias	Not upheld
This Week	BBC One	21/03/2019	Bullying of interviewee by presenter and other guests	Not upheld
BBC News Special	BBC One	12/03/2019	Anti-SNP bias	Not upheld
The News Quiz	BBC Radio 4	16/02/2019	Left-wing bias	Not upheld
Supermarket Secrets	BBC One	17/04/2019	Offensive for presenter to refer to guest as "love"	Not upheld

95% of complaints (18 out of 19) dealt with between 13-26 May 2019 received a response within the target time.