

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 14-27 May 2018, BBC Audience Services (Stage 1) received a total of 5,740 complaints about programmes. 8,819 complaints in total were received at Stage 1.

No individual BBC programmes received more than 100 complaints over the fortnight.

98% of all complaints dealt with between 14-27 May 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 13 findings at Stage 2 between 14-27 May 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
Reporting Scotland	BBC One Scotland	29/03/2018	Comments wrongly attributed to First Minister x2	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.

Reporting Scotland	BBC One Scotland	01/02/2018	Inaccurate report on the status of Rangers FC	Not upheld
Panorama	BBC One	12/02/2018	Misrepresentation of "Onecoin" as Ponzi scheme	Not upheld
See Hear	BBC Two	07/03/2018	Inaccurate report on the changes to Access to Work payments	Not upheld
Trouble at the Zoo	BBC Two	08/02/2018	Filming breached complainant's privacy	Not upheld
Breakfast	BBC One	14/03/2018	Objects to quotation of Sajid Javid's "Paki" reference	Not upheld
Landward	BBC One Scotland	13/10/2017	Inaccurate reference to tartan manufacturer	Not upheld
Today	Radio 4	04/04/2018	Inaccurate account of Porton Down statement	Not upheld
Newswatch	BBC News Channel	26/03/2018	Objects to re-showing of Newsnight Corbyn backdrop	Not upheld
Archive on 4: 50 Years On - Rivers of Blood	Radio 4	14/04/2018	Inflammatory Enoch Powell speech should not have been broadcast	Not upheld
Breaking the News	Radio Scotland	06/04/2018	Objects to jokes about Jewish people	Not upheld
Newspaper Review	BBC News Channel	25/03/2018	Unchallenged inaccuracy about Jeremy Corbyn	Not upheld

85% of complaints (11 out of 13) dealt with between 14-27 May 2018 received a response within the target time.