

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 15-28 April 2019, BBC Audience Services (Stage 1) received a total of 4,213 complaints about programmes. 7,977 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
Question Time	BBC One	25/04/19	Felt John Rhys-Davies behaviour and views were offensive / Claims of bias against Brexit / Felt Caroline Lucas's suggestion that Nigel Farage was 'whipping up a lot of hatred and racism' was inappropriate.	313
BBC News (9am)	BBC News Channel	21/04/19	Felt Thusiyan Nandakumar of the Tamil Guardian expressed offensive or misleading views on the Sri Lankan bombings.	223

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.

The Andrew Marr Show	BBC One	14/04/19	Felt David Lammy's views on the European Research Group were offensive / Found UKIP's Gerard Batten's views and defence of Tommy Robinson and Carl Benjamin offensive.	124
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97% of all complaints dealt with between 15-28 April 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 17 findings at Stage 2 between 15-28 April 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
Today	Radio 4	04/03/2019	Inaccurate description of egg attack on Jeremy Corbyn	Not upheld
Up All Night	Radio 5 live	21/12/2018	Inaccurate impression that leaders of Catalan independence movement had been convicted	Upheld
BBC News (6pm & 10pm)	BBC One	16/08/2018	Misleadingly suggested a link between Manchester bomber and local mosque	Not upheld
Salisbury Nerve Agent Attack: The Inside Story	BBC One	22/11/2018	Inaccurate account of emergency response to Skripal poisoning	Not upheld
Panorama	BBC One	20/01/2019	Unfair treatment of hospital doctor	Not upheld
BBC News (6pm)	BBC One	08/03/2019	Complainant filmed without consent	Not upheld

Holby City	BBC One	11/12/2018	Storyline offensive to lesbians and bisexual women	Not upheld
Nolan Live	BBC One Northern Ireland	27/02/2019	Offensive comment in context of debate on abortion	Not upheld
News bulletin (6pm)	Radio 4	19/03/2019	Christchurch gunman named despite the position taken by the Prime Minister of New Zealand	Not upheld
Farming Today	Radio 4	13/02/2019	Unsubstantiated claim by contributor about wildlife crime	Not upheld
Macpherson: What Happened Next	Radio 4	11/03/2019	Misrepresentation of the Macpherson Report	Not upheld
The Stephen Nolan Show	Radio 5 live	17/02/2019	One-sided discussion on trans women athletes x5	Upheld
The Media Show	Radio 4	06/03/2019	Misleading description of events leading to complaints about Labour anti-Semitism	Not upheld

71% of complaints (12 out of 17) dealt with between 15-28 April 2019 received a response within the target time.