

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 16 -29 April 2018, BBC Audience Services (Stage 1) received a total of 3,552 complaints about programmes. 6,750 complaints in total were received at Stage 1.

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

96% of all complaints dealt with between 16 - 29 April 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 17 findings at Stage 2 between 16-29 April 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
Daily Politics	BBC Two	10/01/2018	Bad language	Not upheld
Question Time	BBC One	22/02/2018	Undue prominence of JCB branding	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.

News	BBC News Channel	22/06/2017	Unwarranted apology for interview remarks	Not upheld
Sunday Politics (Scotland)	BBC One Scotland	11/03/2018	Inaccurate comments about SNP	Not upheld
News (5pm)	BBC Radio 4	07/09/2017	Inaccurate reference to Michel Barnier	Not upheld
BBC News (10pm)	BBC One	24/02/2018	Non-attribution of source of Syria footage	Resolved
Today	Radio 4	23/02/2018	Political affiliation of contributor not disclosed	Upheld
Elizabeth I's Secret Agents	BBC Two	06/11/2017	Inaccurately suggested Father John Gerard involved in Gunpowder Plot	Upheld
Inside Out (South East)	BBC One (South East)	29/01/2018	Inaccuracy and unfairness in connection with complainant's late brother	Not upheld
X-Ray	BBC One Wales	19/03/2018	Reference to death without prior notice to family	Not Upheld
Simon Mayo	BBC Radio 2	10/01/2018	Exposed complainant's son and his business to ridicule	Resolved
Midlands Today	BBC One	28/02/2018	Footage gave misleading impression that complainant involved in wrongdoing	Not upheld
The Mash Report	BBC Two	01/02/2018	Offensive image of Piers Morgan and Donald Trump	Not Upheld
BBC News (1pm)		09/01/2018	Offensive use of phrase "pale, male and stale"	Not upheld
Today	BBC Radio 4	26/10/2017	Interview failed to challenge idea that access to university education should be widened	Not Upheld
Victoria Derbyshire	BBC News Channel	06/02/2018	Contributor biased against men	Not Upheld
Today	BBC Radio 4	04/01/2018	Lack of impartiality on Brexit interviews	Not Upheld

58% of complaints (10 out of 17) dealt with between 16-29 April 2018 received a response within the target time.