

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 17-30 September 2018, BBC Audience Services (Stage 1) received a total of 4,236 complaints about programmes. 6,938 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
The Archers	Radio 4	12/09/2018	Felt the programme was biased in favour of hunting with hounds.	145 further complaints (after an invitation to complain was posted online by an anti-hunting group.)
The Andrew Marr Show	BBC One	23/09/2018	Felt the interview with Jeremy Corbyn was biased against Mr Corybn/Labour Party.	127

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	30/09/2018	Felt the interview with Theresa May was biased against the Prime Minister/Conservative Party.	132
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95% of all complaints dealt with between 17-30 September 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 21 findings at Stage 2 between 17-30 September 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
Look North	BBC One	20/05/2018, 21/05/2018 and 20/07/2018	Inaccurate description of boxing champion as first from Leeds to win World Title	Partly upheld
Anna Foster	Radio 5 live	22/05/2018	Inaccurate portrayal of diagnosis and effects of Lyme Disease	Not Upheld
Newsnight	BBC Two	08/03/2018	Bias and inaccurate account of bullying allegations against MP	Not Upheld
Newsnight	BBC Two	22/03/2018	Bias and inaccurate account of bullying allegations against MP	Not Upheld

Woman's Hour	Radio 4	19/06/2018	Inaccurate assertion about rate of conviction by juries in rape trials	Not Upheld
News Bulletin (10am)	Radio 2	25/08/2018	Offensive report linking miscarriage and abortion	Not Upheld
Manchester – the Night of the Bomb	BBC Two	22/05/2018	Programme should not have included blurred footage of victims over objections of families	Upheld
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Alleluia	BBC Alba	05/08/2018	Programme included scriptures which advocate beating	Not Upheld
Newsnight	BBC Two	02/08/2018	Inaccurate reference to Julian Assange	Not Upheld
No More Boys and Girls Can Our Kids Go Gender Free	BBC Two	24/07/2018 and 25/07/2018	Inappropriate advocacy of extreme form of diversity and inclusivity	Not Upheld
BBC News at One	BBC One	23/08/2018	Bias against white people in report on exam results	Not Upheld
Newsnight	BBC Two	27/07/2018	Inaccurate and biased reporting of Electoral Commission finding	Not Upheld
Newsnight	BBC Two	31/07/2018	Anti-Corbyn bias in coverage of anti-Semitism row	Not Upheld

BBC News at Ten	BBC One	01/08/2018	Report on Northants Council did not make clear who runs the council	Upheld
Good Morning Scotland	Radio Scotland	15/07/2018	Conflict of interest by freelance reporter and failure to identify political allegiance of contributor	Not Upheld
BBC News at Ten	BBC One	16/07/2018	Biased report on Brexit debate	Not Upheld
Reporting Scotland	BBC One Scotland	08/07/2018	Inaccurate reporting of SNP attitude to a second referendum	Not Upheld
Panorama - Legal Weapon	BBC One	20/08/2018	Unnecessary reference to race of individual	Not Upheld
Panorama - Legal Weapon	BBC One	20/08/2018	Unnecessary reference to race of individual; inaccurately represented laws on firearms and ammunition.	Not Upheld
Stephen the Murder that Changed a Nation	BBC One	19/04/2018	Failure to make clear convictions of two individuals were subsequently quashed.	Resolved

95.2% of complaints (20 out of 21) dealt with between 17-30 September 2018 received a response within the target time.