

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 19 February - 4 March 2018, BBC Audience Services (Stage 1) received a total of 5,868 complaints about programmes. 8,848 complaints in total were received at Stage 1.

No programme in the period received more than 100 complaints.

97% of all complaints dealt with between 19 February - 4 March 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 11 findings at Stage 2 between 19 February - 4 March 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
Today	Radio 4	12/01/2018	Offensive to repeat reference to “shithole countries” at 8am	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.

BBC News (6pm)	BBC One	30/01/2018	Inaccurate figure in connection with greenhouse gases	Not upheld
Panorama: A Prescription for Murder	BBC One	26/07/2017	Scientifically baseless claims about anti-depressants	Not upheld
Strictly Come Dancing	BBC One	02/12/2017	Tess Daly touching man's thigh	Not upheld
Evening Extra	Radio Ulster	23/01/2018	Insensitive comments about Neil Diamond's health	Not upheld
Na Trads	BBC Alba	02/12/2017	Inappropriately political comment by presenter	Not upheld
Panorama: A Prescription for Murder	BBC One	26/07/2017	Scientifically baseless claims about anti-depressants	Not upheld
Flog It!	BBC One	23/11/2017	Bias against religious explanation for life on Earth	Not upheld
The News Quiz	Radio 4	13/01/2018	Left-wing bias	Not upheld
Victoria Derbyshire	BBC Two	11/12/2017	Aggressive interview with leader of Kensington & Chelsea Council	Not upheld
BBC London News	BBC One (London)	17/12/2017	Anti-Muslim author introduced as neutral expert	Not upheld

82% of complaints (9 out of 11) dealt with between 19 February - 4 March 2018 received a response within the target of 20 working days.