

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 March - 1 April 2018, BBC Audience Services (Stage 1) received a total of 5,634 complaints about programmes. 9,642 complaints in total were received at Stage 1.

BBC programmes which received more than 100 complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Newsnight	BBC Two	15/03/2018	Felt the backdrop displayed bias against Jeremy Corbyn.	567 (After an invitation to complain by a contributor to the following evening's Newsnight, and several similar invitations online)
The One Show	BBC One	19/03/2018	Unhappy balloons were released during a pre-recorded outdoor performance by Take That.	114

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.

98% of all complaints dealt with between 19 March - 1 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 21 findings at Stage 2 between 19 March - 1 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
Football Focus	BBC One	23/12/2017	Irresponsible driving by interviewee	Not upheld
Question Time	BBC One	11/01/2018	Inaccurate claim about status of EU immigrants	Not upheld
Today	Radio 4	26/12/2017	Inaccurate suggestion that Peter Tatchell and Germaine Greer had been “no-platformed”	Not upheld
5 live Drive	Radio 5 live	08/01/2018	Insufficient information on side-effects of flu vaccine	Not upheld
BBC News at Six (x3)	BBC One	09/01/2018	Inadequate correction of error about Scottish NHS	Resolved
The English Fix	Radio 4	14/09/2017	Inaccurate claim about the difficulty of deporting illegal immigrants	Not upheld
Trail for The Mash Report	BBC Two	Various	Jocular reference to diabetes	Not upheld
The Mash Report	BBC Two	01/02/2018	Tasteless cartoon of Piers Morgan and President Trump	Not upheld

Newsnight	BBC Two	30/11/2017	Insufficient challenge to Islamophobic view	Not upheld
The World At One	Radio 4	15/02/2018	Contributor unqualified to comment on food safety	Not upheld
Sunday Politics	BBC One	10/12/2017	Bias against Momentum	Not upheld
Abortion on Trial	BBC Two	16/10/2017	Bias in favour of abortion	Not upheld
Miriam's Big American Adventure	BBC One	22/01/2018	Bias against President Trump	Not upheld
5 live Breakfast	Radio 5 live	03/01/2018	Failure to identify contributor as Labour activist	Resolved
Reporting Scotland	BBC One Scotland	15/01/2018	Misleading account of A&E waiting times	Not upheld
The Mash Report	BBC Two	01/02/2018	Bias against Brexit	Not upheld
Dateline London	News Channel	22/10/2017	Bias against Brexit	Not upheld
Question Time	BBC One	23/11/2017	Objection to particular member of the audience	Not upheld
Duncan Barks	Radio London	04/02/2018	Presenter hostile to phone-in contributors	Not upheld

67% of complaints (14 out of 21) dealt with between 19 March - 1 April 2018 received a response within the target time.