

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- 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 22 January – 4 February 2018, BBC Audience Services (Stage 1) received a total of 6,236 complaints about programmes. 10,686 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
BBC News (10.00pm)	BBC One	31/01/2018	Felt the report on a teenage Palestinian girl facing trial for security offences was biased against Israel.	600 (After an invitation to complain was posted online)
Silent Witness	BBC One	29/01/2018	Felt the portrayal of police response to character with learning difficulties was inaccurate/unrealistic.	153
The Mash Report	BBC Two	01/02/2018	Felt a cartoon of President Trump and Piers Morgan was offensive and/or that it shouldn't have been featured on BBC social media accounts.	142

<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

96% of all complaints dealt with between 22 January – 4 February 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 16 findings at Stage 2 between 22 January – 4 February 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/complaints-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
From Our Home Correspondent	Radio 4	19/11/2017	Offensive language	Not upheld
Six O'Clock News	Radio 4	18/08/2017	Due accuracy	Upheld
Today	Radio 4	02/11/2017	Due accuracy	Not upheld
Countryfile	BBC One	12/11/2017	Due accuracy	Not upheld
Today	Radio 4	11/11/2017	Due accuracy	Not upheld
Look North	BBC One (E Yorks & Lincs)	26/07/2017	Age discrimination	Not upheld
Inside Out	BBC One (West)	06/11/2017	Unfair treatment	Not upheld
Look North	BBC One (North East & Cumbria)	27/11/2017	Unfair treatment	Not upheld
Chinese Burn	BBC Three		Generally accepted standards	Not upheld
Rellik	BBC One	16/10/2017	Generally accepted standards	Not upheld
The Apprentice	BBC One	06/12/2017	Generally accepted standards	Not upheld
The Museum of Curiosity	Radio 4	01/09/2017	Generally accepted standards	Not upheld
Nick Grimshaw	Radio 1	17/11/2017	Generally accepted standards	Not upheld
Wales Today	BBC One Wales	14/10/2017	Generally accepted standards	Not upheld
Reporting Scotland	Radio Scotland	27/11/2017	Due impartiality	Not upheld
Woman's Hour	Radio 4	13/10/2017	Offence/Racism	Not upheld

94% of complaints (15 out of 16) dealt with between 22 January – 4 February 2018 received a response within the target of 20 working days.