

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 24 December 2018 - 6 January 2019, BBC Audience Services (Stage 1) received a total of 2,800 complaints about programmes. 4,939 complaints in total were received at Stage 1.

No individual BBC programme received more than 100² complaints during this time.

97% of all complaints dealt with between 24 December 2018 - 6 January 2019 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 10 findings at Stage 2 between 24 December 2018 - 6 January 2019. 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 |
|--------------------|------------------|----------------------|--|------------|
| BBC News (10pm) | BBC One | 21/08/2018 | Inaccuracy over estimated increase in customs checks post-Brexit | Upheld |
| Question Time | BBC One | 15/11/2018 | Defamatory remarks by panellist x5 | Not upheld |
| The Trow Show | Radio Manchester | 14/08/2018 | Inaccurate reporting of Charity Commission investigation | Not upheld |
| Reporting Scotland | BBC One Scotland | 23/11/2018 | Misleading impression that First Minister was responsible for collapse of energy company | Not upheld |
| Today | Radio 4 | 08/11/2018 | Biased reference to Brexit in item on World War I | Not upheld |
| PM | Radio 4 | 07/09/2018 | Failure to challenge “transphobic” interviewee | Not upheld |

90% of complaints (9 out of 10) dealt with between 24 December 2018 - 6 January 2019 received a response within the target time.