

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 June – 7 July 2019, BBC Audience Services (Stage 1) received a total of **6,480** complaints about programmes. **9,936** complaints in total were received at Stage 1.

BBC programmes which received more than 100²complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Britain's Next Air Disaster? Drones.	BBC Two	01/07/2019	Bias against the use of drones and/or factual inaccuracies.	258 (after an invitation to complain was posted online)
Top Gear	BBC Two	30/06/2019	Felt the tone of the humour in the show amounted to 'bullying' Chris Harris.	227
Newsnight	BBC Two	25/06/2019	Bias against Andrew Mitchell MP and/or Boris Johnson.	114

94% of all complaints dealt with between 24 June – 7 July 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 17 findings at Stage 2 between 24 June – 7 July 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
Breakfast	BBC One Scotland	05/06/2019	Objected to form of words suggesting First Minister took precedence over HM The Queen	Not upheld
Breakfast	BBC One	23/04/2019	Inaccurate to link climate change with decline of walrus	Not upheld
Today	Radio 4	18/01/2019	False impression that Brexit was cause of drug shortage	Not upheld
Newsdrive	Radio Scotland	30/01/2019	Inaccurate report on Scottish exports	Not upheld
The Reunion	Radio 4	07/04/2019	Inaccurate reference to “Polish” concentration camps	Not upheld
North West Tonight	BBC One (North West)	18/04/2019	Inaccurate implication that Labour member had been suspended after investigation for anti-Semitism	Resolved
D Day 75: A Tribute to Heroes	BBC One	05/06/2019	Swearing in section of ceremony	Upheld
Evening Extra	Radio Ulster	10/06/2019	Considers remarks about cannabis users derogatory and inaccurate	Not upheld
BBC News (10pm)	BBC One	05/12/2018	Use of image of Duke of Sussex offensive and harmful.	Not upheld
One Day in Gaza	BBC Two	13/05/2019	Misleading to translate “Yahud” as “Israeli” x5	Not upheld
Victoria Derbyshire	BBC Two	25/04/2019	Failure to identify political affiliation of contributor	Upheld

The Andrew Marr Show	BBC One	12/05/2019	Biased against Nigel Farage x2	Not upheld
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88% of complaints (15 out of 17) dealt with between 24 June – 7 July 2019 received a response within the target time.