

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 25th June – 8th July 2018, BBC Audience Services (Stage 1) received a total of **5,555** complaints about programmes. **8,377** 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
Match of the Day Live. 2018 World Cup Quarter Final: Sweden v England	BBC One	07/07/2018	Felt Martin Keown's suggestion that people reading books instead of watching the match should 'get a life' was inappropriate / felt the coverage was biased in favour of England.	245
The Andrew Marr Show	BBC One	17/06/2018	Felt Rupert Everett's comparison of Oscar Wilde to Jesus was offensive.	109

98% of all complaints dealt with between 25th June – 8th July 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)

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.

The Executive Complaints Unit made 5 findings at Stage 2 between 25th June – 8th July 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
Look North	BBC One (North East & Cumbria)	27/03/2018	Unfair allegation about South Tyneside Council	Not upheld
Ambulance	BBC One	31/05/2018	Failure to seek consent for footage of traffic accident in which family member died	Not upheld
Live at the Apollo	BBC Two	02/06/2018	Offensive to joke about food allergies	Not upheld
The Alternativity	BBC Two	17/12/2017	Programme contained inaccurate references to Israeli actions	Partly upheld
Monday Night Club	Radio 5 Live	19/03/2018	Use of gay stereotype by presenter	Resolved

80% of complaints (4 out of 5) dealt with between 25th June – 8th July 2018 received a response within the target time.