

## 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 26 November - 9 December 2018, BBC Audience Services (Stage 1) received a total of 5,318 complaints about programmes. 8,119 complaints in total were received at Stage 1.

BBC programmes which received more than 100<sup>2</sup> complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Newsnight	BBC One	26/11/2018	Claimed that a contributor who expressed support for Theresa May was a paid actor playing a role.	145

97% of all complaints dealt with between 26 November - 9 December 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/>

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<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.

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 13 findings at Stage 2 between 26 November - 9 December 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
Antiques Roadshow	BBC One	04/11/2018	“English” incorrectly used instead of “British”	Not upheld
In Their Element	Radio 4	25/07/2018	Failed to reflect harmful effects of fluoride	Not upheld
Stories in Sound	Radio Ulster	18/08/2018	Misleading impression that voting rights in NI in 1960s were based on property	Not upheld
Disclosure: The Dark Side of Dairy	BBC One Scotland	06/09/2018	Unfairness in obtaining and editing interview, inaccuracy and bias	Not upheld
News bulletin	Radio 4	25/08/2018	Objects to reference to Catholic Church’s “own crimes” with regard to sex abuse cases	Not upheld
Beyond 100 Days	BBC News Channel	04/10/2018	Opinion presented as news	Not upheld
BBC News (10pm)	BBC One	08/11/2018	Failed to differentiate causes of Type 1 and Type 2 diabetes	Not upheld
Peter Kay’s Comedy Shuffle	BBC One	22/10/2018	Offensive to show groping by audience member	Not upheld
Radio 1 in Ibiza	Red Button		Lyrics inappropriate for broadcast	Not upheld
Question Time	BBC One	04/10/2018	Programme ridiculed idea of helping people with sensory needs	Not upheld

Sportsound	Radio Scotland	24/09/2018	Inaccurate and biased comments about Celtic FC	Not upheld
A Point of View	Radio 4	18/05/2018	Bias in relation to controversy over abortion laws	Upheld
Newsnight	BBC Two	04/09/2018	Biased interview on Labour anti-Semitism row	Not upheld

92% of complaints (12 out of 13) dealt with between 26 November - 9 December 2018 received a response within the target time.