

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 27 May - 9 June 2019, BBC Audience Services (Stage 1) received a total of 6,484 complaints about programmes. 9,812 complaints in total were received at Stage 1.

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

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Victoria Derbyshire	BBC Two	09/05/2019	Balloon image of President Trump in the studio was inappropriate/biased against him.	991
BBC News Special: EU Elections 2019	BBC One	26/05/2019	Claims of bias both against and in favour of Brexit or the Brexit Party. Alastair Campbell implying the Brexit Party are funded by Russia.	573

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.

Today	Radio 4	07/06/2019	Bias against Andy McDonald and/or misrepresenting President Trump's view on the NHS and any future US/UK trade deal.	273
-------	---------	------------	--	-----

90% of all complaints dealt with between 27 May - 9 June 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/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 11 findings at Stage 2 between 27 May - 9 June 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/complaints-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
MotherFatherSon	BBC Two	06/03/2019	Sex and strong language x2	Not Upheld
Climate Change: The Facts	BBC One	18/04/2019	Inaccurate reporting of climate change	Not Upheld
BBC News at Ten	BBC One	23/01/2019	Inaccurate statement that Martin Lewis doesn't do advertisements	Not Upheld
Phil Upton	BBC Coventry and Warwickshire	02/04/2019	False claim to have originated story about Coventry City	Not Upheld
Countryfile	BBC One	07/04/2019	Failure to credit Gerald Hawthornthwaite's role in creation of first national park	Not Upheld

The World Tonight	Radio 4	01/04/2019	Pro-Remain bias in report of Commons indicative votes	Not Upheld
BBC Six O'Clock News & BBC News at Ten	BBC One	11/04/2019	Failed to state party affiliation of interviewee	Upheld
Business Briefing	BBC News Channel	28/03/2019	Appearance of bias against no-deal Brexit x2	Upheld
Comic Relief	BBC One	15/03/2019	Scenes of male strippers objectified men	Not Upheld

91% of complaints (10 out of 11) dealt with between 27 May - 9 June 2019 received a response within the target time.