

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 29 April - 12 May 2019, BBC Audience Services (Stage 1) received a total of 6,813 complaints about programmes. 10,438 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
The Andrew Marr Show	BBC One	12/05/2019	Claims of bias against Nigel Farage or against Brexit / Claims of bias in favour of Nigel Farage or in favour of Brexit.	1,128
Question Time	BBC One	09/05/2019	Claims of bias in favour of Nigel Farage or in favour of Brexit.	562
The Andrew Marr Show	BBC One	05/05/2019	Lack of a Liberal Democrat viewpoint amounting to a bias against the party.	182

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	30/04/2019	Claims of bias against Ed Miliband	116
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96% of all complaints dealt with between 29 April - 12 May 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 19 findings at Stage 2 between 29 April - 12 May 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
Back in Time for School	BBC Two	17/01/2019	Inaccurate impression of Grammar Schools	Not upheld
Any Questions	Radio 4	03/08/2018	Inaccurate statement that Priti Patel MP had been found in breach of Ministerial Code (corrected in Any Answers, 04/08/2018)	Resolved
The Papers	BBC News Channel	03/02/2019	Misleading to link Nissan plans for Sunderland plant with Brexit	Not upheld
Sportscene	BBC One Scotland	03/02/2019	Biased commentary in St Mirren v Rangers match	Not upheld
BBC News Special	BBC One	12/03/2019	Inaccuracy on legal position in relation to Brexit	Not upheld
News bulletin (7am)	Radio 4	07/02/2019	Donald Tusk “circle of Hell” comment misrepresented	Not upheld
Today	Radio 4	06/03/2019	Inaccurate information on US food standards	Not upheld

The Nine	BBC Scotland	22/03/2019	Offensive to link domestic violence with particular football club	Not upheld
Vanessa Feltz	Radio London	22/02/2019	Complainant's father in law unfairly criticised	Not upheld
Question Time	BBC One	17/01/2019	Unfair treatment of panellist	Not upheld
Asian Network's Big Debate	Asian Network	27/02/2019	Inaccurate comments about Pakistan	Not upheld
Sportscene	BBC One Scotland	24/02/2019	Bias against Rangers FC	Not upheld
Sportsound	Radio Scotland	25/02/2019	Bias against Rangers FC	Not upheld
Reporting Scotland (6.30pm)	BBC One Scotland	21/02/2019	Bias against Rangers FC	Not upheld
Shereen	Radio Scotland	23/02/2019	Bias against Rangers FC	Not upheld
Saturday Live	Radio 4	15/12/2018	Pejorative comment about Brexit by presenter	Not upheld
Today	Radio 4	26/01/2019	Pro-Brexit bias by presenter	Not upheld
Question Time	BBC One	10/01/2019	Pro-Remain bias by presenter	Not upheld
Today	Radio 4	06/03/2019	Anti-Corbyn bias	Not upheld

95% of complaints (18 out of 19) dealt with between 29 April - 12 May 2019 received a response within the target time.