

## 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 29 October 2018 - 11 November 2018, BBC Audience Services (Stage 1) received a total of 13,625 complaints about programmes. 16,893 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
Breakfast	BBC One	02/11/2018	Felt the interview with Malcolm Brabant and his family was biased in favour of anti-vaccine campaigners.	139
The Andrew Marr Show	BBC One	04/11/2018	Felt interviewing Arron Banks was inappropriate and/or displayed a pro-Brexit bias / Felt the interview with Mr Banks itself was either biased for or against Brexit.	521

<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.

98% of all complaints dealt with between 29 October 2018 - 11 November 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)

The Executive Complaints Unit made 16 findings at Stage 2 between 29 October 2018 - 11 November 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
Today	Radio 4	01/08/2018	Inaccurate comment about climate change	Not upheld
Who Do You Think You Are?	BBC Two	28/09/2018	James II & VII designated only by English regnal number	Not upheld
Today	Radio 4	10/09/2018	Misreporting of Swedish election results	Not upheld
Mock the Week	BBC Two	12/07/2018	Offensive use of "deaf voice" by comedian	Not upheld
The Archers	Radio 4	12/09/2018	Objected to references to "Autumn hunting" x2	Not upheld
The Andrew Marr Show	BBC One	17/06/2018	Offensive comparison of Oscar Wilde to Christ	Not upheld
News bulletin (10pm)	Radio 4	01/09/2018	Incorrectly stated that the 1948-9 war led to the creation of the State of Israel	Resolved

Today	Radio 4	04/09/2018	Incorrectly stated that most countries had endorsed the IHRA definition of anti-Semitism	Resolved
Woman's Hour	Radio 4	27/07/2018	Racial bias	Not upheld
Newsnight	BBC Two	31/07/2018	Discussion of Labour anti-Semitism controversy lacked impartiality	Not upheld
EastEnders	BBC One	27/07/2018	Offensive reference to "Thai hooker"	Not upheld
Panorama: Legal Weapon	BBC One	28/08/2018	Racist to describe illegal ammunition maker as "white"	Not upheld
Mock the Week	BBC Two	07/09/2018	Objected to joke about "white people"	Not upheld
No Activity	BBC Two	23/09/2018	Objected to humour derived from domestic abuse of men	Not upheld
Victoria Derbyshire	BBC Two	15/08/2018	Insensitive interview with Jewish couple	Not upheld

87.5% of complaints (14 out of 16) dealt with between 29 October 2018 - 11 November 2018 received a response within the target time.