

## 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 30 April - 13 May 2018, BBC Audience Services (Stage 1) received a total of 3,632 complaints about programmes. 6,106 complaints in total were received at Stage 1.

No individual BBC programmes received more than 100 complaints over the fortnight:

96% of all complaints dealt with between 30 April - 13 May 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 62 findings at Stage 2 between 30 April – 13 May 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
Newsnight	BBC Two	15/03/2018	Manipulation of Corbyn image (x48)	Not upheld

<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.

Scotland's Big Night Out	BBC One Scotland	31/12/2017	Inaccurate to say that Andi Lothian was "the man who brought the Beatles to Scotland"	Not upheld
Reporting Scotland (6.30pm)	BBC One Scotland	04/04/2018	Misleading to compare economic growth of Scotland with UK	Not upheld
BBC News (10pm)	BBC One	13/03/2018	Misleading report on the long-term cost of Brexit	Not upheld
BBC News (10pm)	BBC One	31/01/2018	Interview with extremist Israeli MP implied his views were typical (x3)	Not upheld
BBC News (6pm)	BBC One	22/01/2018	Inappropriate footage of patients in NHS hospital	Not upheld
Dateline London	BBC News Channel	27/01/2018	Offensive comments about President Trump's position on Palestinians	Not upheld
Call the Midwife	BBC One	04/02/2018	Use of "For Christ's sake"	Not upheld
Today	Radio 4	20/02/2018	Rude and aggressive interview of Damian Green (x2)	Not upheld
The Food Programme	Radio 4	29/10/2017	Guest used mock-Irish accent	Not upheld
Breakfast	BBC One	28/12/2017	Objectification of men	Not upheld
EastEnders	BBC One	20/02/2018	Offensive references to deafness	Not upheld

90% of complaints (56 out of 62) dealt with between 30 April - 13 May 2018 received a response within the target time.