

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 5-18 February 2018, BBC Audience Services (Stage 1) received a total of 6,491 complaints about programmes. 9,741 complaints in total were received at Stage 1.

No programme in the period received more than 100 complaints.

97% of all complaints dealt with between 5-18 February 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 18 findings at Stage 2 between 5-18 February 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/complaints-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
The World Tonight	Radio 4	15/12/2017	Due accuracy	Not upheld
Six O'Clock News	Radio 4	25/10/2017	Due accuracy	Partly upheld
BBC News (6.00pm)	BBC One	25/10/2017	Due accuracy	Not upheld
Gunpowder	BBC One	28/10/2017	Due accuracy	Not upheld

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.

5 Live Breakfast	Radio 5 Live	24/11/2017	Due accuracy	Not upheld
The Balfour Declaration	BBC Two	31/10/2017	Due accuracy	Not upheld
Chinese Burn	BBC Three		Racism	Not upheld
Today	Radio 4	18/10/2917	Offence	Not upheld
Sasha Twining	Radio Solent	30/10/2017	Due impartiality	Upheld
Have I Got News For You	BBC One	24/11/2016	Due impartiality	Not upheld
Reporting Scotland	BBC One, Scotland	06/11/2017	Due impartiality	Not upheld
Today	Radio 4	04/01/2018	Due impartiality	Not upheld
Today	Radio 4	04/01/2018	Due impartiality	Not upheld
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Today	Radio 4	04/01/2018	Due impartiality	Not upheld

78% of complaints (14 out of 18) dealt with between 5-18 February 2018 received a response within the target time.