

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 March 2018, BBC Audience Services (Stage 1) received a total of 9,269 complaints about programmes. 12,443 complaints in total were received at Stage 1.

BBC programmes which received more than 100 complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Newsnight	BBC Two	15/03/2018	Felt the backdrop displayed bias against Jeremy Corbyn.	5,204 (After an invitation to complain by a contributor to the following evening's Newsnight, and several similar invitations online)

94% of all complaints dealt with between 5-18 March 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 19 findings at Stage 2 between 5th – 18th March 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
Meet the Lords	BBC Two	08/11/2017	Offensive language	Not upheld
Today	Radio 4	11/01/2018	Misleading implication that environmental policy is not a devolved matter	Upheld
Countryfile	BBC One	07/01/2018	Inaccurate use of term “vermin”	Not upheld
The Super-Rich and Us	BBC Two	02/11/2017	Misrepresented contribution of “super-rich” to the economy	Not upheld
The World This Weekend	Radio 4	17/12/2017	Inaccuracy about the size of the “leave” vote in the referendum	Not upheld
Panorama: A Prescription for Murder	BBC One	26/07/2017	Unproven claims about anti-depressant side-effects	Not upheld
Daily Politics	BBC Two	17/11/2017	Inaccurate explanation of WTO rules	Not upheld
Live at the Apollo	BBC Two	07/12/2017	Offensively sexual mime	Not upheld
Hard Sun	BBC One	27/01/2018	Excessive violence	Not upheld
South Today	BBC One (South)	15/12/2017	Bias in favour of cycle helmets (x2)	Not upheld
Newsnight	BBC Two	25/01/2018	Misleading suggestion that suspended Labour Party member had been judged anti-Semitic (x3)	Upheld
Good Morning Scotland	Radio Scotland	04/01/2018	Bias and inaccuracy on NHS Scotland	Not upheld
European Parliament	BBC Parliament	24/12/2017	Pro-EU bias	Not upheld
Frankie Boyle’s 2017 New Year World Order	BBC Two	29/12/2017	Anti-Conservative bias	Not upheld

News	Radio Shropshire	27/10/2017	Inappropriate contribution from one party in fatal car crash	Not upheld
BBC News (10pm)	BBC One	30/11/2017	Inappropriate doorstepping	Not upheld

84% of complaints (16 out of 19) dealt with between 5-18 March 2018 received a response within their target times.