

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 6-19 August 2018, BBC Audience Services (Stage 1) received a total of 4,445 complaints about programmes. 7,827 complaints in total were received at Stage 1.

No individual BBC programmes received more than 100² complaints during this period.

97% of all complaints dealt with between 6-19 August 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 7 findings at Stage 2 between 6-19 August 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
EastEnders	BBC One	Various	Plotline encouraged vigilantism	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.

Hear Her	BBC Four	Various	Objects to all-female presentation (of series on women and the vote)	Not upheld
Breakfast	BBC One	Various	Objects to (occasional) all-female presentation	Not upheld
Live at the Apollo	BBC Two	24/06/2018	Offensive to Christians	Not upheld
Reporting Scotland	BBC One Scotland	27/06/2018	Failed to include information about causes of health inequality in Scotland	Not upheld
Crimewatch Roadshow Live	BBC One	18/06/2018	Insufficient contact information	Not upheld
Today	BBC Radio 4	27/06/2018	Inflammatory language on projected level of migration into Europe	Not upheld

100% of complaints (7 out of 7) dealt with between 6-19 August 2018 received a response within the target time.