

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 9th – 22nd July 2018, BBC Audience Services (Stage 1) received a total of **5,486** complaints about programmes. **9,117** complaints in total were received at Stage 1.

No programme generated more than 100² complaints during this period.

99% of all complaints dealt with between 9th – 22nd July 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 15 findings at Stage 2 between 9th – 22nd July 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
Frankie Boyle's New World Order	BBC Two	18/05/2018	Inaccurate statement about anti-Semitism and the Labour Party x5	Not upheld
Frankie Boyle's New World Order	BBC Two	18/05/2018	Misleading editing of TV footage	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.

Reporting Scotland	BBC One Scotland	25/05/2018	Inaccuracy in report on trends in obesity in Scotland	Upheld
Good Morning Scotland	Radio Scotland	25/05/2018	Inaccuracy and anti-SNP bias in report on trends in obesity in Scotland	Partly upheld (inaccuracy)
The Andrew Marr Show	BBC One	17/06/2018	Offensive comparison of Oscar Wilde to Christ	Not upheld
The Andrew Marr Show	BBC One	17/06/2018	Prime Minister's reference to Brexit dividend should have been challenged.	Not upheld
Off the Ball	Radio Scotland	08/07/2018	Reference to bigotry showed bias	Not upheld
News bulletin	Radio 4	15/05/2018	Death of baby in Gaza wrongly attributed to smoke inhalation	Not upheld
Stephen: The Murder that Changed a Nation	BBC One	14/04/2018	Failed to make clear the real findings of the McPherson Report	Not upheld
Polyonymous	Radio 4	25/05/2018	Anti-Corbyn bias in comic drama	Not upheld
Breakfast	BBC One	25/06/2018	Referred to "Palestinian territories" (rather than "occupied Palestinian territories")	Not upheld

100% of complaints (15 out of 15) dealt with between 9th – 22nd July 2018 received a response within the target time.