

## 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 18 - 31 March 2019, BBC Audience Services (Stage 1) received a total of **5,633** complaints about programmes. **9,646** complaints in total were received at Stage 1.

BBC programmes which received more than 100<sup>2</sup> complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Question Time	BBC One	28/03/2019	Felt the question on whether it's morally right for 5 year olds to learn about LGBT+ issues was offensive/homophobic.	283 (after invitations to complain were posted online)
Business Briefing	BBC News Channel	28/03/2019	Claims the interview with JD Weatherspoon Chairman Tim Martin was biased against Brexit.	108
Today	Radio 4	22/03/2019	Felt Nigel Farage was allowed to make inaccurate claims about the Revoke Article 50 petition	107

<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.

			without challenge.  Felt James Naughtie made offensive comments about the European Research Group.	
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96% of all complaints dealt with between 18 - 31 March 2019 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 8 findings at Stage 2 between 18 - 31 March 2019. 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
Match of the Day	BBC One	23/11/2018	Improper promotion of MOTD Annual	Not upheld
Jeremy Vine	Radio 2	18/01/2019	Inaccurate suggestion that Norfolk Council introduced road safety measures as a result of Duke of Edinburgh's accident	Not upheld
Invasion	BBC Four	09/11/2018	Errors leading to pro-immigration bias	Not upheld
Holby City	BBC One	11/12/2018	Offense to lesbian and bisexual women	Not upheld
Paedophile Hunters	BBC Three	27/01/2019	Glorification of vigilantism	Not upheld
Question Time	BBC One	07/02/2019	Favouritism towards panellist	Not upheld

Strictly Come Dancing	BBC One	22/09/2018	Series too sexualised	Not upheld
Call the Midwife	BBC One	03/02/2019	Bias in abortion storyline	Not upheld

100% of complaints (8 out of 8) dealt with between 18 - 31 March 2019 received a response within the target time.