

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 4th - 17th March 2019, BBC Audience Services (Stage 1) received a total of **5,594** complaints about programmes. **9,302** complaints in total were received at Stage 1.

BBC programmes which received more than 100² complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
MotherFatherSon	BBC Two	06/03/19	Felt the scenes of a sexual nature and/or some of the language used was inappropriate.	158
News Special: Brexit No Deal Vote	BBC Two	13/03/19	Felt coverage of Ian Blackford MP's speech was inadequate/showed bias against the SNP.	122

96% of all complaints dealt with between 4 – 17 March 2019 received an initial response within the stage 1 target period of 10 working days.

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.

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 20 findings at Stage 2 between 4 - 17 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
News bulletin	Radio 4	08/02/2019	Inaccuracy about Labour MP having police escort at Party Conference	Not upheld
Any Questions?	Radio 4	08/12/2019	Misleading comments about evidence for man-made climate change	Not upheld
Babies: Their Wonderful World	BBC Two	03/12/2018	Unnecessary distress caused to infants	Not upheld
Holby City	BBC One	11/12/2018	Storyline offensive to lesbian and bisexual women x3	Not upheld
Holby City	BBC One	15/01/2019	Storyline offensive to lesbian and bisexual women	Not upheld
Defenders UK	BBC One	13/12/2018	Unfair comment on gaolod vet	Not upheld
Jeremy Vine	Radio 2	11/12/2018	Gave platform to "Holocaust denier"	Not upheld
Watchdog	BBC One	07/11/2018	Failed to notify authorities of potential infraction by cat	Not upheld

			breeder	
Vanessa Feltz	Radio London	20/09/2018	Conflict of interest between advertising gambling company and covering gambling-related news story	Upheld
Reporting Scotland	BBC One Scotland	04/01/2019	Biased report of plan to allow job applicants not to disclose convictions	Not upheld
Question Time	BBC One	17/01/2019	Pro-Brexit bias	Not upheld
Question Time	BBC One	17/01/2019	Anti-Brexit bias	Not upheld
The World at One	Radio 4	08/01/2019	Anti-Corbyn bias	Not upheld
Strictly Come Dancing	BBC One	27/10/2018	Perpetuated prejudice against same-sex dancers	Not upheld
Bargain Hunt	BBC One	15/01/2019	Use of gendered language by auctioneer	Not upheld
BBC News (10pm)	BBC One	18/01/2019	Offensive to link Prince Philip's age to his road accident x2	Not upheld
Today	Radio 4	08/11/2018	Interview with Prince Andrew "censored"	Not upheld

90% of complaints (18 out of 20) dealt with between 4 – 17 March 2019 received a response within the target time.