

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 14 – 27 October 2019, BBC Audience Services (Stage 1) received a total of **6,644** complaints about programmes. **10,624** complaints in total were received at Stage 1.

BBC programmes which received more than 100²complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Brexit Vote: Newsnight Special	BBC Two	19/10/2019	Bias against Steve Baker	104
The Andrew Marr Show	BBC One	13/10/2019	Bias against Priti Patel	102

90% of all complaints dealt with between 14 – 27 October 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:
<https://www.bbc.co.uk/contact/complaints/recent-complaints>

Stage 2 complaints – Executive Complaints Unit (ECU)

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.

The Executive Complaints Unit made xx findings at Stage 2 between 14 – 27 October 2019. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here: <https://www.bbc.co.uk/contact/recent-ecu>

Programme	Service	Date of Transmission	Issue	
Sportsound	Radio Scotland	05/08/2019	Offensive comments about supporters of Glasgow Rangers x3	Not upheld
News (5pm)	BBC News Channel	12/08/2019	Inaccurate report on drug crime	Upheld
BBC News (10pm)	BBC One	13/05/2019	Inadequate correction of inaccuracy about Julian Assange	Not upheld
Bauhaus 100	BBC Four	21/08/2019	Inappropriate to say we have <i>"the Nazis to thank"</i> for spread of Modernism	Not upheld
Toby Foster	BBC Sheffield	12/09/2019	Offensive joke about complainant	Not upheld
Heresy	Radio 4	11/06/2019	Offensive joke by Jo Brand	Not upheld
Today	Radio 4	22/08/2019	Presenter made light of domestic violence x3	Not upheld
Songs of Praise	BBC One	18/08/2019	Objected to same-sex church wedding x3	Not upheld
Panorama: Is Labour Anti-Semitic	BBC One	10/07/2019	Bias and inaccuracy about anti-Semitism in Labour Party x3	Not upheld
Today	Radio 4	17/07/2019	Failed to investigate funding of contributor's organisation	Not upheld
Newsnight	BBC Two	09/07/2019	Failure to challenge contentious view on anti-Semitism	Not upheld
Good Morning Scotland	Radio Scotland	29/08/2019	Question about Scottish independence pejoratively phrased	Not upheld
Today	Radio 4	08/07/2019	Failure to challenge Nigel Farage's comments on Kim Darroch	Not upheld
Talkback	Radio Ulster	20/06/2019	Inaccurate to term Brexit Party an	Not upheld

			<i>"insurgent movement"</i>	
The UK's New Prime Minister	BBC One	24/07/2019	Undue focus on anti-Brexit banner	Not upheld
Newsnight	BBC Two	14/07/2019	Presenter used <i>"racial slur"</i>	Not upheld
Today	Radio 4	07/06/2019	Interviewer rude and aggressive towards Andy McDonald MP x2	Not upheld

46% of complaints (12 out of 26) dealt with between 14 – 27 October 2019 received a response within the target time.