

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 16-29 September, BBC Audience Services (Stage 1) received a total of **7,885** complaints about programmes. **16,767** 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
The Andrew Marr Show	BBC One	18/09/19	Bias against Boris Johnson.	635
Politics Live	BBC Two	27/09/19	Brendan O'Neil's remark that there 'should be riots' if Brexit is not delivered was offensive/inappropriate.	585
Breakfast	BBC One	26/09/19	Bias against James Cleverly / comments about Professor Green and Carol Kirkwood.	332
Newsnight	BBC Two	25/09/19	Bias against Boris Johnson.	100

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.

94% of all complaints dealt with between 16-29 September 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 51 findings at Stage 2 between 16-29 September 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
BBC News (10pm)	BBC One	18/07/2019	Report on mental health in UK schools did not explore situation in Scotland	Not upheld
News (5pm)	BBC News Channel	05/07/2019	Inaccurate to refer to victims in grooming case as “women”	Not upheld
South East Today	BBC One (South East)	04/09/2017	No right of reply to allegations about complainant	Upheld
Our Cops in the North	BBC One	17/07/2019	Infringed the privacy of complainant (convicted of aggravated burglary) and his partner	Not upheld
Today	Radio 4	11/07/2019	Programme suggested criticism of Israel is anti-Semitic	Not upheld
Our Next Prime Minister	BBC One	18/06/2019	Inappropriate to select question from climate change activist	Not upheld
London News	BBC One (London)	22/07/2019	Failed to reflect views in support of Silvertown Tunnel plan	Not upheld
Today	Radio 4	29/04/2019	Wrong to describe rape complainants as “victims” when some may be making false claims	Not upheld

One Day in Gaza	BBC One	13/05/2019	Inaccurate to translate Yahud as Israeli	Not upheld
Panorama: Is Labour Anti-Semitic?	BBC One	10/17/2019	Bias and inaccuracy on Labour anti-Semitism x34	Not upheld
Sportscene	BBC One (Scotland)	04/08/2019	Bias against Rangers FC	Not upheld
BBC News (10pm)	BBC One	07/08/2019	Bias against Manchester City FC	Not upheld
Reporting Scotland	BBC One Scotland	01/07/2019	Unduly prominent anti-Brexit banners	Not upheld
Newsnight	BBC Two	15/07/2019	Pro- and anti-Brexit guests not interviewed even-handedly	Upheld
Today	Radio 4	22/08/2019	Unchallenged claim that civil servants are pro-Remain	Not upheld
Coverage of suspension of Labour activist	BBC News Channel	31/05/2019	Lack of impartiality	Not upheld
Today	Radio 4	02/03/2019	Biased and uncritical use of statistics	Not upheld
Question Time	BBC One	04/07/2019	Presenter minimised support for Brexit	Not upheld

92% of complaints (47 out of 51) dealt with between 16-29 September 2019 received a response within the target time.