

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 19 August – 1 September, BBC Audience Services (Stage 1) received a total of **5,519** complaints about programmes. **8,729** 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
Songs of Praise	BBC One	18/08/2019	Felt featuring a same sex marriage was offensive to Christians / biased in favour of it.	1,238
Today	Radio 4	22/08/2019	Felt a reference to a professional dancer disqualified from the World Tango Championships for violence towards his partner was insensitive or offensive.	156

95% of all complaints dealt with between 19 August – 1 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 23 findings at Stage 2 between 19 August – 1 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
Match of the Day	BBC One	12/05/2019	Pundits chose the most important, not the best, goal as Goal of the Season	Not upheld
Newsnight	BBC Two	03/06/2019	Statement that Donald Trump is not "liked at all here" inaccurate and biased	Not upheld
5 Live Investigates	Radio 5 Live	12/05/2019	Statement from Bovis not fully quoted, leading to inaccuracies	Not upheld
5 Live Drive	Radio 5 Live	10/04/2019	Laura Kuenssberg's paraphrasing changed the sense of Donald Tusk's "special place in hell" comment	Not upheld
Today	Radio 4	14/12/2018	Insufficient evidence for suggestion of security risk to US Defense Department data	Upheld
The Emma Barnett Show	Radio 5 Live	22/02/2019	Interview was unfair to a contributor	Not upheld
BBC News (10pm)	BBC One	24/04/2019	Objects to inclusion of report from bullfight x2	Not upheld
Heresy	Radio 4	11/06/2019	Offensive remark by Jo Brand X4	Upheld
Heresy	Radio 4	11/06/2019	Incitement to violence	Not upheld
BBC News	BBC News Channel	05/05/2019	Inaccurate reference to "ancestral home" of Palestinians	Not upheld
Breakfast	BBC One	10/03/2019	Interview was unfair to a contributor	Not upheld
Sunday Breakfast	Radio 5 Live	19/05/2019	Item on HMRC "loan charges" lacked	Upheld

			balance	
State Visit coverage	BBC News Channel	03/06/2019	Biased commentary from Simon Schama and Jon Sopel during President Trump's State Visit	Not upheld
Politics Live	BBC Two	21/05/2019	Failed to include proportionate numbers of Conservative and Labour politicians in pending period	Not upheld
Newsnight	BBC Two	04/07/2019	Dishonest questioning about a speech by Anne Widdecombe	Not upheld
Victoria Derbyshire	BBC Two	03/06/2019	Presence of mini Trump blimp promoted political protest against the US President	Not upheld
EU Elections 2019	BBC One	26/05/2019	Anti-Brexit Party bias	Not upheld
BBC News	BBC News Channel	31/05/2019	Lack of impartiality in report on Labour anti-Semitism	Not upheld
BBC News (10pm)	BBC One	16/07/2019	Reporter expressed a personal view biased against the Scottish government	Not upheld

83% of complaints (19 out of 23) dealt with between 19 August – 1 September 2019 received a response within the target time.