

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 2 - 15 September, BBC Audience Services (Stage 1) received a total of **5,404** 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
Question Time	BBC One	05/09/2019	Bias against Brexit.	545
Today	Radio 4	10/09/2019	Bias against the decision to knight Sir Geoffrey Boycott.	122
Last Night of the Proms	BBC One & Two	14/09/2019	Bias against Brexit / Bias in favour of LGBTQ rights and/or offence that a Pride flag was flown by Jamie Barton.	178

93% of all complaints dealt with between 2 - 15 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 18 findings at Stage 2 between 2 - 15 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
Casualty	BBC One	22/06/2019	Inaccurate portrayal of facts relating to diabulimia	Not Upheld
Newsnight	BBC Two	19/06/2019	Failure to refer to systems and provision for Special Educational Needs in rest of UK	Upheld
Andrew Marr Show x2	BBC One	12/05/2019	Inaccurate challenge to Nigel Farage	Not Upheld
Politics Live	BBC Two	27/06/2019	Failure to challenge incorrect statement about Labour anti-Semitism	Not Upheld
Horizon – Britain's next air disaster – Drones?	BBC Two	1/07/2019	Inaccurate and one-sided depiction of drone technology	Not Upheld
David Miller	BBC Radio Surrey	16/06/2019	Offensive and sexist song lyrics	Not Upheld
Heresy	BBC Radio 4	11/06/2019	Incitement to violence by Jo Brand	Not Upheld
Points West	BBC One	21/05/2019	Irresponsible to broadcast report on Romanian Immigrants just before EU elections	Not Upheld
News (1pm)	BBC Radio 4	1/06/2019	Biased report on the end to letting agents charging fees to new and existing tenants	Not Upheld
Broadcasting House	BBC Radio 4	30/06/2019	Bias against private Education	Not Upheld

The World at One	BBC Radio 4	3/07/2019	Bias report on Nike withdrawing 'racist' trainers	Not upheld
Stephen: The Murder that changed a Nation	BBC Two	17/04/2019	Stephen Lawrence's murderers unable to give their point of view.	Not Upheld
The Andrew Marr Show	BBC One	09/06/2019	Anti Conservative and anti Brexit bias	Not Upheld
Our Next Prime Minister	BBC One	18/06/2019	Pro Remain bias in choice of contributors	Not upheld
5live Breakfast	BBC 5 Live	03/06/2019	Bias against Donald Trump	Not Upheld
Breakfast	BBC One	17/07/2019	Bias comment by presenter about Donald Trump	Upheld
The Ranganation	BBC Two	23/06/2019	Use of racist term ('gammon;')	Not upheld

78% of complaints (14 out of 18) dealt with between 2-15 September 2019 received a response within the target time.