

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 30 September – 13 October 2019, BBC Audience Services (Stage 1) received a total of **13,152** complaints about programmes. **22,745** complaints in total were received at Stage 1.

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

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
The Andrew Marr Show	BBC One	29/09/2019	Bias against Boris Johnson	149
Breakfast	BBC One	05/10/2019	Bias against Harvey Proctor	224
The Andrew Marr Show	BBC One	13/10/2019	Bias against Priti Patel	222

97% of all complaints dealt with between 30 September – 13 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:

<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 32 findings at Stage 2 between 30 September – 13 October 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	
Countryfile	BBC One	21/07/2019	Presenter drove tractor on road without registration plates	Not upheld
Today	Radio 4	13/04/2019	Failure to challenge inaccurate claims by guest	Not upheld
BBC News (6pm)	BBC One	02/08/2019	Inaccurate explanation of Whaley Bridge dam damage	Not upheld
Horrible Histories	CBBC	17/07/2019	Inaccurate account of assassination of Archduke Franz Ferdinand	Not upheld
Today	Radio 4	17/07/2019	Misrepresentation of Extinction Rebellion	Not upheld
Heresy	Radio 4	11/06/2019	Incitement to violence	Not upheld
Heresy	Radio 4	11/06/2019	Offensive remark by Jo Brand	Upheld
Songs of Praise	BBC One	18/08/2019	Objected to same-sex church wedding	Not upheld
BBC News (10pm)	BBC One	14/05/2019	Report biased towards coverage of persecution of Muslims	Not upheld
Panorama: Is Labour Anti-Semitic	BBC One	10/07/2019	Bias and inaccuracy on anti-Semitism in Labour Party x12	Not upheld
Sportsound	Radio Scotland	05/08/2019	Unwarranted criticism of Glasgow Rangers FC	Not upheld
Today	Radio 4	04/03/2019	Insufficient challenge in interview on Labour anti-Semitism	Not upheld
Newsnight	BBC Two	03/07/2019	Failure to reflect Palestinian view	Not upheld
A Nation Torn: Wales' Summer of 69	Radio Wales	01/07/2019	Inaccurate and biased on investiture	Not upheld

			of Prince of Wales	
BBC News (1pm)	BBC One	11/07/2019	Unsupported allegation about growth of Labour anti-Semitism	Not upheld
The World at One	Radio 4	05/08/2019	Failure to enquire about source of NHS funding increase	Not upheld
Newsnight	BBC Two	31/07/2019	Biased interviewing of Ulster Unionist	Not upheld
Newsnight	BBC Two	15/07/2019	Interviewing of pro- and anti-Brexit guests not even-handed	Upheld
Newsnight	BBC Two	25/06/2019	Report misrepresented speech by Chris Williamson MP	Not upheld
Panorama	BBC One	08/07/2019	Inaccurate claims about hard Brexit	Not upheld
Breakfast	BBC One	16/08/2019	Aggressive interviewing of Government minister	Not upheld

81% of complaints (26 out of 32) dealt with between 30 September – 13 October 2019 received a response within the target time.

Note

The upheld finding against **Breakfast**, BBC One, 17 July 2019, included in the 2 – 15 September report, was subsequently reversed by the Director-General.