

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 22 July 2019 – 4 August, BBC Audience Services (Stage 1) received a total of **4,796** complaints about programmes. **7,774** complaints in total were received at Stage 1.

No individual BBC programmes received more than 100² complaints during this period.

94% of all complaints dealt with between 22 July – 4 August 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 22 findings at Stage 2 between 22 July – 4 August 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
Climate Change: The Facts	BBC One	18/04/2019	Inaccurate on the causes and consequences of climate change x2	Not upheld
5 Live Breakfast	Radio 5 Live	21/03/2019	Inaccurate to say sexuality is genetic	Not upheld

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 Andrew Marr Show	BBC One	12/05/2019	Inaccurate challenge to Nigel Farage x3	Not upheld
In Their Element	Radio 4	03/04/2019	Inaccurate claim that fluoridation is safe and effective	Not upheld
BBC News (6pm)	BBC One	25/04/2019	Confusion between electorate and those voting in the referendum	Not upheld
Mornings	Radio Scotland	19/06/2019	Inaccuracy and unfairness in report on court case involving the complainant	Not upheld
Stephen Nolan	Radio Ulster	08/05/2019	Derogatory towards DUP Councillor	Not upheld
Newsbeat	Radio 1	15/05/2019	Biased in favour of anti-Semitic BDS lobby	Not upheld
European Elections Special	BBC One	26/05/2019	Anti-Brexit bias by presenters	Not upheld
Newsnight	BBC Two	01/07/2019	Anti-Brexit bias by presenter	Not upheld
Victoria Derbyshire	BBC Two	03/06/2019	Mini Trump blimp in studio showed bias	Not upheld
Newsnight	BBC Two	09/05/2019	Anti-Labour bias by presenter	Not upheld
Question Time	BBC One	23/05/2019	Panel biased against Brexit	Not upheld
Question Time	BBC One	16/05/2019	Audience biased against SNP x2	Not upheld
Have I Got News for You	BBC One	31/05/2019	Inaccurate and biased explanation of no-deal Brexit	Not upheld
Today	Radio 4	07/05/2019	Inappropriate remark about EU politicians	Not upheld
BBC News (5pm)	BBC News Channel	24/05/2019	Anti-Brexit placards in shot showed bias	Not upheld
Our Next Prime Minister	BBC One	18/06/2019	Poor moderation of debate	Not upheld

95% of complaints (21 out of 22) dealt with between 22 July – 4 August 2019 received a response within the target time.