

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- 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 5 - 18 August, BBC Audience Services (Stage 1) received a total of **3,795** complaints about programmes. **6,888** complaints in total were received at Stage 1.

No individual BBC programmes received more than 100<sup>2</sup> complaints during this period.

91% of all complaints dealt with between 5 - 18 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/>

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<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 37 findings at Stage 2 between 5 – 18 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
Angela Scanlon	Radio 2	01/06/2019	Item condoned theft	Not Upheld
5 Live Breakfast	BBC Radio Five Live	03/06/2019	Nicky Campbell referred to Jeremy Hunt as Jeremy C**t	Upheld
Health Truth or Scare	BBC One	25/04/2019	Undue weight given to the efficacy of homeopathy	Partially Upheld
Climate Change - The Facts	BBC One	18/04/2019	Inaccurate and biased report on climate change	Not Upheld
Climate Change - The Facts	BBC One	18/04/2019	Inaccurate and biased	Not Upheld
The One Show	BBC One	30/04/2019	Guest made inaccurate and misleading claims	Not Upheld
Climate Change - The Facts	BBC One	18/04/2019	Inaccurate on the causes and consequences of climate change	Not Upheld
News at One	BBC One	08/05/2019	Report was misleading about GP numbers in Scotland	Upheld
Panorama Crisis In Care Pt 2 Who Pays	BBC One	05/06/2019	Inaccurate to report people will have to sell their homes to pay for care	Not Upheld
Climate Change - The Facts	BBC One	18/04/2019	Inaccurate and biased on climate change	Not Upheld
Climate Change - The Facts	BBC One	18/04/2019	Inaccurate and biased on causes and consequences of climate change	Not Upheld
Climate Change - The Facts	BBC One	18/04/2019	Inaccurate assertions about the impact of climate change	Not Upheld
News at Six	BBC One	07/05/2019	Report perpetuated racist stereotype	Not Upheld

The Graham Norton Show	BBC One	31/05/2019	Offensive description of Donald Trump	Not Upheld
Heresy x7*	Radio 4	11/06/2019	Offensive remark by Jo Brand	Partially Upheld
Sunday Breakfast	BBC Radio Five Live	26/05/2019	Misleading assertion on age of Conservative Party members	Not Upheld
Our Next Prime Minister	BBC One	18/06/2019	Failure to raise LGBT issues	Not Upheld
One Day in Gaza	BBC Two	13/05/2019	Inaccurate to translate Yahud as Israeli	Not Upheld
News at Six	BBC1	25/03/2019	Lack of impartiality in coverage of Muslim parents protests against no outsider programme in schools	Not Upheld
Today	Radio 4	18/05/2019	Interview about Israel Folau comments biased against homophobia	Not Upheld
Health Truth or Scare	BBC One	23/04/2019	Biased report on the dangers of radiation from mobile phones	Not Upheld
Politics Live	BBC Two	04/06/2019	Item and discussion biased against Northern Ireland veterans	Not Upheld
Politics Live	BBC Two	08/04/2019	Panel biased against Brexit	Not Upheld
Question Time	BBC One	16/05/2019	bias through audience selection	Not Upheld
Our next Prime Minister	BBC One	18/06/2019	Smear against Jeremy Corbyn went unchallenged.	Not Upheld
The Andrew Marr Show	BBC One	31/03/2019	Failure to include pro No Deal speakers	Not Upheld
Thatcher - A Very British Revolution	BBC Two	07/06/2019	Biased portrayal of Margaret Thatcher's time as PM	Not Upheld
Our Next Prime Minister	BBC One	18/06/2019	presenter showed bias against Boris Johnson	Not Upheld
Children of the Devolution	BBC Scotland	25/06/2019	Programme failed to disclose links between presenter and interviewee	Not Upheld
In Tune	Radio 3	19/07/2019	Racist song played (Whitey on the	Not Upheld

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\*we responded to seven separate complaints about this programme within the fortnight.

89% of complaints (33 out of 37) dealt with between 5- 18 August 2019 received a response within the target time.