

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 11 - 24 November 2019, BBC Audience Services (Stage 1) received a total of **17,952** complaints about programmes. **24,435** 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
Strictly Come Dancing: the Results	BBC One	03/11/2019	Further complaints from people who felt it was offensive to feature two men dancing as a pair.	103
Breakfast	BBC One	11/11/2019	Incorrect clip of Boris Johnson laying a wreath at the Cenotaph / Bias in favour of the Conservatives.	2,035
Today	Radio 4	13/11/2019	Bias against Michael Gove.	104
Newsnight	BBC Two	14/11/2019	Bias against Boris Johnson.	202

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.

Your Questions Answered: Boris Johnson	Radio 5 Live	15/11/2019	Bias against Boris Johnson.	154
Breakfast	BBC One	15/11/2019	Bias against Boris Johnson.	825
The Andrew Marr Show	BBC One	17/11/2019	Bias against Dominic Raab.	115
World News Today	BBC News Channel	17/11/2019	Bias against Sri Lankan President Gotabaya Rajapaksa.	164 (After an invitation to complain was posted online)
War Crimes Scandal Exposed - Panorama	BBC One	18/11/2019	Bias against the UK's armed forces.	246
Question Time	BBC One	21/11/2019	Bias against Brexit / Bias against Labour.	133
Question Time Leaders Special	BBC One	22/11/2019	Bias in favour of Labour / Audience included both pro-Labour and pro-Conservative 'activitists'.	4,417
BBC Weekend News (Lunchtime)	BBC One	23/11/2019	Edited clip of Boris Johnson at Question Time Leaders Special / Bias in favour of Conservatives.	2,494

78% of all complaints dealt with between 11-24 November 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:

<https://www.bbc.co.uk/contact/complaints/recent-complaints>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 18 findings at Stage 2 between 11 – 24 November 2019.

Further information on complaints which were upheld or resolved after investigation by the ECU can be found here: <https://www.bbc.co.uk/contact/recent-ecu>

Programme	Service	Date of Transmission	Issue	Outcome
Politics Live	BBC Two	27/09/2019	Objected to contributor saying there should be riots over Brexit x2	Not upheld
BBC News (6pm)	BBC One	23/08/2019	Inaccurate to describe climate as more unstable than in the past	Not upheld
Heresy	Radio 4	11/06/2019	Incitement to violence	Not upheld
Reporting Scotland	BBC One Scotland	05/08/2019	Offensive to broadcast voice of convicted murderer	Not upheld
Today	Radio 4	22/08/2019	Made light of domestic violence	Not upheld
How To Go Viral: The Art of the Meme	BBC Four	20/03/2019	Misrepresented judge's comments in Mark Meechan case	Upheld
The Emma Barnett Show	Radio 5 Live	06/05/2019	Claims for organic farming not challenged	Upheld
The Andrew Marr Show	BBC One	29/09/2019	Bias against Boris Johnson x4	Not upheld
Panorama: Is Labour Anti-Semitic	BBC One	10/07/2019	Biased and inaccurate on anti-Semitism in Labour	Not upheld
Good Morning Scotland	Radio Scotland	15/07/2019	Claims for wind power not challenged	Upheld
Political Thinking with Nick Robinson	Radio 4	15/05/2019	Did not observe party balance required in election period	Upheld
Question Time	BBC One	26/09/2019	Question biased against Labour	Not upheld
Politics Live	BBC Two	03/06/2019	Disrespectful to President Trump	Not upheld
Any Questions	Radio 4	06/09/2019	Ante-Brexit bias on panel	Not upheld

78% of complaints (14 out of 18) dealt with between 11 – 24 November 2019 received a response within the target time.