

## 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 25 November – 8 December 2019, BBC Audience Services (Stage 1) received a total of **25,686** complaints about programmes. **46,148** complaints in total were received at Stage 1.

BBC programmes which received more than 100<sup>2</sup>complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
BBC Weekend News (Lunchtime)	BBC One	23/11/2019	Edited clip of Boris Johnson at Question Time Leaders Special / Bias in favour of the Conservatives.	557 (further complaints)
Meat: A Threat To Our Planet?	BBC One	25/11/2019	Bias against the UK farming industry.	6,934 (after invitations to complain were posted online)
The Andrew Neil Interviews: Jeremy Corbyn	BBC One	26/11/2019	Bias against Jeremy Corbyn.	1,303
Question Time	BBC One	28/11/2019	Bias against the Conservative Party.	129

<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.

Breakfast	BBC One	29/11/2019	Bias against Stanley Johnson.	192
The Andrew Marr Show	BBC One	01/12/2019	Bias against Boris Johnson.	12,172
The Andrew Neil Interviews: Nigel Farage	BBC One	05/12/2019	Bias against Boris Johnson.	910
Breakfast	BBC One	05/12/2019	Bias against Angela Raynor.	117
The Prime Ministerial Debate	BBC One	06/12/2019	Bias in favour of Boris Johnson.	360
The Andrew Marr Show	BBC One	08/12/2019	Bias for and against both Labour and the Conservatives.	113

90% of all complaints dealt with between 25 November – 8 December 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 11 findings at Stage 2 between 24 November – 8 December 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
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Points West	BBC One (West)	21/08/2019	Misleading impression that badgers are main cause of Bovine TB	Not upheld
Newsnight	BBC Two	07/08/2019	Overstated the number of cattle in N Ireland likely to be culled in event of Hard Brexit	Not upheld
5Live Drive	Radio 5 Live	27/08/2019	Inaccurate and biased coverage of the potential health effects of 5G	Not upheld
Countryfile	BBC One	29/09/2019	Inaccurate to refer to protest groups as "far right extremists"	Not upheld
Dublin Murders	BBC One	14/10/2019	Offensive language	Not upheld
Paul Sinha's General Knowledge	Radio 4	03/11/2019	Bigoted and offensive joke about Catholics	Not upheld
Songs of Praise	BBC One	18/08/2019	Bias in favour of gay marriage	Not upheld
Panorama: Is Labour Anti-Semitic	BBC One	10/07/2019	Programme biased and inaccurate on Anti-Semitism in Labour Party x2	Not upheld
Victoria Derbyshire	BBC Two	24/09/2019	Unfair to Brexit-supporting contributors	Not upheld
News (1pm)	BBC News Channel	18/08/2019	Lack of alternative viewpoint on Brexit	Not upheld

100% of complaints (11 out of 11) dealt with between 24 November – 8 December 2019 received a response within the target time.