

## 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 23 December 2019 – 5 January 2020, BBC Audience Services (Stage 1) received a total of **4,903** complaints about programmes. **8,229** 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
A Christmas Carol	BBC One	22/12/2019	Offensive language.	173
Gavin & Stacey Christmas Special	BBC One	25/12/2019	Scenes of drug taking / homophobic language.	866 (after an invitation to complain was posted online)
Today	Radio 4	28/12/2019	Bias in favour of fox hunting.	146

63% of all complaints dealt with between 23 December 2019 – 5 January 2020 received an initial response within the stage 1 target period of 10 working days

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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.

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 5 findings at Stage 2 between 23 December 2019 – 5 January 2020. 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
News (7am)	Radio 4	19/10/2019	Misleading reference to “chicanery” in relation to Brexit	Not upheld
Breakfast	BBC One	05/10/2019	Biased and insensitive interview with Harvey Proctor	Not upheld
Countryfile Autumn Diaries	BBC One	01/11/2019	Bias on access to Lake District for off-road vehicles and trail bikes	Not upheld
World News Today	BBC News Channel	17/11/2019	Bias against new President of Sri Lanka	Not upheld
Today	Radio 4	05/10/2019	“Racist” question put to Rory Stewart	Not upheld

100% of complaints (5 out of 5) dealt with between 23 December 2019 – 5 January 2020 received a response within the target time.