

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 6 - 19 January 2020, BBC Audience Services (Stage 1) received a total of **4,544** complaints about programmes. **10,147** 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
Question Time	BBC One	16/01/2020	Audience not representative of the local area leading to a pro-Conservative bias / discussion on racism felt to be offensive.	253

54% of all complaints dealt with between 6 - 19 January 2020 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 20 findings at Stage 2 between 6 - 19 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>

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.

Programme	Service	Date of Transmission	Issue	Outcome
Festival Drugs: Meet the Drug Dealers	BBC Three	N/A	Showed presenter purchasing drugs	Not upheld
Jeremy Vine	Radio 2	19/09/2019	Offensive language in Danny Dyer clip x2	Resolved
The Twelfth	BBC One Northern Ireland	12/07/2019	Failed to point out controversial aspects of the event	Not upheld
Jeremy Vine	Radio 2	04/09/2019	Misrepresented the role of the Speaker	Not upheld
Defenders UK	BBC One	27/09/2019	Misleading information about man convicted of fraudulent trading	Not upheld
Defenders UK	BBC One	20/09/2019	Misleading report of case against Martin Baker Aircraft Ltd	Not upheld
Newsnight	BBC Two	19/10/2019	Misleading reference to Supreme Court and PM's meeting with the Queen	Not upheld
Ambulance	BBC One	N/A	Breach of privacy in connection with obtaining material (not subsequently broadcast)	Not upheld
Strictly Come Dancing	BBC One	03/11/2019	Offensive to show two men dancing together	Not upheld
Strictly Come Dancing	BBC One	12/10/2019	Unable to vote for contestant	Not upheld
Look North	BBC One (Leeds)	26/11/2019	Misrepresented local Jewish opinion about Labour Party	Not upheld
Talkback	Radio Ulster	19/06/2019	Failure to challenge inaccurate claims about a named individual	Upheld
BBC News (1pm)	BBC One	23/11/2019	Bias in favour of Boris Johnson	Not upheld
News (6pm)	BBC News Channel	26/11/2019	Incorrect account of deselection of MP	Not upheld
Breakfast	BBC One	15/11/2019	Bias against Boris Johnson	Not upheld
BBC News (6pm)	BBC One	25/11/2019	Inaccurate and biased reporting of Chief Rabbi's comments	Not upheld

BBC News (10pm)	BBC One	25/11/2019	Inaccurate and biased reporting of Chief Rabbi's comments	Not upheld
BBC News (6pm)	BBC One	26/11/2019	Inaccurate and biased reporting of Chief Rabbi's comments x2	Not upheld

75% of complaints (15 out of 20) dealt with between 6 - 19 January 2020 received a response within the target time.