

## 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 9-22 December 2019, BBC Audience Services (Stage 1) received a total of **25,391** complaints about programmes. **36,475** 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
Newsnight	BBC Two	09/12/2019	Bias against Barry Gardiner.	115
Question Time Election Special: Under 30s	BBC One	09/12/2019	Bias against older people / inaccurate representation of younger people.	177
Breakfast	BBC One	10/12/2019	Bias against Robert Buckland.	160
Politics Live	BBC Two	11/12/2019	Inappropriate to discuss the postal vote.	15,204

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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.

Afternoon Live	BBC News Channel	12/12/2019	Bias in favour of the Conservatives.	699
Election 2019	BBC One & BBC News Channel	12-13/12/2019	Bias both for and against Labour and the Conservatives.	243
Have I Got News For You	BBC One	13/12/2019	Bias against the Conservatives.	210
Question Time Results Special	BBC One	13/12/2019	Bias against the Conservatives.	244
Panorama: Conned by my Church.	BBC One	16/12/2019	Bias against the Salvation Proclaimers Anointed Church.	151
EastEnders	BBC One	17/12/2019	Violence.	181
Breakfast	BBC One	19/12/2019	Bias against Rishi Sunak.	134
Have I Got News For You	BBC One	20/12/2019	Offensive humour.	132

83% of all complaints dealt with between 9-22 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 21 findings at Stage 2 between 9-22 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
BBC News (10pm)	BBC One	15/09/2019	Misleading about effect of climate change on Dead Sea	Not upheld
HARDtalk	BBC News Channel	16/08/2019	Misleading statements about climate change	Not upheld
Watchdog	BBC One	22/05/2019	Report on freshness of chicken products unfair to Aldi	Not upheld
News (8pm)	BBC News Channel	09/07/2019	Item on legislation about abortion and same-sex marriage in Northern Ireland reflected only one viewpoint	Upheld
Question Time	BBC One	10/10/2019	Gave climate change denier platform for unscientific views	Not upheld
Nolan	Radio Ulster	04/10/2019	Presenter biased against pro-DUP caller	Not upheld
Panorama: Is Labour Anti-Semitic	BBC One	11/07/2019	Bias and inaccuracy on Labour anti-Semitism x2	Not upheld
Today	Radio 4	05/11/2019	Presenter interrupted Michael Gove but not Rebecca Long-Bailey	Not upheld
The World at One	Radio 4	31/10/2019	Objected to term "class war" in relation to Labour manifesto launch	Not upheld
Panorama: The \$10bn Energy Scandal	BBC One	03/06/2019	Insufficient basis for \$10bn figure	Upheld
Newsnight	BBC Two	03/06/2019	Donald Trump tweet about Sadiq Khan misrepresented	Not upheld
Breakfast	BBC One	11/11/2019	Use of wrong Boris Johnson wreath-laying footage reflected bias x 3	Not upheld

BBC News (1pm)	BBC One	23/11/2019	Bias towards Boris Johnson in edition of clip from Question Time x2	Not upheld
RuPaul's Drag Race UK	BBC Three	23/11/2019	Offensive to people with gender dysphoria	Not upheld
The Graham Norton Show	BBC One	27/09/2019	Comment on drag queens would have been unacceptable if applied to women	Not upheld
Look North	BBC One (Yorkshire)	09/09/2019	Item on domestic violence ignored male victims	Not upheld
Have I Got News for You	BBC One	04/11/2019	Offensive language	Not upheld

86% of complaints (18 out of 21) dealt with between 9 – 22 December 2019 received a response within the target time.