

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 20 January – 2 February 2020, BBC Audience Services (Stage 1) received a total of **7,494** complaints about programmes. **14,096** complaints in total were received at Stage 1.

BBC programmes which received more than 100² complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
BBC News (10pm)	BBC One	22/01/2020	Bias against Israel.	308
Trust Me, I'm a Doctor	BBC Two	22/01/2020	Inaccurate or irresponsible advice given on care for infants.	262
Casualty	BBC One	25/01/2020	Offensive to show scenes of same-sex couples kissing.	111
BBC News (10pm)	BBC One	26/01/2020	Footage of LeBron James shown in error during coverage of the death of Kobe Bryant.	254

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.

The One Show	BBC One	27/01/2020	Bias against Tottenham Hotspur FC	596
Horrible Histories: Brexit	BBC iPlayer	31/01/2020	Bias against Brexit.	309
BBC News Special: Brexit Day	BBC News Channel	31/01/2020	Offensive to refer to the lack of racial diversity amongst Leave supporters in Parliament Square.	209
BBC News Special: Leaving the EU	BBC News Channel & BBC One	31/01/2020	Bias against Brexit.	238

71% of all complaints dealt with between 20 January – 2 February 2020 received an initial response within the stage 1 target period of 10 working days. The proportion answered within 10 days is temporarily lower than normal while replies are still being sent to very high numbers of complaints previously reported.

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 10 findings at Stage 2 between 20 January – 2 February 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
The Mallorca Files	BBC One	25/11/2019	Offensive language x2	Not upheld
Deadly Dinosaurs with Steve Backshall	CBBC	30/09/2019	Theory of dinosaur extinction presented as fact	Not upheld
Today	Radio 4	17/08/2019	Failed to challenge assertion that EU referendum was legally binding	Not upheld

Question Time	BBC One	17/10/2019	Use of "Paki" (by BAME audience-member recounting experience of racism)	Not upheld
Cunk & Other Humans	BBC Two	17/12/2019	Sketch about Chernobyl offensive	Not upheld
Top Gear Nepal Special	BBC Two	05/01/2020	Use of Christian holy names	Not upheld
Climategate: Science of a Scandal	BBC Four	14/11/2019	Pro-global warming bias	Not upheld
Panorama: Is Labour Anti-Semitic	BBC One	10/07/2019	Bias on Labour and anti-Semitism	Not upheld
The World at One	Radio 4	26/11/2019	Undue attention to Chief Rabbi's comments on Jeremy Corbyn	Not upheld

100% of complaints (10 out of 10) dealt with between 20 January – 2 February 2020 received a response within the target time.