

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 3 - 16 February 2020, BBC Audience Services (Stage 1) received a total of **5,129** complaints about programmes. **10,637** 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
Newsnight	BBC Two	10/02/2020	Bias against Graham Linehan / felt Graham Linehan's views on the transgender community were offensive.	115

90% of all complaints dealt with between 3 - 16 February 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 21 findings at Stage 2 between 3 - 16 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>

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
A History of Hate	Radio 4	03/06/2019	Anti-Serb bias in relation to former Yugoslavia	Not upheld
The Emma Barnett Show	Radio 5 Live	01/07/2019	Anti-Labour bias	Not upheld
Breakfast	BBC One	22/08/2019	Inappropriate laughter by presenter	Not upheld
The Andrew Marr Show	BBC One	13/10/2019	Disrespectful reference to The Queen	Not upheld
Newsnight	BBC Two	19/10/2019	Misleading suggestion that Government had misled or lied to the Queen over prorogation	Not upheld
Have I Got News for You	BBC One	18/10/2019	Objected to joke about Jeremy Corbyn and anti-Semitism	Not upheld
Jeremy Vine	Radio 2	06/11/2019	Biased treatment of caller x2	Not upheld
BBC News (6pm)	BBC One	06/11/2019	Misleading statement that PM couldn't get his Brexit deal through Parliament	Not upheld
Trails for RuPaul's Drag Race UK	BBC One	Various	Unsuitable for general audience	Not upheld
EastEnders	BBC One	11/07/2019 onwards	Autism storyline insensitively handled	Not upheld
Points West	BBC One (West)	21/11/2019	Inconsistent treatment of Brexit Party compared to Green Party	Upheld
BBC News (1pm)	BBC One	26/11/2019	Undue prominence for Chief Rabbi's comments on Jeremy Corbyn	Not upheld
The Andrew Neil Interviews	BBC One	25/11/2019	Biased questioning of Nicola Sturgeon	Not upheld
The Gamble Network	Radio 4	24/07/2019	Interview with complainant used without proper consent	Not upheld
Afternoon Live	BBC News Channel	11/12/2019	Presenter referred to victory Boris Johnson "so deserves"	Not upheld

EastEnders	BBC One	17/12/2019	Excessive violence x2	Not upheld
Gavin & Stacey Christmas Special	BBC One	25/12/2019	Condoned cannabis use	Not upheld
Click	BBC News Channel	09/11/2019	Misleading report on health risks of 5G	Not upheld
The Troubles: A Secret History	BBC Northern Ireland	24/09/2019	Misleading account of the origins of the peace process	Not upheld

81% of complaints (17 out of 21) dealt with between 13 - 16 February 2020 received a response within the target time.