

## 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 17 February – 1 March 2020, BBC Audience Services (Stage 1) received a total of **5,933** complaints about programmes. **10,647** 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
Question Time	BBC One	20/02/2020	Felt an audience member was allowed to express offensive/racist views on immigration.	1,497
The One Show	BBC One	26/02/2020	Felt the performance by the Pussycat Dolls was inappropriate.	119

85% of all complaints dealt with between 17 February – 1 March 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)

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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.

The Executive Complaints Unit made 26 findings at Stage 2 between 17 February – 1 March 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
Watchdog	BBC One	19/09/2019	Inaccurate and unfair to Virgin Trains	Upheld
Good Morning Ulster	Radio Ulster	26/11/2019	Lack of due impartiality in constituency report	Upheld
The Andrew Marr Show	BBC One	01/12/2019	Bias in interview with Prime Minister x6	Not upheld
Gavin and Stacey Christmas Special	BBC One	25/12/2019	Offensive lyric from "Fairytale of New York" x11	Not upheld
The Andrew Marr Show	BBC One	13/10/2019	Footage of Priti Patel unfairly edited	Not upheld
Climategate: Science of a Scandal	BBC Four	14/11/2019	Bias against climate change scepticism x2	Not upheld
The Met: Policing London	BBC One	14/11/2019	Unfairly identified school in connection with drug misuse	Not upheld
BBC News (6.00pm)	BBC One	12/08/2019	Pro-nationalist bias in item on Ulster troubles	Not upheld
Call the Midwife	BBC One	05/01/2020	Inaccuracy about origins of NHS	Not upheld
BBC News (various times)	BBC One	29/11/2019	Failure to cover Labour response to Chief Rabbi's criticisms	Not upheld

88% of complaints (23 out of 26) dealt with between 17 February – 1 March 2020 received a response within the target time.

One finding (within the target time) was omitted in error from the 3 – 16 February report:

Have I Got News for You	BBC One	18/10/2019	Objected to joke about Jeremy Corbyn and anti-Semitism	Not upheld
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