

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 2 – 15 March 2020, BBC Audience Services (Stage 1) received a total of **5,485** complaints about programmes. **13,015** complaints in total were received at Stage 1.

No BBC programmes received more than 100² complaints during this period.

89% of all complaints dealt with between 2 – 15 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)

The Executive Complaints Unit made 25 findings at Stage 2 between 2 – 15 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
The Andrew Marr Show	BBC One	01/12/2019	Bias in interview with the Prime Minister x6	Not upheld
BBC News (10pm)	BBC One	22/01/2020	Bias against Israel x9	Not upheld
Question Time	BBC One	31/10/2019	Misleading impression of Vote	Partly upheld

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.

			Leave and leave.eu breaches of electoral law, inadequate correction x4	
Question Time	BBC One	31/10/2019	Misleading impression of Vote Leave breaches of electoral law, inadequate correction	Resolved
The Papers	BBC News Channel	17/09/2019	Objected to inclusion of guest from the Institute of Economic Affairs	Not upheld
The Andrew Neil Interviews	BBC One	26/11/2017	Bias against Jeremy Corbyn	Not upheld
Gavin & Stacey Christmas Special	BBC One	25/12/2019	Use of "faggot"	Not upheld
Doctor Who	BBC One	09/02/2020	Insensitive to people with cancer	Not upheld
Today	Radio 4	24/10/2019	Biased interviewing of James Cleverley MP	Not upheld

80% of complaints (20 out of 25) dealt with between 2 – 15 March 2020 received a response within the target time.