

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 13 - 26 April 2020, BBC Audience Services (Stage 1) received a total of **6,234** complaints about programmes. **11,401** complaints in total were received at Stage 1.

BBC programmes which received more than 100 complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Breakfast	BBC One	12/04/2020	Bill Gates not sufficiently challenged/bias in favour of mass vaccinations.	103 (after invitations to complain were posted online)
Horizon: The Restaurant That Burns Off Calories	BBC Two	20/04/2020	Felt the programme presented an unhealthy approach to food and calorie intake.	1,216
BBC News Special: Coronavirus Daily Update	BBC One & News Channel	20/04/2020	Bias against the Government.	185
Big Night In	BBC One	23/04/2020	Offensive content or humour.	181

88% of all complaints dealt with between 13 - 26 April 2020 received an initial response within the stage 1 target period of 10 working days.

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.

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 12 findings at Stage 2 between 13 – 26 April 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
RuPaul's UK Drag Race	BBC Three	Various	Show based on misogynistic premise	Not upheld
BBC News (10pm)	BBC One	22/02/2020	Bias against Israel	Not upheld
The Graham Norton Show	BBC One	12/10/2019	Offensive statement by guest that "men have it easy"	Not upheld
Today	Radio 4	10/10/2019	Failure to challenge claims by Turkish government representative	Not upheld
Question Time	BBC One	17/10/2019	Alleged racism by audience-member	Not upheld
BBC News (1pm)	BBC One	05/11/2019	Labour position on Brexit misrepresented	Not upheld
The Andrew Neil Interviews	BBC One	05/12/2019	Bias against Boris Johnson x5	Not upheld
Newsnight	BBC Two	25/10/2019	Objects to Ash Sarkar as a contributor	Not upheld

83% of complaints (10 out of 12) dealt with between 30 March – 12 April 2020 received a response within the target time.