

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 16 – 29 March 2020, BBC Audience Services (Stage 1) received a total of **5,161** complaints about programmes. **11,066** complaints in total were received at Stage 1.

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
The One Show	BBC One	24/03/2020	Felt hairdresser Michael Douglas made an inaccurate statement about hair dyes and/or feels this could be damaging for the hairdressing industry.	287

55% of all complaints dealt with between 16 – 29 March 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 15 findings at Stage 2 between 16 – 29 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>

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
The Andrew Marr Show	BBC One	01/12/2019	Bias in interview with the Prime Minister x6	Not upheld
The News Quiz	Radio 4	18/10/2020	Objected to joke about Jeremy Corbyn	Not upheld
PM	Radio 4	03/10/2019	Offensive to link Islam with recent French killings	Not upheld
The Nolan Show	Radio Ulster	09/12/2019	Vendetta against the DUP	Not upheld
BBC News (1pm)	BBC One	23/11/2019	Clip of Boris Johnson on Question Time misleadingly edited	Not upheld
UK Leaves the EU	BBC News Channel	31/01/2020	Alleged racism	Not upheld
Have I Got News for You	BBC One	13/12/2019	Anti-Conservative bias	Not upheld
Have I Got News for You	BBC One	20/12/2019	Anti-Labour bias	Not upheld
Have I Got News for You	BBC One	20/12/2019	Anti-Corbyn bias	Not upheld
Question Time	BBC One	20/02/2020	Gave platform for racist statements	Not upheld

100% of complaints (15 out of 15) dealt with between 16 – 29 March 2020 received a response within the target time.