

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 11 – 24 May 2020, BBC Audience Services (Stage 1) received a total of **10,141** complaints about programmes. **16,735** 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
BBC News (2pm)	BBC News Channel	11/05/2020	Report incorrect to suggest that incoming travel to Wales was not being policed.	185
BBC News (10pm)	BBC One	18/05/2020	Comments on Scottish lockdown biased against SNP/Nicola Sturgeon.	4,541
The Andrew Marr Show	BBC One	24/05/2020	Bias against the government/Dominic Cummings.	1,067

94% of all complaints dealt with between 11 – 24 May 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>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 18 findings at Stage 2 between 11 – 24 May 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
Politics Live	BBC Two	11/12/2019	Bias/breach of electoral law x2	Not upheld
Today	Radio 4	14/11/2019	Bias against Prime Minister	Not upheld
Question Time	BBC One	20/02/20	Alleged racism by audience-member	Not upheld
BBC News (1pm)	BBC One	18/11/2019	Labour pledge inappropriately described as “bombshell	Not upheld
5 Live Breakfast	Radio 5 Live	24/09/2019	False premise for discussion on climate change	Not upheld
The News Quiz	Radio 4	24/01/2020	Incitement to violence	Not upheld
The Real Michael Jackson	BBC Two	30/03/2020	Inaccurate and biased against Michael Jackson x3	Not upheld
Peter Kay’s Car Share	BBC iPlayer		Biased against breastfeeding	Not upheld
Stephen Nolan	Radio 5 Live	11/10/2019	Presenter insufficiently supportive of climate change protests	Not upheld
Newsnight	BBC Two	25/03/2020	Unduly aggressive interviewing of Conservative MP	Not upheld
BBC News (6pm)	BBC One	06/04/2020	Inappropriate use of PPE for filming in hospital x3	Not upheld
Newsnight	BBC Two	22/11/2019	Question Time clip edited to favour Prime Minister	Not upheld
Afternoon Live	BBC News Channel	16/10/2019	Derogatory comments about Crawley	Not upheld

94% of complaints (17 out of 18) dealt with between 11 – 24 May 2020 received a response within the target time.