

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 27 April – 10 May 2020, BBC Audience Services (Stage 1) received a total of **6,130** complaints about programmes. **11,810** 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	624 further complaints after invitations to complain were posted online.
Panorama – Has The Government Failed The NHS?	BBC One	27/04/2020	Bias against the government.	793
BBC News Special: Silence For NHS Workers	BBC One & News Channel	28/04/2020	Felt the coverage of the silence was disrespectful.	190

93% of all complaints dealt with between 27 April – 10 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 13 findings at Stage 2 between 27 April – 10 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
Today	Radio 4	03/10/2019	Inaccurate suggestion that DUP could veto Irish backstop	Not upheld
Newsnight	BBC Two	20/11/2019	Inaccuracy about Prince Andrew x2	Not upheld
The Andrew Marr Show	BBC One	01/12/2019	Bias in interview with Prime Minister	Not upheld
The Andrew Marr Show	BBC One	01/12/2019	Inaccuracy about Government record on early release of prisoners	Upheld
The BBC Prime Ministerial Debate	BBC One	06/12/2019	Inaccurate paraphrase of Jeremy Corbyn by presenter	Not upheld
Politics Live	BBC Two	11/12/2019	Bias/breach of electoral law x4	Not upheld
Question Time	BBC One	16/01/2020	Alleged racism	Not upheld
Panorama: Britain's Killer Motorways?	BBC One	27/01/2020	Bad example of driving	Upheld
John Beattie	Radio Scotland	05/02/2020	Unfounded criticism of Scottish Government	Not upheld
Top Gear	BBC Two	09/02/2020	Offensive language	Not upheld

64% of complaints (9 out of 13) dealt with between 27 April – 10 May 2020 received a response within the target time.