

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 25 May – 7 June 2020, BBC Audience Services (Stage 1) received a total of **34,852** complaints about programmes. **75,501** 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 Special: Dominic Cummings Statement	BBC One & News Channel	25/05/20	Bias against Dominic Cummings and/or the government.	578
Newsnight	BBC Two	26/05/20	Bias against Dominic Cummings and/or the government.	23,674 (After invitations to complain were posted online.)
BBC News Special: Coronavirus Daily Update	BBC One & News Channel	28/05/20	Bias against Dominic Cummings and/or the government.	703
Today	Radio 4	29/05/20	Bias against Dominic Cummings and/or the government.	212

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.

Have I Got News For You	BBC One	29/05/20	Bias against Dominic Cummings and/or the government.	346
Newsnight	BBC Two	03/06/20	Bias against the government / inaccurate comparison of Coronavirus death rates across the UK & the rest of Europe.	385
Question Time	BBC One	04/06/20	Bias against the government / panellist not correctly titled.	111

99% of all complaints dealt with between 25 May – 7 June 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 16 findings at Stage 2 between 25 May – 7 June 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 x1	Not upheld
Politics Live	BBC Two	11/12/2019	Contrary to spirit of election guidelines x2	Resolved
Broadcasting House	Radio 4	26/04/2020	Muslim Council of Britain wrongly said to be aligned with Islamic Human Rights Commission	Resolved
The Andrew Marr Show	BBC One	01/12/2019	Failed to hold Government to account	Not upheld

Bargain Hunt	BBC One	28/11/2019	Dangerous advice about antique gas iron	Not upheld
Panorama: War Crimes Scandal Exposed	BBC One	18/11/2019	Unfairly critical of British soldiers x2	Not Upheld
The BBC Election Debate	BBC One	29/11/2019	Failure to challenge statement by Labour speaker	Not Upheld
South East Today	BBC One (South East)	05/11/2019	Irresponsible report on women driving performance cars	Not Upheld
Match of the Day	BBC One	25/04/2020	Glorified violence	Not Upheld
The Andrew Neil Show	BBC Two	22/01/2020	Expressed personal opinion on Labour's electability	Not Upheld
The Andrew Neil Interviews	BBC One	05/12/2019	Bias against Prime Minister	Not Upheld
Breakfast	BBC One	27/04/2020	Death of nurse baselessly attributed to lack of PPE	Not Upheld
The Andrew Marr Show	BBC One	03/05/2020	Misrepresented WHO position on origin of Covid 19	Not Upheld
Election 2019	BBC News Channel	13/12/2019	Slur on Ken Livingstone	Not Upheld

75% of complaints (12 out of 16) dealt with between 25 May – 7 June 2020 received a response within the target time.