

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- 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 8 - 21 June 2020, BBC Audience Services (Stage 1) received a total of **6,126** complaints about programmes. **12,989** 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	13/06/2020	Sadiq Khan's use of the term "far right" to describe people protesting in defence of monuments in London.	104
Breakfast	BBC One	18/06/2020	Bias against Dominic Raab and/or the government.	105

85% of all complaints dealt with between 8 - 21 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>

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<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 23 findings at Stage 2 between 8 - 21 June 2020. Highlighted text links to published findings. Recent upheld and resolved findings by the ECU can be found here: <https://www.bbc.co.uk/contact/recent-ecu>

Programme	Service	Date of Transmission	Issue	Outcome
Midnight News	Radio 4	30/09/2019	Inaccurate report on comments by Cardinal Nichols	<a href="#">Resolved</a>
News reports on NHS PPE	Various	16-17/04/2020	Anti-Government bias x2	<a href="#">Not upheld</a>
News reports on NHS PPE	Various	16-17/04/2020	Source misidentified as head of NHS trust x 3	<a href="#">Resolved</a>
The Andrew Marr Show	BBC One	08/12/2019	Erroneous reference to criticism of Prime Minister	Not upheld
BBC News (6pm)	BBC One	06/04/2020	Failure to refer to domestic violence against men	Not upheld
Big Night In	BBC One	23/04/2020	Offensive to Christians	Not upheld
Breakfast	BBC One	12/04/2020	Bill Gates inappropriate contributor on vaccination x4	Not upheld
Nolan Live	BBC One Northern Ireland	20/05/2020	Offence to religious feeling	Not upheld
Breakfast	BBC One	12/03/2020	Misleading reference to herd immunity	Not upheld
The Andrew Marr Show	BBC One	01/12/2019	Inaccurate comment on Conservative record on NHS	Not upheld
Sportsound	Radio Scotland	25/03/2020	Offensive to include contribution from DUP MP x2	Not upheld
BBC News (10pm)	BBC One	22/01/2020	Bias against Israel	Not upheld
Newsnight	BBC Two	08/04/2020	Nurses inaccurately described as "lower paid"	Not upheld
Reporting Scotland	BBC One Scotland	18/05/2020	Inclusion of offensive and sectarian item	Not upheld
The Andrew Marr Show	BBC One	03/05/2020	Inaccurate paraphrase of WHO on origin of Covid 19	Not upheld

In addition, one further instance of the Resolved finding on Politics Live, BBC Two, 11 December 2019, noted in the report for 25 May – 7 June 2020, was sent.

96% of complaints (22 out of 23) dealt with between 8 – 21 June 2020 received a response within the target time.