

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 22 June – 5 July 2020, BBC Audience Services (Stage 1) received a total of **5,447** complaints about programmes. **10,176** 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
Lunchtime Live	BBC Radio Scotland	23/06/20	Bias against Scotland by not showing the First Minister's daily Coronavirus update in full/switching to Westminster.	146
Countryfile	BBC One	28/06/20	Report on members of the BAME community living in the countryside felt to be inaccurate.	572
Drivetime	BBC Radio Scotland	29/06/20	Bias against the police/offensive line of questioning.	104
BBC News (6pm)	Radio 4	02/07/20	Inaccurate description of the 'Reasoned UK' website / bias against Darren Grimes and/or David Starkey	628 (After invitations to complain were posted online)

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.

76% of all complaints dealt with between 22 June – 5 July 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 12 findings at Stage 2 between 22 June – 5 July 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
Outside Source	BBC News Channel	14/04/2020	Inaccuracy/bias on recent Covid-19 research	Partly upheld
News	BBC News Channel	24/04/2020	Insensitive to welfare of interviewee	Not upheld
RHS Chelsea Flower Show	BBC Two	20/05/2020	Favoured complainant's competitor	Not upheld
Horizon: The Restaurant that Burn Off Calories	BBC Two	20/04/2020	Insensitive to viewers with eating disorders	Not upheld
Ronnie Barbour	Radio Cambridgeshire	21/11/2019	Offensive to short people	Not upheld
News	BBC News Channel	04/01/2020	Bias in favour of Labour leadership candidate	Not upheld
PM	Radio 4	14/02/2020	Inappropriately aggressive interviewing	Not upheld
Question Time Leaders Special	BBC One	22/11/2019	Misleading statement about Jeremy Corbyn from questioner	Not upheld
BBC News (1pm)	BBC One	14/11/2019	Derogatory reference to Italy	Not upheld
Response by the Leader of the Opposition	BBC One	11/05/2020	Pro-Labour bias	Not upheld
News	BBC News Channel	31/01/2020	Alleged racism against white people	Not upheld
Drivetime	Radio Scotland	26/05/2020	Debate over education misleadingly described as "row"	Not upheld

92% of complaints (11 out of 12) dealt with between 22 June – 5 July 2020 received a response within the target time.