

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 3 - 16 August, BBC Audience Services (Stage 1) received a total of **12,550** complaints about programmes. **18,176** complaints in total were received at Stage 1.

BBC programmes which received more than 100²complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Points West/ News bulletins	BBC One (West)/ BBC News Channel	28/07/20 29/07/20	Use of the N-word during a report on a racist attack on an NHS worker in Bristol.	508 (after invitations to complain had been posted online, following News Channel re-broadcast of Points West report)
American History's Biggest Fibs with Lucy Worsley	BBC Two	01/08/20	Lucy Worsley's use of N-word in repeat of programme.	158
Breakfast	BBC One	10/08/20	Offensive/insensitive coverage of migrants crossing the Channel by boat.	8,340 (after invitations to complain were posted online)

92% of all complaints dealt with between 3 - 16 August 2020 received an initial response within the stage 1 target period of 10 working days.

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.

Recent BBC public responses to significant complaints at Stage 1 are published at:
<http://www.bbc.co.uk/complaints/complaint/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 9 findings at Stage 2 between 3 - 16 August 2020. Highlighted text links to published findings. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Newsnight	BBC Two	3/06/20	Misleading comparison between Covid-19 figures in the UK and Europe.	Not upheld
Art of Now, Raw Meat	Radio 4	28/04/20	Inappropriate content for time of day	Not Upheld
Last Tango in Halifax	BBC One	23/02/20	Use of strong language	Not Upheld
BBC News (10pm)	BBC One	26/05/20	Graphic images from ICU ward	Not Upheld
Canada's Drag Race (trail)	BBC Two	26/6/20	Inappropriate images pre-watershed	Not upheld
Today	Radio 4	25/04/20	Mary Wakefield unchallenged on lockdown account	Not upheld
Newsnight	BBC Two	18/09/19	Bias against Iran	Not Upheld
BBC News (10pm)	BBC One	18/05/20	Inappropriate comment about Scottish First Minister	Resolved
PM	Radio 4	14/02/20	Biased interview with man accused of transphobic tweets	Not Upheld

89% of complaints (8 out of 9) dealt with between 3-16 August 2020 received a response within the target time.