

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 17 - 30 August, BBC Audience Services (Stage 1) received a total of **7,817** complaints about programmes. **12,809** 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
The Trial of Alex Salmond	BBC Two	17/08/20	Bias against Alex Salmond.	939

83% of all complaints dealt with between 17 – 30 August 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:

<http://www.bbc.co.uk/complaints/complaint/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 19 findings at Stage 2 between 17 - 30 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/>

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.

Programme	Service	Date of Transmission	Issue	Outcome
Newsnight	BBC Two	26/05/2020	Bias against Dominic Cummings x11	Resolved
Newsnight	BBC Two	06/12/2019	Bias on Labour anti-Semitism	Not upheld
Today	Radio 4	24/04/2020	Bias in "essay" by David Hare	Not upheld
Panorama: Has the Government Failed the NHS?	BBC One	27/04/2020	Showed unhygienic practice by doctor	Not upheld
Good Morning Scotland	Radio Scotland	16/07/2020	Reference to male colleague's "brutal" haircut equated men with violence	Not upheld
Sunday Breakfast	Radio 5 Live	24/05/2020	Contributor's left-wing affiliations not mentioned	Not upheld
BBC Newsline	BBC One Northern Ireland	07/08/2020	Insufficient scrutiny of official Covid data	Not upheld
BBC News (10pm)	BBC One	26/11/2019	Bias on climate change	Not upheld
Today	Radio 4	06/05/2020	Pro-Government bias on Covid-19	Not upheld

100% of complaints (19 out of 19) dealt with between 17 – 30 August 2020 received a response within the target time.