

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 14 - 27 September, BBC Audience Services (Stage 1) received a total of **8,183** complaints about programmes. **13,578** 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
Frankie Boyle's New World Order	BBC Two	10/09/20	Offensive humour.	1,305

91% of all complaints dealt with between 14 - 27 September 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 8 findings at Stage 2 between 14 - 27 September 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
The Paddy Raff Show	BBC One Northern Ireland	10/07/2020	Mockery of Catholicism	Not upheld
Any Answers?	Radio 4	04/04/2020	Bias against male victims of domestic abuse	Not upheld
No Country for Young Women	BBC Sounds		Stereotyping of white women x2	Not upheld
Breakfast	BBC One	15/07/2020	Endorsement of criminal activity in connection with statue	Not upheld
The News Quiz	Radio 4	06/06/2020	Left wing bias	Not upheld
The Kemps: All True	BBC Two	05/07/2020	Offensive language	Not upheld
Peter Kay's Car Share Special	BBC iPlayer		Bias against breast-feeding	Not upheld

100% of complaints (8 out of 8) dealt with between 14 - 27 September 2020 received a response within the target time.