

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 28 September – 11 October 2020, BBC Audience Services (Stage 1) received a total of **4,121** complaints about programmes. **8,928** 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 Andrew Marr Show	BBC One	04/10/20	Bias both for and against Boris Johnson	144
Top Gear	BBC One	04/10/20	Dangerous driving / offensive language or humour.	119
Nolan Live	BBC One Northern Ireland	07/10/20	Unfair to challenge members of the public not wearing face masks.	440

85% of all complaints dealt with between 28 September – 11 October 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 18 findings at Stage 2 between 28 September – 11 October 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
Meat: A Threat to Our Planet?	BBC One	25/11/2019	Inaccuracy/ impartiality	Partly upheld
Phil Ellis is Trying (series 1)	BBC Sounds		Inaccuracy/ infringement of privacy	Partly upheld
Ambulance	BBC One	18/06/2020	Infringement of privacy	Upheld
Politics Scotland	BBC One Scotland	17/05/2020	Bias, no right of reply for Scottish Government	Partly upheld
Breakfast	BBC One	07/06/2020	Inaccuracy in connection with George Floyd's death	Resolved
BBC News (10pm)	BBC One	06/06/2020	Inaccuracy in report of demonstration	Resolved
The Nine	BBC Scotland	24/08/2020	Failed to clarify roles of Scottish and UK Governments	Not upheld
Talkback	Radio Ulster	17/08/2020	Bias in discussion about face coverings	Not upheld
News bulletin (8.30am)	Radio 4	05/09/2020	Implied doubt about "climate emergency" x4	Not upheld
Meanwhile in Beijing	Radio 4	27/05/2020	Failed to note China's human rights abuses	Not upheld
BBC News (1pm)	BBC One	27/12/2019	Inappropriate reference to Lady Hale's "army" of admirers	Not upheld
The Bottom Line	Radio 4	23/07/2020	Inappropriate reference to "murder" of James Floyd	Not upheld
BBC News (6pm & 10pm)	BBC One	24/06/2020	Bias against police	Not upheld

In addition, two resolved findings were reached about the 26 May edition of **Newsnight** on BBC Two, a summary of which was published on 3 September at <https://www.bbc.co.uk/contact/ecu/newsnight-bbc-two-26-may-2020>.

61% of complaints (11 out of 18) dealt with between 28 September – 11 October 2020 received a response within the target time.