

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 31 August – 13 September, BBC Audience Services (Stage 1) received a total of **27,800** complaints about programmes. **32,654** 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
Today	Radio 4	08/09/20	Inaccurate to suggest there is debate about whether climate change is an 'emergency'.	116
Breakfast	BBC One	04/09/20	Incorrect flag used to illustrate Northern Ireland	271

Note: Report amended on 06/10/20 to include the issue relating to Breakfast.

96% of all complaints dealt with between 31 August – 13 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)

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.

The Executive Complaints Unit made 15 findings at Stage 2 between 31 August – 13 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/>

Programme	Service	Date of Transmission	Issue	Outcome
Life and Birth	BBC One	Date withheld	Infringement of privacy	Upheld
Newsnight	BBC Two	25/06/2020	Bias on Labour anti-Semitism issue	Not upheld
Start the Week	Radio 4	06/04/2020	Anti-male sexism	Not upheld
Ranganation	BBC Two	31/05/2020	Use of Christian holy names	Not upheld
News	BBC News Channel	24/06/2020	No challenge to pro-abortion speakers	Not upheld
TOTP2	BBC Two	16/05/2020	Inappropriate comments about trans performer	Not upheld
Breakfast	BBC One	23/06/2020	Biased reporting of "white lives matter" incident	Not upheld
Newsnight	BBC Two	14/04/2020	Government goal for Covid-19 testing misrepresented as "absolute promise"	Not upheld
Ocean Autopsy	BBC Four	08/06/2020	Misleading about effect of greenhouse gases on oceans	Not upheld
Newsnight	BBC Two	20/11/2019	Inaccuracy in connection with Prince Andrew	Not upheld
News bulletins	BBC One	25/05/20	Bias against Dominic Cummings x2	Not upheld
Newsnight	BBC Two	26/05/2020	Insufficient action to remedy breach of impartiality	Not upheld
Question Time	BBC One	20/02/2020	Failure to challenge alleged racism	Not upheld
Jeremy Vine	Radio 1	10/12/2019	Bias against Prime Minister	Not upheld

93% of complaints (14 out of 15) dealt with between 31 August – 13 September 2020 received a response within the target time.