

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- 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 26 October – 8 November 2020, BBC Audience Services (Stage 1) received a total of **6,304** complaints about programmes. **13,321** complaints in total were received at Stage 1.

BBC programmes which received more than 100<sup>2</sup>complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
US Elections 2020: Election Night	BBC One & News Channel	04/11/2020	Bias against Donald Trump.	150
Six Nations Rugby: Ireland v France	BBC One & Two	31/10/2020	Offensive commentary.	414

93% of all complaints dealt with between 26 October – 8 November 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 9 findings at Stage 2 between 26 October – 8 November 2020. Highlighted text links to published findings. Further information on complaints which were upheld

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<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

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
Front Row	Radio 4	22/05/2020	Derogatory comments about artists	Not upheld
Peter Kay's Car Share	BBC One	24/07/2020	Offensive reference to lollipop lady	Not upheld
Breakfast	BBC One	18/06/2020	Aggressive interviewing of Dominic Raab	Not upheld
Dad's Army	BBC Two	16/05/2020	Racially offensive reference	Not upheld
Newsnight	BBC Two	18/06/2020	Biased and inaccurate in relation to Tavistock Clinic	Not upheld
Look North	BBC One (Yorkshire)	06/08/2020	Alleged anti-white racism	Not upheld
BBC News Special	BBC News Channel	30/09/2020	Inaccuracy about Covid hospital admissions	Not upheld
Coronavirus update	BBC Scotland	23/10/2020	Used as partisan platform	Not upheld
The Trial of Christine Keeler (Series 1)	BBC One		Inaccuracies about court procedure	Not upheld

89% of complaints (8 out of 9) dealt with between 26 October – 8 November 2020 received a response within the target time.