

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 23 November – 6 December 2020, BBC Audience Services (Stage 1) received a total of **4,146** complaints about programmes. **9,214** 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	29/11/2020	Bias against SNP in interview with First Minister Nichola Sturgeon	161
Strictly Come Dancing	BBC One	05/12/2020	Felt it inappropriate for male professional dancers to be dressed in drag for the opening dance	141
Have I Got News For You	BBC One	04/12/20	Offensive humour	105

94% of all complaints dealt with between 23 November – 6 December 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 16 findings at Stage 2 between 23 November – 6 December 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
Six Nations Rugby	BBC Two	31/10/2020	Insensitive reference to eating disorder	Resolved
Comedians: Home Alone	BBC Two	29/06/2020	“Pornographic” image x2	Not upheld
Today	Radio 4	29/06/2020	“Misrepresentation” of Rebecca Long-Bailey	Not upheld
Antiques Road Show	BBC One	26/07/2020	Derogatory comments about Catholics	Not upheld
Famalam	BBC Three	02/11/2020	Stereotyping of white people	Not upheld
Asian Network’s Big Debate	BBC Asian Network	05/08/2020	Anti-Hindu bias	Not upheld
The World at One	Radio 4	22/07/2020	Failure to mention Kier Starmer’s Jewish affiliations	Not upheld
Top Gear	BBC One	04/10/2020	Casual use of holy names	Not upheld
The Mole: Infiltrating North Korea	BBC Four	13/10/2020	Unfair treatment of UK-Korean Friendship Association	Not upheld
News bulletin (7am)	Radio 4	17/05/2020	Irrelevant reference to organisation’s popularity “with black students”	Not upheld
BBC News	BBC One	25/05/2020	Inaccuracy about Dominic Cummings	Not upheld
Today	Radio 4	04/06/2020	Played down violence at BLM protest	Not upheld
Breakfast	Radio Solent	20/10/2020	Offensive impression of Ronan Keating	Not upheld
BBC News (10pm)	BBC One	08/07/2020	Misleading about impact of Covid restrictions on business	Not upheld

Nolan Live	BBC One Northern Ireland	07/10/2020	Harassment of people not wearing facemasks	Not upheld
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88% of complaints (14 out of 16) dealt with between 23 November – 6 December 2020 received a response within the target time.