

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 7 – 20 December 2020, BBC Audience Services (Stage 1) received a total of **9,513** complaints about programmes. **13,670** 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 Vicar of Dibley in Lockdown	BBC One	14/14/2020	Unhappy episode included reference to 'Black Lives Matter' movement	266
The Andrew Marr Show	BBC One	13/12/2020	Felt Marr interrupted Ed Miliband too much and was defending the government over Brexit	177
Breakfast	BBC One	18/12/20	Aggressive behaviour toward schools minister	111

95% of all complaints dealt with between 7 – 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 35 findings at Stage 2 between 7 – 20 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
Taking Control: The Dominic Cummings Story	BBC Two	18/03/2020	Inaccuracy	Partly upheld
Semi-Detached	BBC Two	27/08/2020	Male nudity	Not upheld
Frankie Boyle's New World Order	BBC Two	12/08/2020	Objects to "kill Whitey" reference x9	Not upheld
News	BBC News Channel	16/09/2020	Inaccuracy about US Covid deaths	Not upheld
BBC News (7pm)	BBC One	07/06/2020	Allegation of police racism not challenged	Not upheld
BBC News (6pm)	BBC One	24/07/2020	Anti-Government bias	Not upheld
Talkback	Radio Ulster	26/08/2020	Pro-Republican bias	Not upheld
Top Gear	BBC One	25/10/2020	Encouraged dangerous imitation	Not upheld
Wales Today	BBC One Wales	02/10/2020	Objected to question being asked in Welsh	Not upheld
The Nolan Show	Radio Ulster	12/11/2020	Inaccuracy by presenter	Not upheld
You and Yours	Radio 4	11/11/2020	Inaccuracy about travel industry's contribution to the economy	Not upheld
Woman's Hour	Radio 4	20/10/2020	Organisations wrongly labelled transphobic x5	Not upheld
Have I Got News for You	BBC One	20/11/2020	Offensive joke about bombing Glastonbury	Not upheld
BBC News (10pm)	BBC One	11/08/2020	Inaccuracy about Stephen Lawrence murder investigation	Not upheld
Outside Source	BBC News Channel	21/09/2020	Public figure inappropriately identified as Jewish	Not upheld

Football Phone-in	Radio WM	25/09/2020	Offensive comment by caller	Not upheld
Top Gear	BBC One	01/11/2020	Inappropriate reference to diabetes	Not upheld
BBC News (9pm)	BBC One	10/06/2020	Aggressive interviewing of MP	Not upheld
News	BBC News Channel	24/06/2020	Pro-abortion bias	Not upheld
Woman's Hour	Radio 4	26/10/2020	Anti-abortion bias	Not upheld
BBC National Short Story Award	Radio 4	16/09/2020	Objects to personal references x3	Not upheld

54% of complaints (19 out of 35) dealt with between 7 – 20 December 2020 received a response within the target time.