

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 4 - 17 January 2021, BBC Audience Services (Stage 1) received a total of **6,709** complaints about programmes. **14,161** 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	03/01/2021	Bias against Boris Johnson.	208
Breakfast	BBC One	04/01/2021	Offensive reference to airline cabin crew.	717
Countryfile	BBC One	10/01/2021	Unhappy with the feature on black hiking/nature groups.	161

94% of all complaints dealt with between 4 – 17 January 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 21 findings at Stage 2 between 4 – 17 January 2021. 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
Look North	BBC One (Yorkshire & Lincolnshire)	17/08/2020	Bias against cyclists	Not upheld
Newsnight	BBC Two	17/11/2020	Biased approach to interview on Labour anti-Semitism x14	Not upheld
Brexitcast	BBC One	12/11/2020	Objected to use of “nitty-gritty”	Not upheld
BBC News Special	BBC One	23/03/2020	Pro-Government bias	Not upheld
Today	Radio 4	27/11/2020	Inaccuracy about Jeremy Corbyn	Not upheld
Newsnight	BBC Two	26/05/2020	Bias against Dominic Cummings	Resolved ⁴
Newsnight	BBC Two	13/10/2020	Inaccurate suggestion that Government had ignored SAGE advice	Not upheld
Football Focus	BBC One	05/12/2020	Pro-BLM bias	Not upheld

100% of complaints (21 out of 21) dealt with between 4 – 17 January 2020 received a response within the target time.

⁴ A finding on earlier complaints about this issue was posted on 3 September 2020 at <https://www.bbc.co.uk/contact/ecu/newsnight-bbc-two-26-may-2020>.