

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 1 - 14 March 2021, BBC Audience Services (Stage 1) received a total of **6,385** complaints about programmes. **12,525** 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 |
|--|---------|----------------------|--|----------------------|
| Politics Live | BBC Two | 01/03/2021 | Inappropriate to discuss 'Should Jews Count as an Ethnic Minority?' | 104 |
| Why Is Covid Killing People of Colour? | BBC One | 02/03/2021 | Felt the premise of the programme was racist/incorrect to claim racism explains health inequality. | 185 |
| Politics Live: The Budget | BBC Two | 03/03/2021 | Bias in favour of Rishi Sunak. | 150 |
| Breakfast | BBC One | 08/03/2021 | Guest's views on the Royal Family felt to be offensive or biased against them. | 192 |

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.

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|-----------|---------|------------|--------------------------------|-----|
| Breakfast | BBC One | 13/03/2021 | Bias against the Royal Family. | 123 |
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92% of all complaints dealt with between 1 – 14 March 2021 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 27 findings at Stage 2 between 1 – 14 March 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 |
|--|------------------|----------------------|---|------------------------|
| Chiles on Friday | Radio 5 Live | 01/01/2021 | Misleading impression of Covid incidence among children | Upheld |
| BBC News (1pm) | BBC One | 28/05/2020 | Inaccurate report of Durham Police statement about Dominic Cummings | Upheld |
| The Papers | BBC News Channel | 06/12/2020 | Offensive language | Not upheld |
| Newsnight | BBC Two | 17/11/2020 | Biased approach to interview on Labour anti-Semitism | Not upheld |
| Panorama: China's Coronavirus Cover-up | BBC One | 27/07/2020 | Bias against China x2 | Not upheld |
| Today | Radio 4 | 19/11/2020 | Bias against Jeremy Corbyn | Not upheld |
| Strictly Come Dancing | BBC One | 19/12/2020 | "Blatant projection of homosexuality" | Not upheld |
| Have I Got News for You | BBC One | 16/10/2020 | Condoned violence against men | Not upheld |
| Breakfast | BBC One | 03/12/2020 | Rude and aggressive towards Health Secretary | Not upheld |
| Have I Got News for You | BBC One | 04/12/2020 | Offensive joke about Joe Biden x2 | Not upheld |

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|---------------------------------|--------------------------|------------|---|------------|
| Midlands Today | BBC One (West Midlands) | 12/12/2020 | Bias against protestors in support of Indian farmers | Not upheld |
| BBC News (6pm) | BBC One | 14/01/2021 | Misleading vaccination figures | Not upheld |
| Frankie Boyle's New World Order | BBC Two | 01/10/2020 | Anti-English bias | Not upheld |
| Being Black at Cambridge | BBC News Channel | 11/10/2020 | Factitious concern about racism | Not upheld |
| Frankie Boyle's New World Order | BBC Two | 09/09/2020 | Objects to "Kill Whitey" reference | Not upheld |
| RuPaul's Drag Race UK | BBC Three | 14/01/2021 | Offensive colostomy reference | Not upheld |
| Breakfast | BBC One | 20/01/2021 | Biased interview with Home Secretary | Not upheld |
| Breakfast | BBC One | 12/02/2021 | Biased interview with Home Office Minister | Not upheld |
| Today | Radio 4 | 06/01/2021 | Faulty analysis of Covid trend | Not upheld |
| Newsnight | BBC Two | 08/01/2021 | Misleading use of graphs for Covid incidence | Not upheld |
| BBC News (10pm) | BBC One | 23/01/2021 | Failed to cover Scottish League Cup semi-final | Not upheld |
| The View | BBC One Northern Ireland | 25/02/2021 | Offensive portrayal of relations between UK nations x2 | Not upheld |
| News | BBC News Channel | 06/02/2021 | Bias against protestors in support of Indian farmers x2 | Not upheld |

93% of complaints (26 out of 27) dealt with between 1 – 14 March 2021 received a response within the target time.