

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 12 - 25 April 2021, BBC Audience Services (Stage 1) received a total of **13,909** complaints about programmes. **21,796** 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
All That Glitters: Britain's Next Jewellery Star	BBC Two	13/04/2021	Offensive humour.	664
The Funeral Of HRH The Prince Philip, Duke Of Edinburgh	BBC One	17/04/2021	Factual errors / offence.	147
BBC News (10.10pm)	BBC One	17/04/2021	Disrespectful to reference the relationship between Prince William and Prince Harry.	316
The Andrew Marr Show	BBC One	18/04/2021	Bias in favour of the Royal Family.	234

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.

EastEnders	BBC One	19/04/2021	Violence.	106
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99% of all complaints dealt with between 12 – 25 April 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 26 findings at Stage 2 between 12 - 25 April 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
Today	Radio 4	20/01/2021	Unfair characterisation of Conservative Home	Partly upheld
Newsnight	BBC Two	17/11/2020	Biased approach to interview on Labour anti-Semitism	Not upheld
Politics Live: Budget 2021	BBC Two	03/03/2021	Biased towards Rishi Sunak	Not upheld
Pirates of the Caribbean: Salazar's Revenge	BBC One	30/01/2021	Excessive violence before the watershed	Not upheld
News	BBC News Channel	26/02/2021	Pro-Israel bias	Not upheld
Mike Sweeney	Radio Manchester	05/03/2021	Guest not qualified to give mental health advice	Not upheld
I'm Sorry I Haven't a Clue	Radio 3	13/12/2020	Objects to "racist" play on words	Not upheld
Wake Up to Money	Radio 5 Live	15/12/2020	Misleading about increase in Universal Credit claims by women	Not upheld
The One Show	BBC One	09/09/2020	Bias on climate change and President Trump	Not upheld
Horrible Histories	BBC iPlayer		Inappropriate racial stereotype	Not upheld

Today	Radio 4	28/12/2020	Objected to views of guest editor	Not upheld
The World at One	Radio 4	24/02/2021	Bias against Scottish government	Not upheld
Today	Radio 4	12/11/2020	Offensive description of Dominic Cummings	Not upheld
Pooch Perfect	BBC One	07/01/2021	Unhygienic to kiss dogs	Not upheld
Horizon: Feast to Save the Planet	BBC Two	04/01/2021	Misleading about causes of climate change	Not upheld
Salama El-Wardany	Radio 5 Live	28/02/2021	Presenter endorsed caller's opinion on vaccination	Not upheld
BBC News (10pm)	BBC One	10/07/2020	Serbs unduly blamed for war crimes	Not upheld
BBC News (various times)	BBC One	21/11/2020	Archive footage not labelled	Not upheld
Rethink Fairness	Radio 4	08/01/2021	Inaccurate dating of UK "baby boom"	Not upheld
News	BBC News Channel	09/03/2021	Endorsed view that UK press is racist	Not upheld
Confronting Holocaust Denial with David Badiel	BBC Two	25/01/2021	Unsuitable choice of presenter	Not upheld
News	BBC News Channel	27/01/2021	Unfairly blamed Prime Minister for Covid deaths	Not upheld
BBC News (1pm)	BBC One	10/02/2021	Anti-Trump bias	Not upheld
Ski Sunday	BBC Two	21/02/2021	Inappropriate reference to lack of diversity x2	Not upheld
Breakfast	BBC One	06/03/2021	Inaccurate reference to Glasgow Rangers FC	Not upheld

88% of complaints (23 out of 26) dealt with between 12 - 25 April 2021 received a response within the target time.