

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 15 - 28 March 2021, BBC Audience Services (Stage 1) received a total of **14,558** complaints about programmes. **20,241** 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
Breakfast	BBC One	18/03/2021	Felt Charlie Stayt and Naga Munchetty acted unprofessionally towards Robert Jenrick when making comments about the Union flag and the Queen. Invitations to complain were posted online	6,498
Sportsound	Radio Scotland	19/03/2021	Unhappy with Michael Stewart's comments about allegations of racial abuse during the Rangers v Slavia Prague match. Invitations to complain were posted online	1,069

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	22/03/21	Felt the storyline was inappropriate and biased against people who do not want/cannot have the Covid vaccine	684
Line of Duty	BBC One	21/03/2021	Unhappy that a character with Down's Syndrome was referred to as the "local odd ball"	323
The Andrew Marr Show	BBC One	28/03/2021	Felt the omission of the Sunday Mirror front page review was bias in favour of the government/Boris Johnson	152
BBC News at Six and Ten	BBC One	15/03/2021	Felt the special report 'Lockdown, A Year On' was biased against the Government and/or too negative	122

96% of all complaints dealt with between 15 – 28 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 18 findings at Stage 2 between 15 - 28 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/complaints-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Newsnight	BBC Two	17/11/2020	Biased approach to interview on Labour anti-Semitism	Not upheld
BBC News (1pm)	BBC One	15/01/2021	Anti-male bias	Not upheld
Top of the Pops: The Story of 1985/99	BBC Two	12 & 24/07/2020	Offensive language	Not upheld
Some Mothers Do 'Ave 'Em	BBC Two	21/12/2020	Homophobia	Not upheld

Panorama: Vaccines: The Disinformation War	BBC One	15/02/2021	False and misleading information about Covid vaccines x3	Not upheld
Panorama: I Can't Breathe: Black and Dead in Custody	BBC One	18/01/2021	Anti-police bias x2	Not upheld
The Andrew Marr Show	BBC One	14/06/2020	Right-wing bias in newspaper review	Not upheld
BBC News (10pm)	BBC One	09/12/2020	Exaggerated risk of vaccine side-effects	Not upheld
Sunday Politics	BBC One (Northern Ireland)	14/02/2021	Overstated level of protection from 2 nd vaccination	Not upheld
Six Nations Rugby	BBC One	27/02/2021	Post-match interview unfair to England captain	Not upheld
BBC News (10pm)	BBC One	19/02/2021	Undr-reporting of court ruling on Government PPE contracts	Not upheld
Ski Sunday	BBC Two	21/02/2021	Inappropriate reference to lack of diversity x4	Not upheld

100% of complaints (18 out of 18) dealt with between 15 - 28 March 2021 received a response within the target time.