

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- 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 10 - 23 May 2021, BBC Audience Services (Stage 1) received a total of **10,579** complaints about programmes. **42,239** complaints in total were received at Stage 1.

BBC programmes which received more than 100<sup>2</sup>complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
BBC News (10pm)	BBC One	10/05/2021	Bias in favour of Israel	2,783 (after invitations to complain were posted online).
Newsnight	BBC Two	10/05/2021	Bias in favour of Israel	443 (after invitations to complain were posted online).
BBC News (1pm)	BBC One	11/05/2021	Offensive reference to State Opening of Parliament / Bias against the government	356
FA Cup Match of the Day Live: Final – Chelsea v Leicester	BBC One	15/05/2021	Bias in favour of Leicester City FC	124

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<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

BBC News (2pm)	BBC News Channel	18/05/2021	Bias in favour of Israel	1943 (after invitations to complain were posted online)
Eurovision Song Contest	BBC One	22/05/2021	Offensive or disrespectful commentary and humour / claims a contestant could be seen taking drugs	229
Sunday Politics	BBC One	23/05/2021	Misrepresentation of protests in support of Palestinians	818 (after invitations to complain were posted online)

93% of all complaints dealt with between 10 - 23 May 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 19 findings at Stage 2 between 10 - 23 May 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
Asian Network's Big Debate	Asian Network	01/03/2021	Offensive language (in Punjabi) x2	<a href="#">Resolved</a>
BBC News (6pm)	BBC One	26/02/2021	Insufficient correction of error about Alex Salmond x2	Not upheld
The Sunday Show	BBC Scotland	28/03/2021	Anti-Palestinian bias	Not upheld
All That Glitters: Britain's Next Jewellery Star	BBC Two	13/04/2021	Objects to "white straight man" reference x4	Not upheld
The Stephen Nolan Show	Radio Ulster	12/04/2021	Inappropriate to discuss coverage of Prince Philip's death	Not upheld

Breakfast	BBC One	16/03/2021	Feminist agenda in item on rape convictions	Not upheld
The Nine	BBC Scotland	30/03/2021	Biased choice of contributors	Not upheld
BBC News (6pm)	BBC One	19/11/2020	Misleading impression of Covid deaths in Scotland	Not upheld
Newsnight	BBC Two	14/09/2020	Anti-Brexit bias x2	Not upheld
What Planet Are We On?	BBC Sounds		Misleading about effect of education on climate change	Not upheld
The World at One	Radio 4	17/03/2021	Anti-Government bias about handling of Covid	Not upheld
5 Live Drive	Radio 5 Live	29/03/2021	Pro-Government bias about handling of Covid	Not upheld
The One Show	BBC One	14/04/2021	Inaccuracy about leasehold properties	Not upheld

79% of complaints (15 out of 19) dealt with between 10 – 23 May 2021 received a response within the target time.