

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 26 April – 9 May 2021, BBC Audience Services (Stage 1) received a total of **7,644** complaints about programmes. **14,809** 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
BBC News (6pm)	BBC One	26/04/2021	Bias against Boris Johnson.	142
Breakfast	BBC One	27/04/2021	Bias against Boris Johnson.	112
BBC News Special: Coronavirus Update	BBC One	28/04/2021	Inappropriate line of questioning / bias against Boris Johnson.	602
Have I Got News For You	BBC One	30/04/2021	Offensive humour.	606

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.

Question Time	BBC One	06/05/2021	Lack of coverage of Fire Safety Bill/cladding amounting to bias in favour of Robert Jenrick / offensive comments about the French.	763
Election 2021	BBC One & News Channel	08/05/2021	Bias for and against the SNP & Scottish independence / offensive terminology / Bias against the Government or in favour of Labour.	169

96% of all complaints dealt with between 26 April – 9 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 15 findings at Stage 2 between 26 April – 9 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
Panorama: Boxing and the Mob	BBC One	01/02/2021	Objects to use of traumatic CCTV footage	Not upheld
File on Four	Radio 4	19/01/2021	Misleading about female perpetrators of child sexual abuse	Not upheld
Breakfast	BBC One	05/02/2021	Censorship of Government Minister	Not upheld
BBC News (6pm)	BBC One	30/12/2020	Biased questioning of Prime Minister	Not upheld
Newsline	BBC One Northern Ireland	26/03/2021	Conflated Catholic with Roman Catholic	Not upheld

Hardtalk	BBC News Channel	15/01/2021	Objects to interview with Epstein associate	Not upheld
News (6pm)	Radio 4	11/03/2021	Bias against Royal Family	Not upheld
News	BBC London	01/02/2021	Bias against Haringey Council	Not upheld
Comic Relief	BBC One	19/03/2021	Casual use of holy names	Not upheld
Winterwatch	BBC Two	26/01/2021	Ignored health risk from brown rats	Not upheld
Election 2021 Scotland: The Leaders' Debate	BBC One Scotland	30/03/2021	Bias against SNP	Not upheld
Today	Radio 4	15/03/2021	Bias against the police	Not upheld
Good Morning Ulster	Radio Ulster	01/04/2021	Motive wrongly imputed to Sinn Fein, DUP	Not upheld
Breakfast	BBC One	25/01/2020	Misleading about Ofcom list of protected events	Not upheld
Off The Ball	Radio Scotland	28/03/2021	Pro-SNP bias	Not upheld

100% of complaints (15 out of 15) dealt with between 26 April – 9 May 2021 received a response within the target time.