

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 24 May – 6 June 2021, BBC Audience Services (Stage 1) received a total of **4,631** complaints about programmes. **9,911** 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
Sunday Politics	BBC One	23/05/21	Misrepresentation of protests in support of Palestinians.	891 (after invitations to complain were posted online).
BBC News (10pm)*	BBC One	24/05/21	Bias against Israel/ graphic images of Israeli-Palestinian conflict.	104
Adrian Chiles	Radio 5 Live	26/05/21	Inaccurate/offensive comments about the Hillsborough disaster not sufficiently challenged.	326

84% of all complaints dealt with between 24 May – 6 June 2021 received an initial response within the stage 1 target period of 10 working days.

*Note this report was edited on 11 June 2021 to correct the time of the bulletin.

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.

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 24 May – 6 June 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
Newsnight	BBC Two	1611/2020	Misleading about proportion of BAME applicants accepted as postgraduates	Upheld
Breakfast	BBC One	18/03/2021	Thought presenters mocked Union Flag x5	Not upheld
All That Glitters: Britain's Next Jewellery Star	BBC Two	13/04/2021	Objected to "white straight man" reference x4	Not upheld
Desert Island Discs	Radio 4	02/04/2021	Guest's views harmful to ME sufferers	Not upheld
My Unique B&B	BBC Two	05/03/2021	Contributor misdescribed as master craftsman	Not upheld
Have I Got News for You	BBC One	09/04/2021	Offended by joke about Israel	Not upheld
BBC News (1pm)	BBC One	24/03/2021	Pro-Government bias	Not upheld
Why is Covid Killing People of Colour?	BBC One	02/03/2021	Mistaken imputation of racism	Not upheld
The Nolan Show	Radio Ulster	06/04/2021	Presenter rude to caller x3	Not upheld
BBC News (6pm)	BBC One	28/10/2020	Bias against US police	Not upheld
Have I Got a Bit More News for You	BBC Two	12/04/2021	Offended by joke about Israel	Not upheld
The Andrew Marr Show	BBC One	03/01/2021	Biased interview with Prime Minister	Not upheld
BBC News (6pm)	BBC One	26/01/2021	Excessive focus on Covid-related issues	Not upheld
Countryfile	BBC One	11/04/2021	Mistreatment of wildlife habitat	Not upheld
Final Score	BBC One	05/12/2020	Suggested fans were racist	Not upheld

Newsroom Live	BBC Two	10/12/2019	Pro-Conservative bias	Not upheld
The One Show	BBC One	27/01/2021	Incorrect information about sunflower lanyard	Not upheld
Breakfast	BBC One	28/01/2021	Misleading claim about exercise	Not upheld

96% of complaints (26 out of 27) dealt with between 24 May – 6 June 2021 received a response within the target time.