

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 7 - 20 June 2021, BBC Audience Services (Stage 1) received a total of **11,693** complaints about programmes. **16,265** 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
EastEnders	BBC One	08/06/21	Inappropriate storyline about a pet rabbit.	267
Newsround	CBBC	08/06/2021	Inaccuracy re safety of Pfizer vaccine for use in children.	171
Euro 2020: Denmark v Finland	BBC One	12/06/21	Intrusive footage of player receiving medical treatment.	6,417

83% of all complaints dealt with between 7 – 20 June 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 26 findings at Stage 2 between 7 - 20 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
Antiques Roadshow	BBC One	21/02/2021	Inaccuracy about the size of the Lake District National Park	Resolved
Reporting Scotland	BBC One Scotland	08/03/2021	Inaccurate reference to “relegation” of football club	Resolved
Good Morning Scotland	Radio Scotland	11/02/2021	Inaccurate statement about efficacy of Covid vaccination	Upheld
Today	Radio 4	31/03/2021	Inaccuracy about Low Traffic Neighbourhoods	Resolved
BBC News (6pm)	BBC One	26/02/2021	Misquotation of Alex Salmond x2	Resolved
Today	Radio 4	26/12/2020	Anti-Brexit bias	Not upheld
All That Glitters: Britain’s Next Jewellery Star	BBC Two	13/04/2021	Objects to “white straight man” reference	Not upheld
Fern Britton’s Holy Land Journey	BBC One	04/04/2021	Misleading statement about Israeli security barrier	Not upheld
File on 4	Radio 4	19/01/2021	Misleading about female perpetrators of sexual abuse	Not upheld
The Andrew Marr Show	BBC One	03/01/2021	Bias against Prime Minister	Not upheld
Line of Duty	BBC One	21/03/2021	Offence to religious feeling	Not upheld
Politics Live	BBC Two	25/11/2020	Misleading about Jeremy Corbyn’s response to EHRC report	Not upheld
Have I Got News for You	BBC One	09/04/2021	Bias against Israel	Not upheld
News	BBC News Channel	18/05/2021	Bias against Palestinians x9	Not upheld

Newsnight	BBC Two	27/01/2021	Failure to challenge MP's claim about asymptomatic transmission of Covid	Not upheld
Colin Murray	Radio 5 Live	30/05/2021	"Hate speech" directed at complainant	Not upheld
Newsnight	BBC Two	14/09/2020	Anti-Brexit bias	Not upheld

76% of complaints (20 out of 26) dealt with between 7 - 20 June 2021 received a response within the target time.