

## 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 5 – 18 July 2021, BBC Audience Services (Stage 1) received a total of **5,114** complaints about programmes. **9,824** 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
Wimbledon	BBC One	05/07/2021	Insensitive analysis of player's medical treatment/retirement from match.	252
Euro 2020: England v Italy	BBC One	11/07/2021	Bias in favour of England / inappropriate or offensive commentary/analysis.	133

91% of all complaints dealt with between 5 – 18 July 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)

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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.

The Executive Complaints Unit made 16 findings at Stage 2 between 5 – 18 July 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
Sunday Breakfast	Radio 5 Live	11/04/2021	Insufficient challenge to “racist” comment	Not upheld
BBC News (6pm)	BBC One	18/11/2020	Misreporting of Jeremy Corbyn	Not upheld
BBC News (10pm)	BBC One	24/05/2021	Bias against Israel	Not upheld
The World at One	Radio 4	01/04/2021	Biased account of rape allegation	Not upheld
BBC News (6pm)	BBC One	23/03/2021	Bias against Welsh government	Not upheld
Trail for RuPaul’s Drag Race	BBC One	24/01/2021	Unsuitable before watershed	Not upheld
Breakfast	BBC One	27/04/2021	Should have identified anonymous source	Not upheld
Coronavirus Daily Update	BBC News Channel	08/02/2021	Inaccurate about transmissibility of variant	Not upheld
Good Morning Ulster	Radio Ulster	01/06/2021	Stigmatised Leave voters	Not upheld
Breakfast	BBC One	08/05/2021	Implied Labour was in government	Not upheld
News (11am)	Radio 4	22/01/2021	Gratuitous reference to Jews	Not upheld
Faith, Lies and Conversion Therapy	Radio 4	09/03/2021	Bias against Christianity	Not upheld
Today	Radio 4	14/05/2021	Ignored racism against Duchess of Sussex	Not upheld
The World at One	Radio 4	11/03/2021	Inaccuracy about Glastonbury	Not upheld
The Andrew Marr Show	BBC One	03/01/2021	Bias against Prime Minister	Not upheld
Have I Got a Bit More News for You	BBC One	12/04/2021	Bias against Israel	Not upheld

94% of complaints (15 out of 16) dealt with between 5 – 18 July 2021 received a response within the target time.