

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 19 July – 1 August 2021, BBC Audience Services (Stage 1) received a total of **6,521** complaints about programmes. **11,097** 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 (10pm)	BBC One	19/07/2021	Bias against Boris Johnson/in favour of Dominic Cummings.	183
BBC News Special: Dominic Cummings – The Interview	BBC Two	20/07/2021	Bias against Boris Johnson/in favour of Dominic Cummings.	201

95% 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)

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.

The Executive Complaints Unit made 19 findings at Stage 2 between 19 July – 1 August 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
News, various	Various	21/04/2021	Inaccuracy about Sir James Dyson x2	Resolved
Question Time	BBC One	27/09/2021	Inaccuracy about Covid testing figures	Resolved
BBC News (6pm)	BBC One	18/05/2021	Inaccuracy about UN Security Counsel	Not upheld
The Reunion	Radio 4	09/04/2021	Offensive use of “hunchback”	Not upheld
Mid-morning	Radio Humberside	25/03/2021	Bias towards vaccine passports	Not upheld
Newsnight	BBC Two	11/03/2021	Anti-male bias	Not upheld
Euro 2020	BBC One	12/06/2021	Pundit encouraged children to cheat x2	Not upheld
Morning Live	BBC One	17/06/2021	Made light of drinking during pregnancy	Not upheld
There Was a Young Fellow Named Palin	Radio 4 Extra	03/01/2021	Offensive limerick	Not upheld
Breakfast	BBC One	22/03/2021	Pro-EU bias	Not upheld
All That Glitters: Britain’s Next Jewellery Star	BBC Two	13/04/2021	Objects to “white straight male” comment x2	Not upheld
5 Live Breakfast	Radio Five Live	11/03/2021	Lack of impartiality on banning e-collars for dogs	Not upheld
BBV London News	BBC One (London)	01/05/2021	Pro-Labour bias	Not upheld
Why is Covid Killing People of Colour?	BBC One	02/03/2021	Programme based on false premise	Not upheld
BBC News with Katty and Christian	BBC News Channel	21/04/2021	Ill-judged comparison with George Floyd case	Not upheld
News	BBC News Channel	07/05/2021	Failure to challenge misleading claims	Not upheld

84% of complaints (16 out of 19) dealt with between 19 July – 1 August 2021 received a response within the target time.