

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 2 - 15 August 2021, BBC Audience Services (Stage 1) received a total of **5,467** complaints about programmes. **10,077** 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
Sickness & Lies	BBC News	05/08/2021	Misleading representation of chronic illness.	615 (after invitations to complain were posted online)
BBC Newsline	BBC Northern Ireland	11/08/2021	Offensive football chant.	430 (after invitations to complain were posted online)

95% of all complaints dealt with between 2 - 15 August 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 21 findings at Stage 2 between 2 - 15 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
The Rise of the Murdoch Dynasty	BBC Two	14/07/2020	Inaccuracy about News Corp and Conservative MPs in the 1990s x3	Partly upheld
South Today	BBC One (South)	15/03/2021	Inaccuracy about prosecution of parking company	Partly upheld
Newsround	CBBC	08/06/2021	Inaccuracy about Covid vaccines x3	Resolved
Earth: The Power of the Planet	BBC Two	22/03/2021	Inaccuracy about effects of Carbon Dioxide	Not upheld
Newsnight	BBC Two	08/04/2021	Inappropriate contributor in item on long Covid	Not upheld
Newsline	BBC One Northern Ireland	05/07/2021	Exaggerated take-up of Covid vaccines	Not upheld
The Nolan Show	Radio Ulster	05/07/2021	Inappropriate guest	Not upheld
Breakfast	BBC One	02/04/2021	Scaremongering about South African variant	Not upheld
Off The Ball	Radio Scotland	10/07/2021	"Hate speech" against England	Not upheld
The Road to Partition	BBC Two Northern Ireland	27/05/2021	Unionist wrongly associated with 1922 murders	Not upheld
BBC News (6pm)	BBC One	19/04/2021	Inappropriate to interview Chinese fan about ESL	Not upheld
South Today	BBC One (South)	17/05/2021	Undue prominence for hotel	Not upheld
Newsline	BBC One Northern Ireland	03/08/2021	Wrong to end report on account of interruption	Not upheld
Top of the Pops: The Story of 1989	BBC Two	05/06/2021	Offensive language pre-watershed	Not upheld
Britain's Fascist Thread	Radio 4	12, 19 & 26/02/2021	Exaggerated role of fascism in UK	Not upheld
BBC News (9am)	BBC News Channel	20/07/2021	Aggressive interviewing	Not upheld

Today	Radio 4	23/04/2021	Pro-SNP bias	Not upheld
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62% of complaints (13 out of 21) dealt with between 2 - 15 August 2021 received a response within the target time.