

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 16 - 29 August 2021, BBC Audience Services (Stage 1) received a total of **2,699** complaints about programmes. **6,600** complaints in total were received at Stage 1.

No BBC programmes received more than 100² complaints during this period:

92% of all complaints dealt with between 16 - 29 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)

The Executive Complaints Unit made 14 findings at Stage 2 between 16 - 29 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
BBC News (10pm)	BBC One	21/07/2020	Insufficient range of views on Churchill's response to Bengal famine	Partly upheld
Mayday: The Canister on the Bed	Radio 4	20/11/2021	Inaccuracy about Douma attack	Upheld

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 Andrew Marr Show	BBC One	24/01/2021	Inaccurate about Israel's responsibility for vaccination in occupied territories	Not upheld
How The Made Us Doubt Everything	Radio 4	30/07/2020	Inaccuracy about fossil fuel industry and Rush Limbaugh	Not upheld
Good Morning Scotland	Radio Scotland	26/05/2021	Inaccurate about status of Conservative Party in Scotland	Not upheld
Inside No 9	BBC Two	14/06/2021	Offence to Christians	Not upheld
BBC News (6pm)	BBC One	17/05/2021	Anti-Palestinian bias	Not upheld
News (11am)	BBC News Channel	12/03/2021	Biased reference to "independent police watchdog"	Not upheld
The Andrew Marr Show	BBC One	18/04/2021	Bias on royal funeral	Not upheld
Britain's Fascist Thread	Radio 4	05/03/2021	Exaggerated fascism's role in British history	Not upheld
News	BBC News Channel	10/05/2021	Bias against Israel	Not upheld
Have I Got News for You	BBC One	28/05/2021	Bias against Martin Bashir and Prime Minister	Not upheld
Woman's Hour	Radio 4	07/06/2021	Aggressive interviewing	Not upheld
Breakfast	BBC One	14/05/2021	Misreporting of minister's words	Not upheld

71% of complaints (10 out of 14) dealt with between 16 - 29 August 2021 received a response within the target time.