

## 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 30 August – 12 September 2021, BBC Audience Services (Stage 1) received a total of **4,304** complaints about programmes. **8,699** complaints in total were received at Stage 1.

No BBC programmes received more than 100<sup>2</sup> complaints during this period:

97% of all complaints dealt with between 30 August – 12 September 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 xx findings at Stage 2 between 30 August – 12 September 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
Mrs Brown's Boys D'Movie	BBC One	19/12/2020	Offensive depiction of person of Asian heritage	Not Upheld
Line of Duty	BBC One	21/03-02/05/2021	Blasphemous language	Not upheld

<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.

Fawlty Towers	BBC One	22/03/2021	Offensive to Irish people	Not Upheld
News at Ten	BBC One	17/11/2020 18/11/2020	Bias against Jeremy Corbyn	Not Upheld
Countryfile	BBC One	13/06/2021	Unsupported allegation of domestic abuse x 2	Not Upheld
News	BBC News Channel	13/05/2021	Inaccurate to use the terms "Arabs" and "Jews" when describing the Middle East Conflict	Not Upheld
News	BBC News Channel	18/05/2021	Inaccurate to use the terms "Arabs" and "Jews" when describing the Middle East conflict	Not Upheld
Wimbledon	BBC One	07/07/2021	Sexist remark by commentator	Not Upheld
Reporting Scotland	BBC One Scotland	07/07/2021	Failure to mention licencing of drugs is the responsibility of the UK Government.	Not Upheld
From Our Own Correspondent	BBC Radio 4	01/05/2021	Anti-Trump bias	Not Upheld
Newsline	BBC One Northern Ireland	11/08/2021	Offensive sectarian chants x 7	Not Upheld
The Nolan Show	BBC Radio Ulster	21/08/2021	'Inflammatory' remarks about people who refuse to be vaccinated	Not Upheld
The Nolan Show	BBC Radio Ulster	30/04/2021	Inappropriate treatment of a caller	Not Upheld
Match of the Day Top Ten	BBC One	18/06/2021	Blasphemous language	Not Upheld
Mock the Week	BBC Two	26/11/2021	Undue prominence of Uber	Not Upheld

Breakfast	BBC One	14/05/2021	Bias against Conservatives	Not Upheld
The World at One	BBC Radio 4	13/05/2021	Biased reporting on Middle East	Not Upheld
Morning Live	BBC One	17/06/2021	Misleading account of WHO programme on alcohol abuse	Not Upheld
The Nolan Show	BBC Radio Ulster	13/08/2021	Ant-Catholic bias	Not Upheld

92% of complaints (24 out of 26) dealt with between 30 August – 12 September 2021 received a response within the target time.