

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 12-25 November 2018, BBC Audience Services (Stage 1) received a total of 7,042 complaints about programmes. 10,313 complaints in total were received at Stage 1.

BBC programmes which received more than 100² complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
The Andrew Marr Show	BBC One	18/11/2018	Felt the interview with Baroness Shami Chakrabarti was biased against her.	632
Question Time	BBC One	15/11/2018	Felt Claire Perry was allowed to accuse Jeremy Corbyn of anti-Semitism without sufficient challenge.	2,134 (after an invitation to complain was posted online)

97% of all complaints dealt with between 12-25 November 2018 received an initial response within the Stage 1 target period of 10 working days.

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.

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 17 findings at Stage 2 between 12-25 November 2018. 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
Newsdrive	Radio Scotland	19/09/2018	Inaccurate to say MSPs had voted to “scrap” (rather than “halt”) primary school testing	Not upheld
Reporting Scotland	BBC One Scotland	19/09/2018	Inaccurate to say MSPs had voted to “scrap” (rather than “halt”) primary school testing	Not upheld
The Andrew Marr Show	BBC One	28/10/2018	Failed to challenge Chancellor’s statement that tax-avoiding loan schemes were “illegal” x3	Not upheld
Newsnight	BBC Two	08/10/2018	Inaccurate description/ inappropriate choice of contributor to climate change discussion x2	Not upheld
Money Box	Radio 4	28/07/2018	Inaccurate summary of Green Deal	Not upheld
Breakfast	BBC One	13/08/2018	Bias against Aberdeen	Not upheld
EastEnders	BBC One	25/09/2018	Offensive reference to Type 1 diabetes	Not upheld
Molly Green	Radio WM	27/10/2018	Interview with “vampire” unsuitable for children	Not upheld
Strictly Come Dancing	BBC One	29/09/2018	Terms and conditions for voting inaudible	Not upheld

Strictly Come Dancing	BBC One	29/09/2018	Alleged voting irregularities	Not upheld
Newsnight	BBC Two	19/09/2018	Bias and inaccuracy on vaccine safety	Not upheld
Politics Live	BBC Two	12/10/2018	Biased interviewing of UKIP leader	Not upheld
Victoria Derbyshire	BBC Two	15/08/2018	Biased and misleading interview with Jewish couple x2	Not upheld

94% of complaints (16 out of 17) dealt with between 12-25 November 2018 received a response within the target time.