

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);
- 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 13 and 26 November 2017, BBC Audience Services (Stage 1) received a total of **4,196** complaints about programmes. 6,730 complaints in total were received at Stage 1.

BBC programmes which received more than 100 complaints are included in the table below:

Programme	Service	Date of Transmission	Number of Complaints
Newsnight	BBC Two	22/11/2017	177

96% of all complaints dealt with between 13 and 26 November 2017 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 15 findings at Stage 2 between 13 and 26 November 2017. 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 at Six	BBC One	14/09/2017	Due accuracy	Upheld
5 Live Breakfast	Radio 5 Live	12/09/2017	Unfair treatment	Resolved
Michigan mother jailed for refusing to vaccinate her son	BBC News Website		Due impartiality	Resolved
Newsnight	BBC Two	01/09/2016	Unfair treatment	Not 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](#).

Today	Radio 4	20/06/2017	Due accuracy	Not Upheld
News bulletin (08.00)	Radio 4	23/08/2017	Due accuracy	Not Upheld
Breakfast	BBC One	13/10/2017	Due accuracy	Not Upheld
Newsnight	BBC Two	31/08/2016	Due accuracy	Not Upheld
Newsnight	BBC Two	31/08/2016	Unfair treatment	Not Upheld
Final Score	BBC Red Button	26/08/2017	Due impartiality	Not Upheld
Model Munroe Bergdorf on racism in the UK	BBC News Website		Due impartiality	Not Upheld
This Week	BBC One	12/10/2017	Due impartiality	Not Upheld
BBC London News	BBC One (London)	26/09/2017	Due impartiality	Not Upheld
News bulletin	Radio 4	27/08/2017	Race discrimination/offence	Not Upheld
Gunpowder	BBC One	21/10/2017	Violence	Not Upheld

87% of complaints (13 out of 15) dealt with between 13 and 26 November received a response within the target 20 working days. There were no cases considered more complex and which would require a response within the alternative target of 35 working days.