

## 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 15-28 October 2018, BBC Audience Services (Stage 1) received a total of 4,550 complaints about programmes. 7,545 complaints in total were received at Stage 1.

BBC programmes which received more than 100<sup>2</sup> complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Today	Radio 4	25/10/2018	Felt presenter's reference to " <i>what is called, ludicrously according to many people, a 'People's Vote'</i> " indicated bias	164

97% of all complaints dealt with between 15-28 October 2018 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/>

<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.

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 12 findings at Stage 2 between 15-28 October 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/com-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
The White Hotel	Radio 4	08/09/2018	Sexual content and offensive language	Not upheld
Victoria Derbyshire	BBC Two	03/08/2018	Contributor's support for Jeremy Corbyn should have been disclosed	Not upheld
The Andrew Marr Show	BBC One	15/07/2018	Failure to challenge misleading claims about Brexit by Mayor of London	Not upheld
Victoria Derbyshire	BBC Two	13/08/2018	Contributor's account of why he became homeless disputed by family	Resolved
The Archers	Radio 4	12/09/2018	Biased and misleading reference to "Autumn hunting"	Not upheld
The Andrew Marr Show	BBC One	17/06/2018	Offensive comparison of Oscar Wilde to Christ	Not upheld
News bulletin	BBC News Channel	02/09/2018	Reporter misquoted David Davis on Brexit, Chequers proposal	Not upheld
Sunday Morning Live	BBC One	26/08/2018	Bias in favour of pet dogs	Not upheld

Victoria Derbyshire	BBC Two	15/08/2018	Biased interview with Jewish couple planning to leave UK	Not upheld
Six O'Clock News	Radio 4	13/08/2018	Use of "activist" (rather than "terrorist") showed bias	Not upheld
Sunday Politics (Midlands)	BBC One (West Midlands)	16/09/2018	Bias against HS2	Not upheld
Today	Radio 4	02/08/2018	Presenter failed to make background of guest clear	Not upheld

75% of complaints (9 out of 12) dealt with between 15-28 October 2018 received a response within the target time.