

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 18 February - 3 March 2019, BBC Audience Services (Stage 1) received a total of 5,694 complaints about programmes. 9,487 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 One Show	BBC One	19/02/2019	Felt Julia Bradbury made inappropriate comments during a discussion on the police and bad driving.	189
Question Time	BBC One	28/02/2019	Claims of bias both for and against Barry Gardner MP.	120
The One Show	BBC One	21/02/2019	Felt a piece on ME/Chronic Fatigue Syndrome was insensitive and/or inaccurate.	103

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.

95% of all complaints dealt with between 18 February - 3 March 2019 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 18 February - 3 March 2019. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here: <http://www.bbc.co.uk/complaints/complaints/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Car Crash: Who's Lying?	BBC One	20/11/2018	Offensive language	Not upheld
Jeremy Vine	Radio 2	28/11/2018	Misleading claim about Rotherham Council presented as fact	Upheld
Ferne and Roy's Vet Tales	CBeebies	10/12/2018	Promoted acupuncture as treatment for animals x2	Not upheld
Panorama: Syria's Chemical War	BBC One	15/10/2018	Biased and misleading treatment of chemical weapons allegations	Not upheld
I'm Sorry I Haven't A Clue	Radio 4	26/11/2018	Offensive comment about acne	Not upheld
Trail for Luther	BBC One	08/01/2019	Too frightening for 6.30pm in school holidays	Not upheld
Best of Top Gear	BBC Two	06/01/2019	Use of "Jesus Christ"	Not upheld

BBC News (6pm)	BBC One	04/01/2019	Undue prominence for "iPhone" and "iPad"	Not upheld
Newsnight	BBC Two	10/12/2018	Presenter biased against Richard Burgon MP	Not upheld
Sportscene	BBC One Scotland	30/12/2018	Bias against Rangers FC	Not upheld
The Archbishop of Canterbury's New Year Message	BBC Two	01/01/2019	Implicit bias in favour of immigration	Not upheld
The Andrew Marr Show	BBC One	29/10/2018	Presenter misrepresented economic risks of no-deal Brexit	Not upheld
Richard Adkins	BBC Gloucestershire	16/12/2018	Programme included only one view on second EU referendum	Upheld

93% of complaints (13 out of 14) dealt with between 18 February - 3 March 2019 received a response within the target time.