

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 20 August - 2 September 2018, BBC Audience Services (Stage 1) received a total of 3,658 complaints about programmes. 6,187 complaints in total were received at Stage 1.

No individual BBC programmes received more than 100² complaints during this period.

95% of all complaints dealt with between 20 August - 2 September 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/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made eight findings at Stage 2 between 20 August - 2 September 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
Newsnight	BBC Two	20/07/2018	Presenter's attempt to correct contributor was misinformed	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](#).

³ Excluding investigations of online material outside Ofcom's remit.

Japan's Secret Shame	BBC Two	26/06/2018	Programme failed to give accurate or balanced account of alleged rape	Not upheld
The Andrew Marr Show	BBC One	17/06/2018	Comparison of Oscar Wilde to Christ was offensive	Not upheld
The Graham Norton Show	BBC One	15/06/2018	Offensive comments about President Trump	Not upheld
Breakfast	BBC One	31/07/2016	Bias in report on Labour anti-Semitism row	Not upheld
Daily Politics	BBC Two	13/07/2018	Presenter misquoted President Trump on Boris Johnson as potential PM	Not upheld
World Cup 2018	BBC One	24/06/2018	Racist comment by pundit	Not upheld
Liz Green	Radio Leeds	25/06/2018	Failed to give due weight to scientific findings in phone-in on homeopathy	Upheld

100% of complaints (8 out of 8) dealt with between 20 August - 2 September 2018 received a response within the target time.