

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 27 November and 10 December 2017, BBC Audience Services (Stage 1) received a total of **4,578** complaints about programmes. 7,595 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	Main Issue	Number of Complaints
The Apprentice	BBC One	06/12/2017	Felt some of the female candidates' behaviour towards the male models was inappropriate.	158

96% of all complaints dealt with between 27 November and 10 December 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 11 findings at Stage 2 between 27 November and 10 December 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
-----------	---------	----------------------	-------	---------

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.

Celebrity Money For Nothing	BBC One	18/09/2017	Harm	Resolved
BBC News at Six	BBC One	18/08/2017	Due accuracy	Not Upheld
India's Partition - the Forgotten Story	BBC Two	23/08/2017	Due accuracy	Not Upheld
Look North	BBC One (East Yorks & Lincs)	04/09/2017	Due accuracy	Not Upheld
Victoria Derbyshire	BBC Two	30/10/2017	Disability/offence	Not Upheld
Fatal Experiments - the Downfall of a Supersurgeon	BBC Four	31/10/2016	Unfair treatment	Not Upheld
Steve Wright in the Afternoon	Radio 2	01/08/2017	Due impartiality	Not Upheld
The Stephen Nolan Show	BBC Radio Ulster	06/07/2017	Due impartiality	Not Upheld
BBC London News	BBC One (London)		Due impartiality	Not Upheld
World Athletic Championships 2017	BBC Two	08/08/2017	Due impartiality	Not Upheld
Match of the Day	BBC One	23/09/2017	Generally accepted standards	Not Upheld

55% of complaints (6 out of 10) dealt with between 27 November and 10 December 2017 received a response within the target of 20 working days, or 35 working days for more complex cases (two in this period).