

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 28 May - 10 June 2018, BBC Audience Services (Stage 1) received a total of 3,931 complaints about programmes. 6,299 complaints in total were received at Stage 1.

No individual BBC programmes received more than 100² complaints over the fortnight:

97% of all complaints dealt with between 28 May - 10 June 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 14 findings at Stage 2 between 28 May - 10 June 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/>

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.

Programme	Service	Date of Transmission	Issue	Outcome
The One Show	BBC One	04/04/2018	Unduly promotional coverage of unregulated form of eye surgery	Partly upheld
Keywords For Our Time	Radio 4	22/03/2018	Political affiliation of speaker not made clear	Not upheld
Drive	Radio 5 Live	29/03/2018	Inaccurate statement on Labour Party and anti-Semitism	Not upheld
Victoria Derbyshire	BBC Two	19/01/2018	Inaccurate portrayal of certain aspects of life in India	Upheld
Troy: Fall of a City	BBC One	17/02/2018	Use of BAME actors insulted Greek heritage	Not upheld
Today	Radio 4	10/04/2018	Inaccurate statement on Syria	Not upheld
The Andrew Marr Show	BBC One	25/03/2018	Inappropriate treatment of studio guest	Not upheld
Easter: Irish pubs lift Good Friday alcohol ban	Red Button		Insensitive reference to Good Friday	Not upheld
The Story of the Jews	BBC Four	01/05/2018	Pro-Israeli bias	Not upheld
Stephen Nolan	Radio 5 Live	08/07/2017	Anti-DUP bias	Not upheld
Good Morning Scotland	Radio Scotland	06/05/2018	Pro-SNP bias	Not upheld
News (8am)	Radio 4	05/05/2018	Biased reporting of election results	Not upheld
Today	Radio 4	15/02/2018	Differential treatment of interviewees	Not upheld
The World at One	Radio 4	04/04/2018	Biased coverage of Scripal poisoning	Not upheld

71% of complaints (10 out of 14) dealt with between 28 May - 10 June 2018 received a response within the target time.