

## 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 3-16 September 2018, BBC Audience Services (Stage 1) received a total of 4,369 complaints about programmes. 6,906 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
The Archers	Radio 4	12/09/2018	Felt the programme was biased in favour of hunting with hounds.	296 (after an invitation to complain was posted online by an anti-hunting group.)

97% of all complaints dealt with between 3-16 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/>

<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 9 findings at Stage 2 between 3-16 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/com-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
The World at One	Radio 4	17/07/2018	Inaccuracy about Electoral Commission “Vote Leave” findings	Not upheld
Woman’s Hour	Radio 4	11/05/2018	Inaccuracy on side-effects of HPV vaccine	Not upheld
BBC News (10pm)	BBC One	29/07/2018	Inaccuracy on Labour and definition of anti-Semitism	Not upheld
Today	Radio 4	31/07/2018	Inaccuracy about extreme weather events and climate change	Not upheld
The Andrew Marr Show	BBC One	17/06/2018	Offensive comparison of Oscar Wilde to Christ x2	Not upheld
BBC News (6pm)	BBC One	15/08/2018	Misleading to refer to “Ireland Correspondent” when reporting from Northern Ireland	Not upheld
Newsnight	BBC Two	18/07/2018	Inappropriate to discuss Tommy Robinson case	Not upheld
BBC News (1pm)	BBC One	03/08/2018	Inaccurate to say Mark Carney warned of Britain “crashing out” of EU	Not upheld

100% of complaints (9 out of 9) dealt with between 3-16 September 2018 received a response within the target time.