

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);
- 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 30 October and 12 November 2017, BBC Audience Services (Stage 1) received a total of **5,529** complaints about programmes. 8,377 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 | Number of Complaints |
|-------------------------|---------|----------------------|----------------------|
| Have I Got News For You | BBC One | 03/11/2017 | 234 |
| Strictly Come Dancing | BBC One | 04/11/2017 | 206 |

97% of all complaints dealt with between 30 October and 12 November 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 12 findings at Stage 2 between 30th October and 12th November 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 |
|----------------------------------|-----------|----------------------|-----------------------|------------------|
| PM | Radio 4 | 08/06/2017 | Due Impartiality/Bias | Upheld |
| Victoria Derbyshire | BBC Two | 27/04/2017 | Due Impartiality/Bias | Partially Upheld |
| BBC News | BBC News | N/A | Due Accuracy | Not Upheld |
| I should be home-schooled, but I | bbc.co.uk | N/A | Due accuracy | 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](#).

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|--|--------------|------------|------------------------------|------------|
| spent 10 months on Xbox | | | | |
| Nine of the most WTF moments in festival fashion | BBC 3 | N/A | Offensive language | Not Upheld |
| PM | Radio 4 | 04/10/2017 | Due impartiality/bias | Not Upheld |
| PM | Radio 4 | 04/10/2017 | Due impartiality/bias | Not Upheld |
| Newsnight | BBC2 | 28/06/2017 | Due impartiality/bias | Not Upheld |
| News Bulletins | BBC1 | N/A | Due impartiality/bias | Not Upheld |
| 5 Live Breakfast | Radio 5 Live | 01/05/2017 | Race discrimination/offence | Not Upheld |
| The Last Post (Trail) | BBC1 | 30/09/2017 | Generally accepted standards | Not Upheld |
| The World at One | Radio 4 | 30/05/2017 | Due impartiality/bias | Not Upheld |

82% of complaints (9 out of 11) dealt with between 30 October and 12 November received a response within the target 20 working days. A further 0% of cases considered more complex (0 out of 1) received a response within the target 35 working days.