

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 4-17 February 2019, BBC Audience Services (Stage 1) received a total of **5,107** complaints about programmes. **9,332** complaints in total were received at Stage 1.

BBC programmes which received more than 100²complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Question Time	BBC One	07/02/2019	Felt the programme was biased against the SNP and/or Scottish independence.	914 (after invitations to complain were posted online)

97% of all complaints dealt with between 4 -17 February 2019 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 19 findings at Stage 2 between 4 -17 February 2019. 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 Truth About The Menopause	BBC One	26/11/2018	Insufficient information about links between breast cancer and smoking	Not upheld
The JVS Show	Three Counties Radio	19/04/2018	Failure to offer right of reply to Bovis Homes	Upheld
The Andrew Marr Show	BBC One	25/11/2018	Inappropriate linking of Brexit and murder of Jo Cox	Not upheld
Victoria and Albert: The Royal Wedding	BBC Two	21/12/2018	Inaccurate statement that Britain “invaded” US in 1812	Not upheld
Doctor Who	BBC One	25/11/2018	Inaccurate reference to the Bible	Not upheld
The Last Word	Radio 4	25/11/2018	Richard Baker wrongly credited with reading first BBC TV news bulletin	Not upheld
Breakfast	BBC One	16/12/2018	Wolves wrongly described as harmless	Not upheld
Reporting Scotland	BBC One Scotland	15/08/2018	Inaccurate statement about Scottish GDP	Upheld

Newswatch	BBC News Channel	16/11/2018	Inappropriate to show Andrew Neil tweet about Carole Cadwalladr x2	Not upheld
The Andrew Marr Show	BBC One	04/11/2018	Arron Banks allowed to make allegations about Carole Cadwalladr	Not upheld
Big Field	BBC Three		Reuse of complainant's contribution to an earlier programme exposed him to ridicule	Not upheld
Steve Wright in the Afternoon	Radio 2	07/11/2018	Bias in interview with genetic determinist	Upheld
BBC News (6pm)	BBC One	18/10/2018	Peaceful feminist protestors unfairly linked with violence	Not upheld
The World at One	Radio 4	28/12/2018	Comic reading of archive news headlines showed anti-Brexit bias	Not upheld
Politics Live	BBC Two	20/12/2018	Presenter appeared to defend abuse of Anna Soubry	Not upheld
The World Tonight	Radio 4	22/11/2018	Anti-Trump bias	Not upheld
Sports Personality of the Year	BBC One	16/12/2018	Inclusion of netball was sexist	Not upheld
Liz Green	Radio Leeds	21/11/2018	Interviewee persistently interrupted	Not upheld

63% of complaints (12 out of 19) dealt with between 4 -17 February 2019 received a response within the target time.