

## 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 7-20 January 2019, BBC Audience Services (Stage 1) received a total of 7,160 complaints about programmes. 10,065 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
Question Time	BBC One	17/01/2019	Felt the programme was biased against Labour's Diane Abbot and/or misrepresented Labour's standing in the opinion polls.	2,581 (after invitations to complain were posted on social media).
This Week	BBC One	10/01/2019	Felt the programme was biased against Owen Jones.	188

94% of all complaints dealt with between 7-20 January 2019 received an initial response within the Stage 1 target period of 10 working days.

<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.

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 20 findings at Stage 2 between 7-20 January 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/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Mrs Brown's Boys	BBC One	10/08/2018	Alleged product placement	Not upheld
A Question of Sport	BBC One	07/11/2018	Mathematical error	Not upheld
Breakfast	BBC One	24/10/2018	Failure to challenge Jane Fonda's support for Democrat	Not upheld
Panorama: Syria's Chemical War	BBC One	15/10/2018	Inaccurate report of alleged chemical attacks	Not upheld
Breakfast with Ben and Sonia	BBC Essex	17/10/2018	Unfairness to Legra Academy Trust	Upheld
Today	Radio 4	04/09/2018	Error about IHRA definition of anti-Semitism should be corrected on air	Not upheld
Radio 1 playlist	Radio 1	28/09/2018	Inclusion of track glamourising gun crime	Not upheld
Jeremy Vine	Radio 2	25/09/2018	Objects to references to personal social media accounts	Not upheld
A Dangerous Dynasty: House of Assad	BBC Two	09/10/2018	Denigration of Assad family	Not upheld
Reporting Scotland	BBC One Scotland	28/11/2018	Bias against Rangers FC	Not upheld

Inside the Foreign Office	BBC Two	26/11/2018	Anti-Brexit bias	Not upheld
Woman's Hour	Radio 4	01/10/2018	One-sided item about Kavanaugh Supreme Court nomination	Upheld
QI	BBC Two	22/10/2018	Unhappy with mock-Italian accents	Not upheld
Louis Theroux's Altered States: Love Without Limits	BBC Two	04/11/2018	"Pornographic" content	Not upheld
Newsnight	BBC Two	11/12/2018	Presenter rude to John Redwood x3	Not upheld
Question Time	BBC One	15/11/2018	Defamatory remarks about Jeremy Corbyn	Not upheld
The Andrew Marr Show	BBC One	18/11/2018	Presenter bullied Shami Chakrabati x2	Not upheld

70% of complaints (14 out of 20) dealt with between 7-20 January 2019 received a response within the target time.