

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 8 and 21 January 2018, BBC Audience Services (Stage 1) received a total of 4,423 complaints about programmes. 6,968 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	Main Issue(s)	Number of Complaints
Countryfile	BBC One	14/01/2018	Felt the coverage of gun ownership was biased in favour of fox hunting.	190

94% of all complaints dealt with between 8 and 21 January 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 13 findings at Stage 2 between 8 and 21 January 2018. Further information on complaints which were upheld or resolved after

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.

investigation by the ECU can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Newsnight	BBC Two	01/11/2017	Due accuracy	Not upheld
The Andrew Marr Show	BBC One	05/11/2017	Due accuracy	Not upheld
The Balfour Declaration	BBC Two	31/10/2017	Due accuracy	Not upheld
BBC News (1.00pm)	BBC One	06/11/2017	Due accuracy	Not upheld
Inside Out (East Midlands)	BBC One (East Midlands)	02/10/2017	Due accuracy	Not upheld
Student Loan Scandal: Panorama	BBC One	13/11/2017	Unfair treatment	Not upheld
This Week	BBC One	12/10/2017	Offence/racism	Not upheld
Stephen Nolan Show	Radio Ulster	08/08/2017	Due impartiality	Not upheld
Abortion on Trial	BBC Two	16/10/2017	Due impartiality	Not upheld
PM	Radio 4	24/08/2017	Due impartiality	Not upheld
Sportsound	Radio Scotland	06/11/2017	Due impartiality	Not upheld
Today	Radio 4	01/11/2017	Due impartiality	Not upheld
Coconut	BBC Three		Offence/violence	Not upheld

92.5% of complaints (12 out of 13) dealt with between 8 and 21 January 2018 received a response within the target of 20 working days.