

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 6 - 19 July 2020, BBC Audience Services (Stage 1) received a total of **5,138** complaints about programmes. **9,468** complaints in total were received at Stage 1.

BBC programmes which received more than 100 complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Breakfast	BBC One	09/07/20	Bias against Rishi Sunak / the government.	143
Breakfast	BBC One	15/07/20	Bias in favour of the removal and replacement of Edward Coulston's statue in Bristol.	127

69% of all complaints dealt with between 6 - 19 July 2020 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:

<https://www.bbc.co.uk/contact/complaints/recent-complaints>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 34 findings at Stage 2 between 6 – 19 July 2020. Highlighted text links to published findings. Recent upheld and resolved findings by the ECU can be found here:

<https://www.bbc.co.uk/contact/recent-ecu>

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.

Programme	Service	Date of Transmission	Issue	Outcome
Panorama: Has the Government Failed the NHS?	BBC One	27/04/2020	Anti-Government bias x7	Resolved
BBC News (10pm)	BBC One	18/05/2020	Inappropriate comment about Scottish First Minister x13	Resolved
Round the Horne	Radio 4 Extra	18/02/2020	Racial stereotypes	Resolved
John Hillcock for Shaun Keaveney	Radio 6 Music	21/02/2020	Bias in favour of Julian Assange	Upheld
Big Night In	BBC One	23/04/2020	Offensive to Christians	Not upheld
Breakfast	BBC One	14/03/2020	Statement wrongly attributed to President Trump	Not upheld
PM	Radio 4	14/02/2020	Inappropriately aggressive interviewing	Not upheld
Breakfast	BBC One	14/12/2019	False claims about Labour anti-Semitism	Not upheld
Drivetime	Radio Scotland	15/06/2020	Debate over education mis-described as "row"	Not upheld
Breakfast	BBC One	12/04/2020	Bill Gates inappropriate contributor on vaccination	Not upheld
Breakfast	BBC One	24/09/2019	Contributor filmed without knowledge or consent	Not upheld
Jeremy Vine	Radio 2	21/11/2019	Bias against Jeremy Corbyn	Not upheld
BBC News (6pm)	BBC One	17/02/2020	Bias against gamekeepers and shooting	Not upheld
BBC News (6pm)	BBC One	10/06/2020	Inappropriate personal information about interviewee	Not upheld
The Andrew Marr Show	BBC One	24/05/2020	Inaccuracy about lockdown rules	Not upheld
BBC News (6pm)	BBC One	04/03/2020	"Sensationalist" footage of armed police	Not upheld

88% of complaints (30 out of 34) dealt with between 6 – 19 July 2020 received a response within the target time.