

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 20 July – 02 August 2020, BBC Audience Services (Stage 1) received a total of **22,595** complaints about programmes. **29,692** 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
BBC News (10pm)	BBC One	21/07/2020	Bias against Churchill in “Echoes of Empire” report on Churchill's legacy in India.	139
BBC News (6pm)	BBC One	24/07/2020	Laura Kuenssberg interrupted Boris Johnson too much during their interview and/or showed a bias against the government.	123
Points West/ News bulletins	BBC One (West)/ BBC News Channel	28/07/2020 29/07/2020	Use of the N-word during a report on a racist attack on an NHS worker in Bristol.	18,656 (after invitations to complain had been posted online, following News Channel re-broadcast of Points West report)

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.

American History's Biggest Fibs with Lucy Worsley	BBC Two	01/08/20	Lucy Worsley's use of N-word in repeat of programme.	417
The Next Step	CBBC	22/07/20	Unhappy that Jude and Cleo were shown kissing.	153

80% of all complaints dealt with between 20 July – 02 August 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 11 findings at Stage 2 between 20 July – 2 August 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>

Programme	Service	Date of Transmission	Issue	Outcome
News bulletin (3pm)	Radio Ulster	25/05/2020	Offensive language/bias	Resolved/not upheld
Cardiff Half Marathon	BBC One Wales	06/10/2019	Inaccuracy/bias	Resolved/not upheld
Question Time	BBC One	27/02/2020	Presenter rude and biased	Not upheld
The Andrew Neil Interviews	BBC One	04/12/2019	Failed to discuss climate change	Not upheld
Have I Got News for You	BBC One	03/04/2020	Offensive to derive humour from Covid-19	Not upheld
Today	Radio 4	25/04/2020	Contributor's account of Covid-19 experience not challenged	Not upheld
Lunchtime Live	Radio Scotland	23/06/2020	First Minister's Covid-19 briefing cut short	Not upheld
News	BBC One (London)	28/04/2020	Black cabs confused with minicabs	Not upheld
News	BBC News Channel	10/06/2020	Biased and aggressive interviewing of MP	Not upheld

Today	Radio 4	14/04/2020	Misleading information about 5G	Not upheld
Have I Got News for You	BBC One	29/05/2020	Anti-Conservative bias	Not upheld

73% of complaints (8 out of 11) dealt with between 20 July – 2 August 2020 received a response within the target time.