

## 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 21 December 2020 – 3 January 2021, BBC Audience Services (Stage 1) received a total of **7,382** complaints about programmes. **14,350** complaints in total were received at Stage 1.

BBC programmes which received more than 100<sup>2</sup>complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
The Vicar of Dibley in Lockdown	BBC One	14/12/2020	Unhappy episode included reference to 'Black Lives Matter' movement.	289
The Goes Wrong Show	BBC One	22/12/2020	Humour offensive to Christians.	193
Happy New Year Live!	BBC One	31/12/2020	Unhappy the New Year fireworks display referenced 'Black Lives Matter'.	500
Chiles on Friday	Radio 5 Live	01/01/2021	Interviewee's claim about increased hospital admissions of children and young people with Covid-19 not sufficiently challenged.	103

<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.

The Andrew Marr Show	BBC One	03/01/2021	Bias against Boris Johnson.	1,712
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98% of all complaints dealt with between 21 December 2020 – 3 January 2021 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 21 December 2020 – 3 January 2021. Highlighted text links to published findings. 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
Bargain Hunt	BBC One	19/06/2020	Inadequate correction of dating error	<a href="#">Partly upheld</a>
Reporting Scotland	BBC One Scotland	11/11/2020	Bias towards Scottish Government	Not upheld
The Young Offenders	BBC One	24/07/2020	Irresponsible treatment of baby	Not upheld
Sportsound	Radio Scotland	21/10/2020	Bias against Glasgow Rangers FC	Not upheld
Have I Got News for You	BBC One	20/11/2020	Offensive comment about bombing Glastonbury x4	Not upheld
Politics Live	BBC Two	05 & 09/11/2020	Inadequate SNP representation	Not upheld
BBC News (6pm)	BBC One	08/07/2020	Exaggerated claim by reporter	Not upheld
Football Focus	BBC One	07/11/2020	Derogatory towards Newcastle United FC	Not upheld
BBC News (10pm)	BBC One	21/07/2020	Misrepresentation of “Russia Report”	Not upheld
Today	Radio 4	17/06/2020	Inappropriate questioning of Health Secretary	Not upheld

92% of complaints (12 out of 13) dealt with between 21 December 2020 – 3 January 2020 received a response within the target time.