

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 1 – 14 February 2021, BBC Audience Services (Stage 1) received a total of **15,368** complaints about programmes. **21,248** complaints in total were received at Stage 1.

BBC programmes which received more than 100²complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
BBC News (10am-1pm)	BBC Two & News Channel	06/02/21	Bias against the Indian Farmers' protests / in favour of the Indian government.	3,177 (After invitations to complain were posted online)
Woman's Hour	Radio 4	04/02/21	Bias against Zara Mohammad/Muslim Council of Britain	564 (After invitations to complain were posted online)

95% of all complaints dealt with between 1 -14 February 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 18 findings at Stage 2 between 1 -14 February 2021. Highlighted text links to published findings. Further information on complaints which were upheld

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.

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
BBC News (10-11.30am)	BBC News Channel	24/06/2020	Bias in discussion of access to abortion	Resolved
The Jeremy Vine Show	Radio 2	06/10/2020	Inaccurate statements about owner of Grunwick	Upheld
Sunday Morning Live	BBC One	15/11/2020	Offensive imitation of Irish accent	Not upheld
Newsnight	BBC Two	17/11/2020	Biased approach to interview on Labour anti-Semitism x2	Not upheld
Desert Island Discs	Radio 4	27/09/2020	Guest not appropriately challenged on controversial views	Not upheld
Crimewatch Roadshow	BBC One	24/09/2020	Prejudiced appeal against murder conviction	Not upheld
Newsnight	BBC Two	14/09/2020	Britain First not given right of reply	Not upheld
News (6pm)	Radio 4	22/07/20	Wrongly associated Rebecca Long-Bailey with anti-Semitism	Not upheld
Reporting Scotland	BBC One Scotland	05/01/2021	Bias against SNP	Not upheld
File on 4	Radio 4	16/06/2020	Bias on 5G health risk	Not upheld
The Vicar of Dibley in Lockdown	BBC One	14/12/2020	Left-wing bias x4	Not upheld
Frankie Boyle's New World Order	BBC Two	09/09/2020	Objects to "Kill Whitey" reference	Not upheld
BBC News (10pm)	BBC One	18/01/2021	Objects to footage of grave-digging	Not upheld
Response by the Leader of the Opposition	BBC One	23/09/2020	Inappropriate to broadcast	Not upheld

83% of complaints (15 out of 18) dealt with between 1 -14 February 2020 received a response within the target time.