

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 18 – 31 January 2021, BBC Audience Services (Stage 1) received a total of **7,309** complaints about programmes. **14,202** 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 at Six	BBC One	18/01/2021	Inappropriate/insensitive to report on Covid-19 from inside a hospital.	138
BBC News at Six	BBC One	19/01/2021	Inappropriate/insensitive to report on Covid-19 from inside a hospital.	176
The Andrew Marr Show	BBC One	24/01/2021	Bias against Matt Hancock / Lisa Nandy / Nicola Sturgeon and Israel.	115
Breakfast	BBC One	28/01/2021	Inaccurate information on the benefits of exercise / bias against Michael Gove	129

85% of all complaints dealt with between 18 – 31 January 2021 received an initial response within the stage 1 target period of 10 working days.

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.

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 10 findings at Stage 2 between 18 – 31 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
Strictly Come Dancing	BBC One	21/11/2020	Suggestive dance routine	Not upheld
Newsnight	BBC Two	17/11/2020	Biased approach to interview on Labour anti-Semitism x3	Not upheld
Stephen Nolan	Radio 5 Live	06/12/2020	Misrepresentation of Jeremy Corbyn	Not upheld
Football Focus	BBC One	05/12/2020	Bias on taking the knee	Not upheld
The News Quiz	Radio 4	11/09/2020	Bias against Extinction Rebellion	Not upheld
Frankie Boyle's New World Order	BBC Two	09/09/2020	Objects to "Kill Whitey" reference	Not upheld
Have I Got News for You	BBC One	09/10/2020	Anti-Conservative bias	Not upheld
Rip Off Britain	BBC One	06/05/2019	Complainant unfairly represented	Not upheld

100% of complaints (10 out of 10) dealt with between 18 – 31 January 2020 received a response within the target time.