

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 28 October – 10 November 2019, BBC Audience Services (Stage 1) received a total of **9,609** complaints about programmes. **14,320** complaints in total were received at Stage 1.

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

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
BBC News (6pm)	BBC One	31/10/2019	Coverage of the Labour Party campaign launch biased in their favour.	117
Question Time	BBC One	31/10/2019	Incorrect to suggest Vote Leave were not found guilty of breaking electoral law by overspending.	1057
Countryfile Autumn Diaries	BBC One	01/11/2019	Bias against the use of 4x4s and motorbikes in the Lake District.	135 (After an invitation to complain was posted online)
Have I Got News For You	BBC One	01/11/2019	Offensive humour/swearing.	183

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.

Strictly Come Dancing: the Results	BBC One	03/11/2019	Offensive to feature two men dancing as a pair.	189
Breakfast	BBC One	06/11/2019	Bias against James Cleverly.	237
Breakfast	BBC One	07/11/2019	Coverage of Ian Austin's views biased against Jeremy Corbyn/Labour.	174
Today	BBC One	07/11/2019	Coverage of Ian Austin's views biased against Jeremy Corbyn/Labour.	181
Have I Got News For You	BBC One	08/11/2019	Bias against Brexit / Bias against the Conservatives.	140

76% of all complaints dealt with between 28 October – 10 November 2019 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 28 October – 10 November 2019. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here: <https://www.bbc.co.uk/contact/recent-ecu>

Programme	Service	Date of Transmission	Issue	Outcome
Climate Change: The Facts	BBC One	18/04/2019	Inaccurate and biased on climate change	Not upheld
The Andrew Marr Show	BBC One	29/09/2019	Inaccurate reference to threats of violence	Not upheld
Inside the Factory	BBC Two	23/07/2019	Inaccurate to suggest USA	Not upheld

			responsible for instant coffee	
The Nazi Pug: Joke or Hate?	BBC iPlayer		Programme did not include all complainant's points	Not upheld
Mortimer & Whitehouse: Gone Fishing	BBC Two	09/08/2019	Programme included aerial views of complainant's home	Not upheld
Franco Building with Jonathan Meades	BBC Four	27/08/2019	Incited religious hatred and ridicule	Not upheld
Jeremy Vine	Radio 2	11/07/2019	Contributor inaccurately described, made anti-Semitic comments	Not upheld
Rise of the Nazis	BBC Two	23/08 – 09/09/2019	Inclusion of allegedly anti-Semitic contributor	Not upheld
Panorama: Is Labour Anti-Semitic	BBC One	10/07/2019	Biased and inaccurate on anti-Semitism in Labour Party x6	Not upheld
The Corrections	Radio 4	27/09/2019	Bias in favour of fracking	Not upheld
Breakfast	BBC One	29/08/2019	Anti-Government bias	Not upheld
Talkback	Radio Ulster	20/08/2019	Failure to challenge contentious statement about British Army	Not upheld
Today	Radio 4	23/07/2019	Pro-Brexit bias	Not upheld

94% of complaints (17 out of 18) dealt with between 28 October – 10 November 2019 received a response within the target time.