

## 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 30 March – 12 April 2020, BBC Audience Services (Stage 1) received a total of **6,910** complaints about programmes. **12,036** complaints in total were received at Stage 1.

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
The Real Michael Jackson	BBC Two	30/03/2020	Bias against Michael Jackson.	168
BBC News at Six	BBC One	06/04/2020	Inappropriate to film from an intensive care unit.	204
BBC News at Ten	BBC One	06/04/2020	Inappropriate to film from an intensive care unit.	159
Newsnight	BBC Two	08/04/2020	Bias against the Government.	113
Peter Kay's Car Share	BBC iPlayer	10/04/2020	Offensive reference to breastfeeding and/or bias against breastfeeding.	175 (After an invitation to complain was posted online)

<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.

79% of all complaints dealt with between 30 March – 12 April 2020 received an initial response within the stage 1 target period of 10 working days. The proportion answered within 10 days is temporarily lower than normal while replies are still being sent to very high numbers of complaints previously reported.

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 12 findings at Stage 2 between 30 March – 12 April 2020. 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
The Andrew Marr Show	BBC One	01/12/2019	Bias in interview with Prime Minister X2	Not upheld
BBC News (10pm)	BBC One	22/01/2020	Bias against Israel X2	Not upheld
The Andrew Neil Interviews	BBC One	26/11/2019	Bias against Jeremy Corbyn	Not upheld
Newsnight	BBC Two	16/10/2019	Inaccurate reference to Labour anti-Semitism	Not upheld
RuPaul's Drag Race UK	BBC Three	24/10/2019	Inappropriate Falklands War reference	Not upheld
Strictly Come Dancing	BBC One	Various	Habitual inconsiderate behaviour by judge	Not upheld
America This Week	BBC Parliament	13/10/2019	Showed Trump speech without challenging its content	Not upheld
The Pale Horse	BBC One	16/02/2020	Offensive language	Not upheld
Claimed and Shamed	BBC One	28/10/2019	Unfair to complainant and family	Not upheld
Have I Got News for You	BBC One	13/12/2019	Anti-Conservative bias	Not upheld

100% of complaints (12 out of 12) dealt with between 30 March – 12 April 2020 received a response within the target time.