

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 15 - 28 February 2021, BBC Audience Services (Stage 1) received a total of **8,629** complaints about programmes. **13,646** 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 |
|---|---------|----------------------|---|--|
| Woman's Hour | Radio 4 | 04/02/2021 | Bias against Zara Mohammad/Muslim Council of Britain | 171 (After invitations to complain were posted online) |
| Panorama: Vaccines The Disinformation War | BBC One | 15/02/2021 | Factual error/bias against those who have concerns about Covid-19 vaccinations. | 1,479 (After invitations to complain were posted online) |
| BBC News (10pm) | BBC One | 19/02/2021 | Bias in favour of Matt Hancock/the government. | 149 |
| BBC News (6pm) | BBC One | 19/02/2021 | Bias in favour of Matt Hancock/the government. | 122 |

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.

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|------------------------------------|--------------|------------|--|-----|
| Saturday Kitchen Live | BBC One | 20/02/2021 | Felt the guests were rude to the programme's presenter. | 704 |
| Ski Sunday | BBC Two | 21/02/2021 | Inappropriate to report on diversity/race issues. | 259 |
| Coronavirus Update (Scotland) | BBC Scotland | 24/02/2021 | Inappropriate to discuss the Alex Salmond inquiry. | 244 |
| BBC News (6pm) | BBC One | 26/02/2021 | Incorrect claim that Alex Salmond had said Nicola Sturgeon should resign. | 348 |
| Six Nations Rugby: Wales v England | BBC One | 27/02/2021 | Bias in favour of Wales / bias in favour of England / inappropriate post-match interviews / inappropriate to discuss LGBT+ issues. | 283 |

93% of all complaints dealt with between 15 - 28 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 24 findings at Stage 2 between 15 - 28 February 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 |
|-----------|--------------|----------------------|--|--------------------------|
| Talkback | Radio Ulster | 05/01/2021 | Inaccuracies about Israeli vaccination programme | Resolved |

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|---|------------------|------------|--|------------|
| Ill Gotten Gains | BBC One | 08/09/2020 | Unfair to complainant | Not upheld |
| Have I Got News for You | BBC One | 23/10/2020 | Offensive use of "libtard" | Not upheld |
| Graham Norton Show New Year's Eve Special | BBC One | 31/12/2020 | Offensive reference to Nigel Farage x2 | Not upheld |
| Rip Off Britain | BBC One | 07/07/2020 | Unfair to black cabs | Not upheld |
| Breakfast | BBC One | 04/09/2020 | Objected to use of "nitty-gritty" | Not upheld |
| A Wild Year | BBC Two | 17/07/2020 | Inaccuracy and bias on moorland management | Not upheld |
| Trail for The Trials of Oscar Pistorius | BBC Two | Various | Insensitive to victim's family | Not upheld |
| Good Morning Scotland | Radio Scotland | 09/01/2021 | Inaccurate about level of support for SNP | Not upheld |
| PM | Radio 4 | 23/10/2020 | Important omissions from report on decarbonisation | Not upheld |
| Breakfast | BBC One | 16/01/2021 | Anti-Government bias | Not upheld |
| The Goes Wrong Show | BBC One | 22/12/2020 | Disrespectful treatment of Nativity | Not upheld |
| Today | Radio 4 | 01/07/2020 | Inaccuracy about rate of Covid infections in England | Not upheld |
| Final Score | BBC One | 05/12/2020 | Offensive towards Millwall fans | Not upheld |
| The Diagnosis Detectives | BBC Two | 07/09/2020 | Promoted private medicine | Not upheld |
| Coronavirus Update | BBC Scotland | 08/02/2021 | Used as political platform | Not upheld |
| More or Less | Radio 4 | 23/09/2020 | Anti-Government bias | Not upheld |
| Newsnight | BBC Two | 01/12/2020 | Should have included view from member of the transgender community | Not upheld |
| The Vicar of Dibley in Lockdown | BBC One | 14/12/2020 | Misleading about race relations in UK | Not upheld |
| Victoria Derbyshire | BBC Two | 09/03/2020 | Bias against the police | Not upheld |
| Click | BBC News Channel | 21/11/2020 | Bias against electric cars | Not upheld |
| Match of the Day | BBC One | 03/01/2021 | Bias against Leeds United | Not upheld |
| Breakfast | BBC One | 27/11/2020 | Objected to promotional video | Not upheld |

92% of complaints (22 out of 24) dealt with between 15 – 28 February 2020 received a response within the target time.