

## **Analysis of complaints**

From 1 April to 30 September 2014 the Unit reached findings on 237 complaints concerning 210 items (normally a single broadcast or webpage, but sometimes a broadcast series or a set of related webpages). Topics of complaint were as follows:

**Table 1**  
**Topics of Complaint**

	<b><u>No of Complaints</u></b>	<b><u>No of Items</u></b>
Harm to individual/organisation	13	13
Political bias	8	8
Other bias	99	78
Factual inaccuracy	64	63
Offence to public taste	28	24
Offensive language	1	1
Sexual conduct	3	3
Sensitivity and portrayal	1	1
Bad example (children)	2	2
Racism	7	6
Offence to religious feeling	4	4
Commercial concerns	2	2
Standards of interviewing/presentation	4	4
Other	1	1
<b>Totalset</b>	<b>237</b>	<b>210</b>

In the period 1 April – 30 September 2014, 13 complaints were upheld (1 of them partly) – 5.5% of the total. Of the items investigated in the period, complaints were upheld against 10 items (5% of the total). 13 complaints, about 6 items, were resolved. This report contains

## **Summaries of upheld/resolved complaints**

### **The One Show, BBC 1, 9 December 2013**

#### **Complaint**

In a studio discussion about possible economic effects of Scottish independence, a programme reporter quoted UK supermarkets as having said that, in the event of independence, the price of groceries in Scotland would rise. A viewer complained that the supermarkets had made no such statement.

#### **Outcome**

The supermarkets concerned had not said that prices would necessarily rise, but that they would be likely to do so if no offsetting measures were taken. The ECU agreed that this

**Panorama: Police: Shooting to Kill? BBC1, 20 January 2014**

**Complaint**

The programme included footage of a raid in which two men were killed. Solicitors representing the family of one of the men complained that they were not given warning that this material would be aired.

**Outcome**

The programme-makers had sought to make the families aware of inclusion of the material

**Further action**

The programme's Editor discussed with the production team the importance of accuracy in





