

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 20 January – 2 February 2020, BBC Audience Services (Stage 1) received a total of complaints about programmes. complaints in total were received at Stage 1.

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

BBC News (10pm)	BBC One	22/01/2020	Bias against Israel.	308

The One Show	BBC One	27/01/2020	Bias against Tottenham Hotspur FC	596
Horrible Histories: Brexit	BBC iPlayer	31/01/2020	Bias against Brexit.	309
BBC News Special: Brexit Day	BBC News Channel	31/01/2020	Offensive to refer to the lack of racial diversity amongst Leave supporters in Parliament Square.	209
BBC News Special: Leaving the EU	BBC News Channel & BBC One	31/01/2020	Bias against Brexit.	238

71% of all complaints dealt with between 20 January – 2 February 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 10 findings at Stage 2 between 20 January – 2 February 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>

