

Archived BBC public responses to complaints

2021

BBC Breakfast, 4th January 2021

Summary of complaint

Chiles on Friday, January 2021

Summary of complaint

We received some complaints about Adrian Chiles' interview with an NHS matron on New Year's Day.

Our response

The interview was given by an NHS matron, recounting her own experience of what she had seen whilst working. There was no reason to think a matron with 18 years' experience would not convey what she saw and what she had heard. She did not say the children were seriously ill, nor did we.

A Tweet with a clip from this interview was posted to @bbc5live and was based on a direct quote from the contributor. It was not positioned as fact and was followed with a response from the President of the Royal College of Paediatrics and Child Health.

Happy New Year Live! 2020

Summary of complaint

We received some complaints about the content of the Happy New Year Live! display.

Our response

The New Year midnight celebration, created and organised by The Greater London Authority and broadcast on BBC One, featured references to significant moments from 2020.

We note you feel this was inappropriate and thank you for getting in touch.

BBC News Website, 7 January 2021

Summary of complaint

We have received complaints from readers who believe that our article Covid: Nurse 'angry' over positive test despite vaccination was misleading.

Our response

We reviewed the report and recognise it did not include sufficient context when initially published and as such, did not meet our high editorial standards, for which we apologise. It was duly revised and updated to include ad

against President Trump and his supporters.

Our response

The storming of the US Capitol was an extraordinary story to which we dedicated comprehensive

News at Six & News at Ten, BBC One & BBC News Channel, 18 January 2021

Summary of complaint

We've received complaints from viewers who felt a report from Royal London Hospital on the impact of Covid-19 on staff and patients was insensitive or scaremongering.

Our response

Our role as an impartial news broadcaster is to reflect the reality of any current situation. Sometimes this means reporting on upsetting stories and including upsetting images. In this case our newsreader gave a warning that there were some distressing images at the beginning of the report.

We consider it is very important to give those working within the NHS a voice and to accurately reflect the current state of the health service, and we felt that was achieved here.

Martin Freeborn wanted to speak to us after his wife had died to tell us what had happened and to convey the seriousness of the situation. Our team gave him the utmost care and respect, and we greatly appreciate his contribution to the report.

We don't consider the report was insensitive or scaremongering, but we do appreciate that some people may have found it difficult to watch.

If you feel affected by the subject matter of the report, or you wish to speak with someone, please visit our Action Lines website which provides our audience members with organisations to get in touch with: <https://www.bbc.co.uk/actionline/>

Countryfile, BBC One, 14 January 2021

Summary of complaint

We received some complaints from viewers who were unhappy about an item on a black women's walking group.

Our response

The feature on the walking group was part of a programme where the overall theme was to encourage people to make more of their connection with the British countryside during the coming year, including trying to get outdoors more to exercise where possible.

For a variety of reasons, as the presenter explained, it has been the case that historically some groups have felt less able than others to take part in outdoor activities such as hiking or mountain walking, so any initiative which seeks to redress that balance is to be welcomed.

The walking group in this programme is one such initiative and is a reminder that not only is the

Alicia Keys Rocks New Year's Eve, BBC One, 31 December 2020

Summary of complaint

We received complaints from viewers who were unhappy with aspects of the programme.

Our response

Traditionally on New Year's Eve we produce two music shows, for BBC One and BBC Two, to provide a broad range of music entertainment across the two channels. Each show leads into and expresses the midnight moment and they are commissioned to work in tandem with each other.

Alicia Keys Rocks New Year's Eve was intended as an intimate and inclusive musical celebration to see in 2021. Alicia Keys is a successful artist who has sold over 42 million albums worldwide and we felt that such a popular and respected artist would be a great way for viewers to see in the New Year. Alicia performed excl

The Andrew Marr Show, 3 January 2021

Summary of complaint

We receive complaints from viewers who felt Andrew Marr interrupted Boris Johnson too much and showed bias against the government and/or were unhappy Andrew Marr summarised his interview with the Prime Minister as "an Englishman talking to a Scot".

Our response

The Andrew Marr Show is known for its rigorous and in depth interviews in which politicians and others in positions of power are held to account. Throughout the interview, Mr Marr gave the Prime Minister ample time to respond whilst also interjecting to ask follow up questions to keep the

expanded and propped up the economy during the crisis. It's important to scrutinise the decisions made along the way, as well as reflect the government's own position on the death toll (as reflected by its own official figures).

We feel the approach was fair, duly impartial, and appropriate to the landmark on that day – our ongoing coverage reflects the different milestones and breakthroughs as they occur.

Pooch Perfect, BBC One, January 2021

Summary of complaint

We received some complaints from viewers who felt the premise of the programme sets a bad example to pet owners

dogs are shown having been re-washed to highlight the temporary nature of the colour. After the series had completed filming every owner was contacted and reported that their dogs were happy and healthy, had enjoyed the process and had not suffered any ill effects.

Throughout Pooch Perfect, it is made clear that the contestants are professional groomers and that dog owners should not try these creative grooms at home. Every precaution was taken throughout filming to ensure each individual dog's welfare and the production team firmly believes every dog was well treated and that no dog was harmed physically or mentally by the process.

BBC News, February 2021

Summary of complaint

We've received some complaints from people who feel that we haven't provided enough coverage of the farmers' protests in India.

Our response

The BBC has been providing ongoing coverage of the farmers' protests in India across our BBC News website, regional radio across the UK, and news programming on Radio 4. We have also run reports on the BBC News Channel and our national news on BBC One.

In addition, this story has been covered on BBC World News and World Service output in several languages, and we have run packages and live updates from at least four of our correspondents from the area.

This is an ongoing story and the BBC is committed to continued coverage of it from the ground. You can find a dedicated topic feed with detailed, up to date coverage on our website here:
<https://www.bbc.co.uk/news/topics/c23dw2xjpxrt/indian-farmers-protest-2020>

Social Media, 28 January 2021

Summary of complaint

We have received complaints from people who feel a tweet by Katya Adler about the UK/EU vaccine dispute was misleading in regards to the UK Government's position.

Our response

As the BBC's Europe Editor, part of Katya Adler's role is to provide our audiences with impartial analysis of key political developments.

The vaccine dispute between the EU and the UK was a fast developing story and it is not uncommon for our journalists to use social media to keep our audience updated with any new developments.

Katya later clarified her earlier tweet by detailing the UK Government's actual position. She also linked to a news online article that further explained the situation which you can read here:

Panorama: Vaccines: The Disinformation War , BBC One, 15 February 2021

Summary of complaint

We've received complaints from viewers who felt the programme was biased against those with concerns over the Covid-

firms has got worse instead of better.

Using quote marks in the headline, we make clear that we are reporting Trevor Phillips' comments, from an interview on the Today Programme, to convey the predominance of white males in the boardrooms of FTSE 100 companies. We included his remarks to provide our readers with additional

<https://www.bbc.co.uk/news/uk-54897737>

<https://www.bbc.co.uk/news/uk-53672841>

We have also investigated the issue of how taxpayers' money has been spent in relation to PPE contracts:

<https://www.bbc.co.uk/programmes/m000s19p>

We appreciate that not everyone will agree with how much coverage a particular story will receive, however the issue of PPE contracts is something that we have been covering since the beginning of the pandemic.

Saturday Kitchen Live, BBC One, 23 February 2021

Summary of complaint

We received complaints from some viewers who were unhappy with the guests in this edition.

Our response

Saturday Kitchen Live's format allows for an informal chatty style and the guests are encouraged to feel relaxed in the studio. Some viewers found the behaviour and comments of the guests this week to be inappropriate and that they were rude to presenter Matt. We appreciate the feedback and we shared it with the Saturday Kitchen team.

BBC News, 19 February 2021

Summary of complaint

BBC News at Six, BBC One and BBC News Channel, 26 February 2021

Summary of complaint

We received compla

Summary of complaint

We received complaints from some viewers about a profile of Rishi Sunak in the programme.

Our response

We have reviewed the piece and are confident the item was a fair and duly impartial analysis of Mr

Summary of complaint

We received complaints about an interview on BBC Breakfast on Monday 8th March 2021.

Our response

requires careful judgement. When reporting important stories in the public interest, such as the workings and decision making of the government, the use of unnamed sources is acceptable as long as the sources are verified and are credible, as they were here. Quite often information in the public interest is available only through sources or contributors on an unattributable or anonymous basis.

BBC News, March 2021 ~~Secretary~~ of complaint

Summary of complaint

We received complaints from people who felt Ros Atkins' report was biased against the Royal Family.

Our response

Each week Ros Atkins has an in-depth look at a significant story that has been in the news; during this report he gave detailed analysis of the fallout of the interview the Duke and Duchess of Sussex gave to Oprah Winfrey. BBC News has reported comprehensively across our coverage on the interview itself and claims made by the Sussexes. The purpose of this piece was not to scrutinise each assertion made but instead to specifically explore the wider ramifications of this story. Ros made clear that the Royal Family deny allegations of racism made against them.

Ros examined what this story means for the reputation of the Royal Family and their future role in the world, and why there had been tensions in the relationship between the couple and the rest of the family. We are confident that Ros' piece was duly impartial and gave a fair analysis of the issues that had been raised by the interview.

BBC Breakfast, BBC One and BBC News Channel, 18 March 2021

Summary of complaint

We received complaints from people unhappy with a comment Charlie Stayt made about the flag in the background of an interview and Naga Munchetty's subsequent activity on social media.

~~Secretary~~ of complaint, March 2021

At the end of a long, serious interview with the Housing, Communities and Local Government Secretary Robert Jenrick, Charlie Stayt made an off the cuff remark about the size of the flag behind Mr Jenrick. It was meant as a light-hearted, off the cuff comment and no offence or disrespect was intended. Naga and Charlie have been spoken to and reminded of their rei.1 biovemin04drestocaf thg 0.000008871 0

Our response

The interview given by the Duke and Duchess of Sussex to Oprah Winfrey was in itself a news story because members of the Royal Family rarely speak publicly and in depth. Its content sparked wider conversations about racism, mental health, the role of the Royal Family and the media. Our coverage reflected duly impartially and accurately what the couple said and the reaction to it. The institution of the monarchy and how it develops is a matter of high public interest and we are confident our

This report looked at how divisive LTNs have been in some communities and focussed on the nature of the debate their introduction has prompted. This is an important story. Opposition to LTNs is widespread and very vocal, and has made local authorities across the country anxious about extending existing LTNs and introducing new ones.

In this context the report included examples of the passions LTNs have provoked in order to help the audience understand how the debate has developed. The report also reflected the views of those who support LTNs and who say LTNs reduce local traffic, improve air quality and give people more choices about how they travel. Our digital coverage cited Department for Transport polling from last year that showed 78% of people said they wanted traffic reduction measures in their areas and the fact that when such measures are introduced active travel increases.

We appreciate some members of the audience would have liked more analysis of the impact of LTNs on the environment and public health. However, a certain amount of compression is necessary in the short time available in a news report. The BBC has reported on the introduction of LTNs on previous occasions and the intention here was to cover the resulting debate within local communities.

EastEnders, BBC One, 22 March 2021

Summary of complaint

We were contacted by some viewers who felt the programme was critical of those who do not want or cannot have the Covid-19 vaccine.

Our response

EastEnders, whilst a fictional drama, has a long tradition of reflecting real life and this exchange aimed to reflect the conversations that some people in Britain are having.

BBC News Website, 16 March 2021

Summary of complaint

We have received complaints that our article Religious group warns against LGBT+ conversion therapy ban inappropriately gave a platform to the LGB Alliance and lacked input from LGBT+ organisations.

Our response

As we point out in the article, some LGBT+ groups have accused the government of moving too slowly to introduce a conversion therapy ban, an element of the story to which we have devoted considerable coverage:

<https://www.bbc.co.uk/news/uk-politics-56284422>

<https://www.bbc.co.uk/news/uk-politics-56362329>

<https://www.bbc.co.uk/news/uk-politics-56353313>

Therefore it was also relevant to mention that the government has received support for its approach, in the form of a letter from the LGB Alliance.

We explain how they describe themselves as "promoting the rights of lesbians, bisexuals and gay men" and quote briefly from the letter so that readers can form their own judgements on their involvement in the story.

The Andrew Marr Show, BBC One, 28 March 2021

Summary of complaint

We've received complaints from viewers who claim that the Sunday Mirror's front page story on Jennifer Arcuri was not shown or discussed in the programme.

Our response

The Jennifer Arcuri story was covered during the news review and the front page of the Sunday Mirror was shown during the discussion.

The programme has covered this story previously and will continue to do so, as with all stories, on

editorial merit.

Election Scotland 2021: Leaders' Debate, BBC One Scotland, 30 March 2021

Summary of complaint

We received complaints from people who claimed the audience and Sarah Smith were politically biased.

Our response

We select audiences for our debates which reflect widespread political views in accordance with BBC Election Guidelines. They are invited to ask questions which are relevant to the current affairs agenda. It is, of course, entirely possible members of the audience were swayed during the debate by the arguments put forward. The format - including how the audience would be selected - was clearly set out in advance and was agreed by all the participants.

Sarah Smith ensured that each of the party leaders was given a fair and appropriate amount of time to make their arguments and all parties were content with this following the programme. We completely reject any suggestion that Sarah was biased during the debate. To be clear, at no point

where the player has time to genuinely think about his actions and re-assess and rehabilitate himself and the club should be getting banned from European competition.”

In conclusion, we are confident that our overall output on this subject has been fair, accurate and balanced, and our production teams across all of our platforms have taken great care to ensure we have appropriate guests.

BBC News, April 2021

schedule to accommodate coverage of the passing of HRH The Prince Philip, Duke of Edinburgh.

We do not make such changes without careful consideration and the decisions made reflect the role the BBC plays as the national broadcaster, during moments of national significance.

The programme was rescheduled to air on 14 April at 8pm on BBC One.

BBC News Special - Death of the Duke of Edinburgh, BBC One, BBC Two and BBC News Channel, 9 April 2021

Summary of complaint

We trust this explains BBC policy regarding dress codes for our presenters during the period of mourning.

The funeral of HRH The Prince Philip, Duke of Edinburgh, 17 April, BBC One

Summary of complaint

We received complaints about our coverage of the funeral of HRH The Prince Philip, Duke of Edinburgh.

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Our response

Plans for the creation of a European Super League (ESL) in football and its subsequent collapse has been a story of significance not just in the world of sport but more broadly too.

Football is the most popular spectator sport in the UK, followed closely by millions of people. For many of those fans, it is far more than just a game. They view their local football club as an important part of their civic and personal identity. The fortunes of those clubs have an impact not just on their fans' sense of wellbeing but also on their wider communities.

Football is also the biggest global spectator sport and because of that is a huge business and cultural force too. Many of the top clubs are owned by wealthy and powerful individuals and businesses. The proposed European Super League was able to secure billions of pounds in potential funding before it had even launched.

The proposed League would have had a fundamental impact on all levels of football, affecting the global game but also those smaller clubs up and down England. It would also have changed some traditional understandings in the UK about the nature of sporting competition that have stood for centuries.

That was why there was such a strong reaction to the plans not just from football authorities, players and fans but also from politicians. The issue was addressed by both the Prime Minister and the Leader of the Opposition, as well as the Duke of Cambridge in his role as President of the Football Association. Following the launch of the ESL, the Government has announced a wide-ranging fan-led review into football, which could lead to significant change to the way the sport is run.

This rapidly-changing and unprecedented story played out over mere days, and we have seen from the figures and audience reaction that there was high interest in following its development.

Because of that we believe our coverage was editorially justified and we are confident it was proportionate and fair.

Scottish Government COVID Briefings, BBC Scotland, April 2021

Summary of complaint

We have received complaints from people who are unhappy that the briefings have not been broadcast in full since 30 March 2021.

Our response

Our coverage of Scottish government health briefings has been appropriate for the election period which we are currently in. Steve Carson, Director BBC Scotland, and Rhodri Talfan Davies, Director BBC Wales, wrote to political party leaders in Scotland and Wales on 11 March 2021 setting out how coronavirus briefings will be broadcast in the run-up to the forthcoming national elections. You can read the letter setting out our approach here:

<https://www.bbc.co.uk/mediacentre/statements/live-government-tv-briefings-during-national-elections-scotland-wales>

Covid briefings in the election period have been covered in this way, ensuring we meet our obligations on fairness and impartiality.

As we've done throughout the pandemic, we will continue to cover significant news stories and developments, including those arising from the briefings, for our audiences across all of our output.

BBC News, 23 April 2021

Summary of complaint

We've received complaints from viewers who feel there has been insufficient coverage of St George's Day.

Our response

Our editors use their expertise to decide what news stories we cover and how much prominence we give them. This is a serious and important story because it highlights the issue of standards in public life, and the honesty and integrity we can expect from our politicians and the Prime Minister.

Holding power to account and challenging political figures in interviews is how we ensure we are reporting impartially, and this would be the same whatever political party was in government.

The Electoral Commission has now launched its own investigation, which demonstrates that there

Summary of complaint

We received complaints from some viewers who were unhappy with the finale episode.

Our response

We always aim to produce the most captivating drama possible for viewers to enjoy and we're extremely proud of this series - for the recognition it received and for the support from viewers.

The series 6 finale deliberately aimed to wrongfoot viewers' expectations. Out of an audience of 16 million, we recognise that the programme makers' dramatic choices won't have met with everyone's approval.

BBC News, 21 April 2021

Summary of complaint

We received complaints about our reporting of text messages between the Prime Minister and Sir James Dyson.

Our response

This story raised important public interest issues about the ministerial code, direct contact with the Prime Minister, and the tax implications for visiting workers.

However, as we have publicly acknowledged, we accept that Sir James Dyson is not a prominent

Johnson and the Conservative Party has been fair and thorough, reflecting the positions taken on all sides.

The BBC has a comprehensive complaints process to deal with complaints about specific pieces of output and in cases where a breach of our guidelines is identified we will take action to correct any mistakes.

BBC News at One, 11 May 2021

Summary of complaint

We received complaints about protestors in the background of a live news report.

Our response

It is common practice for BBC news to report live from Westminster, especially on big Parliamentary occasions such as the Queen's speech.

Whenever possible our a breach of our guidelines is identifiedWhe.0000088f -4(i)1pews teams speak with protestors
remedy these issues quickly as was the case in this instance.

-----a breach of our guidelines is identified-----

governance in detail.

In doing this, the Board will hold the Ex

waste of the licence fee.

Our response

for understanding the story, as it may indicate, for example, where travel restrictions may apply.

Previously we have reported on the Kent or UK variant, South African variant, and Brazilian variant. Most of the British media, broadcasters and newspapers have taken a similar approach, and 'Indian variant' is the term most people search for online. Where there is space we have used longer phrases such as 'the variant first detected in India'. This is not always possible in short headlines or where time is limited.

On 31 May 2021 the World Health Organization announced that it will in future identify variants of concern by letters of the Greek alphabet. As currently most of our audience recognise the variants by the geographical reference we are continuing to use that description but also adding the new Greek letter label. We are keeping this under regular review.

BBC News, 29 May 2021

Summary of complaint

We received complaints about a lack of coverage of the anti-lockdown/no vaccine passports protest which took place in London on 29 May.

Our response

Many marches and protests take place at the weekend in the UK and BBC News is unfortunately unable to cover all of them. We choose stories due to their editorial merit. We accept that not everyone will agree with each decision.

We are committed to achieving due impartiality in all of our output. Throughout the pandemic we have featured a broad range of contributors with scientific, medical and political experience and expertise. We have examined and challenged their views on behalf of our audience. We have also covered other anti-lockdown protests in the past.

BBC News Website, 25 May 2021

Summary of complaint

We have received complaints that the original headline for our article Manchester Arena Inquiry:
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provide an "overall grip" on a major incident, we accept that there were issues with our initial framing of his evidence.

As soon as we became aware of this we immediately took steps to address these issues and although we consider the changes we made to have resolved these complaints, we are sorry for any concerns prompted by the early versions of the story.

Euro 2020: Denmark v Finland, BBC One, 12 June 2021

Summary of complaint

We have received complaints about our coverage of Christian Eriksen's collapse during the Denmark v Finland Euro 2020 match.

Our response

Everyone at the BBC is hoping Christian Eriksen makes a full recovery. We apologise to anyone who was upset by the images broadcast. In stadium coverage is controlled by UEFA as the host broadcaster, and as soon as the match was suspended, we took our coverage off air as quickly as possible.

Holby City, BBC One, June 2021

Summary of complaint

We received complaints from people unhappy with the announcement that Holby City has been cancelled.

Our response

We are incredibly proud of Holby City and it's with great sadness that after 23 years the show will end on screen in March of next year.

We sometimes have to make difficult decisions to make room for new opportunities and, as part of the BBC's commitment to make more programmes across the UK, we have taken the difficult decision to bring the show to a close in order to reshape the BBC's drama slate to better reflect, represent and serve all parts of the country.

Euro 2020 - Sweden v Ukraine, BBC One, 29 June 2021

Summary of complaint

We've received some complaints from people who felt our Euro team spent too much time talking about the England team.

national event, hosted in the UK, that attracted 31 million viewers on television, making it one of the most watched events on record.

As well as the story of the game itself on the pitch, the match was also closely followed by millions of fans and families across the UK; had a significant economic impact, in particular for the hospitality industry; and was part of the Government's Live Events programme looking at how the UK moves out of Covid restrictions. The final also saw some serious security issues at Wembley that have led to an FA investigation. After the final, some of the England players received racist abuse, raising important questions about the role of the social media companies and the wider political climate around race. Together, all of these issues were an important part of the wider news story concerning the final and the tournament as a whole and explain why we consider the level of coverage was appropriate.

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Laura Kuenssberg conducted this interview in a robust manner, repeatedly challenged Mr Cummings on the substance of the allegations he was making, and the motives behind them; asking him to address questions over his credibility and agenda. She scrutinised his past actions which have been a source of controversy, such as his breach of lockdown, his campaign tactics during the EU referendum, and the implications for democracy of the way he conducts politics.

We made clear that this was Mr Cummings' version of events, gave Downing Street a right of reply,

events unfold, and so, while we will do all we can to keep all viewers happy, we might need to jump in and out of sports to ensure we bring as many of the big moments as possible.

continually feeding these comments back to our Olympics team.

BBC Newsline, BBC Northern Ireland, 11 August 2021

Summary of complaint

We received numerous complaints following a BBC Newsline report about the Chelsea vs Villarreal fixture in Belfast on 11 August.

Our response

Our report included footage of some Chelsea fans who were singing 'Sweet Caroline' in a marquee

Sickness and Lies, BBC News 5 August 2021

Summary of complaint

We received complaints from people who felt the programme reinforces suspicions that some social media influencers are faking chronic illnesses.

Our response

Question of Sport, BBC One

Summary of complaint

We have received some complaints from viewers about the new format of Question of Sport.

Our response

Question of Sport has been a firm favourite of BBC One audiences for over 50 years. One of the reasons the show remains successful is because the hosts and captains change. It's always been important that Question of Sport remains an authentic sports quiz which we hope continues to entertain.

6 Music, Sept 2021

Summary of complaint

Some listeners contacted us following Shaun Keaveny's last show on the station.

Our response

As Shaun said on his final day, radio is an incredibly personal and much appreciated medium. Radio networks always evolve over time, but we understand it may be difficult for some listeners when a favourite presenter leaves and the schedule changes. Shaun is a much loved presenter on 6 Music, and we respect his decision to leave the station. We wish him the best of luck for the future of course. You might be interested to know he's covering for Liza Tarbuck again on Radio 2 this Saturday, 25th September.

Some people have also commented on the general direction of the network. We'll continue to offer the best music beyond the mainstream, championing artists and genres from around the UK and the world. Craig Charles has been a long-appreciated part of the 6 Music family, whether he's hosting his own Saturday night show or deputising for weekday presenters. So although we'll miss Shaun, we look forward to the launch of Craig's new show.

BBC News, Sept 2021

Summary of complaint

We received complaints from people who felt our reporting on petrol supply problems amounted to scaremongering/led to panic buying at filling stations.

Our response

This is an important story of national significance and interest to audiences. We have reported on

The Andrew Marr Show, BBC One, 3 October 2021

Summary of complaint

We received complaints from viewers who felt the interview with Boris Johnson was aggressive, and he was interrupted too much.

Our response

There were many issues covered in the interview with the Prime Minister, such as violence against women, the HGV driver shortage and the National Insurance Tax rise, and so it was imperative for Mr Marr to keep the conversation on track in order to have time for them all. Sometimes Mr Marr repeated his question to press the Prime Minister into giving a clear answer for the audience.

As Prime Minister, Mr Johnson is no stranger to robust and challenging interviews, and we consider it is appropriate to hold the leader of the nation to account on different issues. However we're satisfied that Mr Marr questioned Mr Johnson in a fair, duly impartial and professional manner.

Today, Radio 4, 5 October 2021

Summary of complaint

We received complaints about Nick Robinson's interview with the Prime Minister.

Our response

In a live interview presenters have to judge how far to press for direct answers before moving the interview on. There was certainly no desire to appear rude and post broadcast, and on reflection, Nick Robinson himself would have preferred to have used different language. Having said that, Nick Robinson covered a wide range of topics within a short space of time with the Prime Minister, who was able to set out his points on the issues raised.

BBC News Website, 26 October 2021

Summary of complaint

We received complaints that the article 'We're being pressured into sex by some trans women' is transphobic and poorly evidenced.

Our response

Thank you for getting in touch. We have received a wide range of feedback from those who find the article challenging as well as those who welcome its publication.

The article was carefully considered before publication, went through a rigorous editorial review process and fully complies with the BBC's editorial guidelines and standards.

Some argue that the article is flawed because it is "based on a survey of 80 people". The article itself states there is little research in this area; that the survey featured was conducted on social media

and is therefore self

opening of a new coal mine. We're satisfied that Justin acted in a fair and professional manner.

BBC News, 12 November

Summary of complaint

We've received some complaints about our news coverage of trans activism.

Our response

The BBC is committed to ongoing coverage of this subject, hearing a wide range of viewpoints across our output.

Impartiality is a core value of the BBC, something we apply to all our news coverage and we do not take an editorial position on the stories that we cover. Throughout our coverage we seek to reflect the opinions of key figures, include contributions from organisations involved in the debate, and address questions or concerns raised by members of the public.

We appreciate that the BBC plays an important role in informing and facilitating debate about subjects of public interest, some of which are divisive.

BBC News, 11 November

Summary of complaint

We received complaints about our coverage of the 'Two Minute Silence' for Remembrance Day on 11 November.

Our response

We note that some viewers were disappointed with our coverage of the 'Two Minute Silence' for Remembrance Day.

The two minute silence at 11am was observed across all BBC broadcasts. The presenter welcomed viewers joining on BBC One for the silence. This meant that we were not able to broadcast the Last Post in full on this occasion.

We always aim to be sensitive and respectful in our coverage.

The Ashes, Radio 5 live, December 2021

Summary of complaint

We've received some complaints from people who are unhappy that Michael Vaughan won't be part of our Ashes team this year.

Our response

We're in regular contact with Michael and have had positive conversations with him in recent days.

Our contributors are required to talk about relevant issues, so Michael's involvement in a story of such significance means it's not possible for him to be part of our Ashes coverage or wider cricket coverage at the moment. We're pleased with how our conversations are going and expect to work with Michael again in the future. He remains on contract to the BBC.

The Princes and the Press, BBC Two, 22 and 29 November 2021

Summary of complaint

We received complaints from viewers who believe the programme was disrespectful to the Royal Family and therefore should not have been broadcast.

Our response

The Princes and the Press explored the relationship between the media and the monarchy, focusing on the younger royals.

It included interviews with a range of print and broadcast reporters who follow the royals closely and heard their views on the relationship the press has with the Royal Family and what influences the stories that are published.

We conducted more than 80 hours of interviews and sought views from a wide variety of contributors.

This included approaches to Buckingham Palace, Kensington Palace and Clarence House for comment or for a representative to be interviewed for this series. A joint statement issued by them was included in both programmes.

BBC News, December 2021

Summary of complaint

We received complaints from people who found the video and audio recordings used in our coverage of the murder of Arthur Labinjo-

meant