

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

96% of all complaints dealt with between 1-14 April 2019 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 42 findings at Stage 2 between 1-14 April 2019. 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
Today	Radio 4	26/01/2019		

Question Time	BBC One	07/02/2019	Right-wing bias	Not upheld
BBC News (10pm)	BBC One	14/02/2019	Pro-EU bias	Not upheld
Today	Radio 4	23/02/2019	Bias on Labour anti-Semitism	Not upheld
The Papers	BBC News Channel	10/02/2019	Objects to MP being termed a "privileged white man"	Not upheld
Silent Witness	BBC One	14/01/2019	Racial stereotyping	Not upheld

57% of complaints (24 out of 42) dealt with between 1-14 April 2019 received a response within the target time.