

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 (

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 23 findings at Stage 2 between 2-15 April 2018. 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
Strictly Come Dancing - The Results	BBC One	12/11/2017	Programme inappropriately endorsed Royal British Legion poppy appeal	Not upheld
Gunpowder	BBC Two	21/10/2017	Inaccurate account of Gunpowder Plot	Not upheld
Drugsland: Dying to Get Clean	BBC Three		Inaccurate information about complainant's deceased brother	Not upheld
Reformation	BBC Two	21/10/2017	Inaccuracy about Luther's translation of the Bible	Not upheld

Elizabeth I's Secret Agents BBC Two

The Queen's Christmas Broadcast	BBC One	25/12/2017	Over-representation of ethnic minorities	Not upheld
BBC News (10pm)	BBC One	29/01/2018	Bias against Irish abortion law	Not upheld
Today	Radio 4	27/10/2017	Spokesman for Syrian opposition not identified as such	Upheld
The View	BBC One Northern Ireland	15/02/2018	Bias towards DUP interviewee	Not upheld
Today	Radio 4	13/01/2018	Insufficient information about interviewee's political views	Not upheld
Beyond 100 Days	News Channel	08/02/2018	Anti-Brexit bias	Not upheld
The Mash Report	BBC Two	01/02/2018	Left-wing bias	Not upheld
The Andrew Marr Show	BBC One	10/12/2017	Xenophobic reference to the French	Not upheld
EastEnders	BBC One	21/12/2017	Excessive violence before the watershed	Not upheld

83% of complaints (19 out of 23) dealt with between 2-15 April 2018 received a response within the target time.