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 22 January 4 February 2018, BBC Audience Services (Stage 1) received a total of 6,236 complaints about programmes. 10,686 complaints in total were received at Stage 1.

BBC programmes which received more than 100 complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
BBC News (10.00pm)	BBC One	31/01/2018	Felt the report on a teenage Palestinian girl facing trial for security offences was biased against Israel.	600 (After an invitation to complain was posted online)
Silent Witness	BBC One	29/01/2018	Felt the portrayal of police response to character with learning difficulties was inaccurate/ unrealistic.	153
The Mash Report	BBC Two	01/02/2018	Felt a cartoon of President Trump and Piers Morgan was offensive and/or that featured on BBC social media accounts.	142

96% of all complaints dealt with between 22 January $\,$ 4 February 2018 received an initial response within the stage 1 $\,$

94% of complaints (15 out of 16) dealt with between 22 January 4 February 2018 received a response within the target of 20 working days.