

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit);
- 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 30 October and 12 November 2017, BBC Audience Services (Stage 1) received a total of complaints about programmes. 8,377 complaints in total were received at Stage 1.

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

<b>5 5</b>		<b>5</b>	<b>5 5</b>
Have I Got News For You	BBC One	03/11/2017	234
Strictly Come Dancing	BBC One	04/11/2017	206

97% of all complaints dealt with between 30 October and 12 November 2017 received anT#

spent 10 months on Xbox				
Nine of the most WTF moments in festival fashion	BBC 3	N/A	Offensive language	