

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 4 -17 February 2019, BBC Audience Services (Stage 1) received a total of 5,107 complaints about programmes. 9,332 complaints in total were received at Stage 1.

BBC programmes which received more than 100²complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Question Time				

Newswatch	BBC News Channel	16/11/2018	Inappropriate to show Andrew Neil tweet about Carole Cadwalladr x2	Not upheld
The Andrew Marr Show	BBC One	04/11/2018	Arron Banks allowed to make allegations about Carole Cadwalladr	Not upheld
Big Field	BBC Three		Reuse of complainant's contribution to an earlier programme exposed him to ridicule	Not upheld
Steve Wright in the Afternoon	Radio 2	07/11/2018	Bias in interview with genetic determinist	Upheld
BBC News (6pm)	BBC One	18/10/2018	Peaceful feminist protestors unfairly linked with violence	Not upheld
The World at One	Radio 4	28/12/2018	Comic reading of archive news headlines showed anti-Brexit bias	Not upheld
Politics Live	BBC Two	20/12/2018	Presenter appeared to defend abuse of Anna Soubry	Not upheld
The World Tonight	Radio 4	22/11/2018	Anti-Trump bias	Not upheld
Sports Personality of the Year	BBC One	16/12/2018	Inclusion of netball was sexist	Not upheld

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63% of complaints (12 out of 19) dealt with between 4 -17 February 2019 received a response within the target time.