

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

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 19 findings at Stage 2 between 5th – 18th March 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/complaints-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Meet the Lords	BBC Two	08/11/2017	Offensive language	Not upheld
Today	Radio 4	11/01/2018	Misleading implication that environmental policy is not a devolved matter	Upheld
Countryfile	BBC One	07/01/2018	Inaccurate use of term "vermin"	Not upheld

The Super-RichT

News	Radio Shropshire	27/10/2017	Inappropriate contribution from one party in fatal car crash	Not upheld
BBC News (10pm)	BBC One	30/11/2017	Inappropriate doorstepping	Not upheld

84% of complaints (16 out of 19) dealt with between 5-18 March 2018 received a response within their target times.