

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 5 - 18 August, BBC Audience Services (Stage 1) received a total of 3,795 complaints about programmes. 6,888 complaints in total were received at Stage 1.

No individual BBC programmes reatio

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 37 findings at Stage 2 between 5 – 18 August 2019. 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
Angela Scanlon				

The Graham Norton Show	BBC One	31/05/2019	Offensive description of Donald Trump	Not Upheld
Heresy x7*	Radio 4	11/06/2019	Offensive remark by Jo Brand	Partially Upheld
Sunday Breakfast	BBC Radio Five Live	26/05/2019	Misleading assertion on age of Conservative Party members	Not Upheld
Our Next Prime Minister	BBC One	18/06/2019	Failure to raise LGBT issues	Not Upheld
One Day in Gaza	BBC Two	13/05/2019	Inaccurate to translate Yahud as Israeli	Not Upheld
News at Six	BBC1	25/03/2019	Lack of impartiality in coverage of Muslim parents protests against no outsider programme	

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*we responded to seven separate complaints about this programme within the fortnight.

89% of complaints (33 out of 37) dealt with between 5- 18 August 2019 received a response within the target time.