

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 23 November – 6 December 2020, BBC Audience Services (Stage 1) received a total of complaints about programmes. complaints in total were received at Stage 1.

BBC programmes which received more than 100²complaints during this period:

The Andrew Marr Show	BBC One	29/11/2020	Bias against SNP in interview with First Minister Nichola Sturgeon	161
Strictly Come Dancing	BBC One	05/12/2020	Felt it inappropriate for male professional dancers to be dressed in drag for the opening dance	141
Have I Got News For You	BBC One	04/12/20	Offensive humour	105

94% of all complaints dealt with between 23 November – 6 December 2020 received an initial response within the stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at 309.29 464.59 111.74 26.88 reWth /

Stage 2 complaints – Executive Complaints Unit (ECU)

Nolan Live	BBC One Northern Ireland	07/10/2020	Harassment of people not wearing facemasks	Not upheld
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88% of complaints (14 out of 16) dealt with between 23 November – 6 December 2020 received a response within the target time.