

Analysis of complaints

Standards of service

Summaries of upheld/resolved complaints

Panorama: Britain's Killer Motorways?, BBC One, 27 January 2020

Outcome

Partly upheld

Further action

Tweet by Laura Kuenssberg, 24 September 2019

Complaint

Today

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Outcome

Today

Resolved

Politics Live, BBC Two, 11 December 2019

Complaint

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Resolved

BBC News (10pm), BBC One, 16 April 2020

NHS boss: 'I need gowns, can I call Burberry?', [bbc.co.uk](https://www.bbc.co.uk)

Today, Radio 4, News (10am), Radio 4, news bulletins (6-11am), Radio 5 Live, Breakfast, BBC One, 17 April 2020

Complaint

Outcome

Not upheld

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adequate and appropriate to the output, taking account of the subject and nature of the content, the likely audience expectation and any signposting that may influence that

Outcome

Outcome

Outcome

documents about US war crimes in Iraq and

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affiliations, funding and particular viewpoints should be made available to the audience, when relevant to the

Outcome

Our audiences should not be able to tell from BBC output the personal opinions of our journalists or news and current affairs presenters on matters of public policy,

Outcome

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*I do not believe that @NicolaSturgeon is enjoying this crisis. I had meant to say on
'21 opportunity to make a policy
unique to Scotland. I sai
but embracing devolution.*

Minister, who has accepted those clarifications and has indicated that she regards the matter as now closed.

*ity to make her
the other UK nations.*

Resolved

Cardiff Half Marathon, BBC One Wales, 6 October 2019

Complaint

Impartiality: not upheld
Accuracy: resolved

Coronavirus: What this crisis reveals about US - and its president, [bbc.co.uk](https://www.bbc.co.uk)

Complaint

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News in whatever form must be treated with due impartiality, giving due weight to events, opinion and main strands of argument. The approach and tone of news stories must always reflect our editorial values, including our commitment to impartiality.

Presenters, reporters and correspondents are the public face and voice of the BBC ½ they can have a significant impact on perceptions of whether due impartiality has been achieved. Our audiences should not be able to tell from BBC output the personal opinions of our journalists or news and current affairs presenters on

They may provide professional judgements, rooted in evidence, but may not express personal views on such matters publicly, including in any BBC-branded output or on personal blogs and social media.

Outcome

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be editorially justified, and signposted if appropriate, to ensure it meets audience

Outcome

Tweet by Katya Adler,

Resolved

Life and Birth, BBC One

Outcome

Upheld

Further action