

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- 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 10-23 June 2019, BBC Audience Services (Stage 1) received a total of 9,162 complaints about programmes. 13,854 complaints in total were received at Stage 1.

BBC programmes which received more than 100<sup>2</sup> complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Heresy	BBC Radio 4	11/06/2019	Felt Jo Brand's humour was offensive or could incite violence	2,971
Our Next Prime Minister	BBC One	18/06/2019	Claims of bias against Boris Johnson/in favour of contributions from the south of England/in favour of the Conservative Party	1,035
Victoria Derbyshire	BBC One	10/06/2019	Bad Language	387

<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

97% of all complaints dealt with between 10-23 June 2019 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: <http://www.bbc.co.uk/complaints/complaint/>

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 14 findings at Stage 2 between 10-23 June 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
The Reunion	BBC Radio 4	07/04/2019	Inaccurate reference to “Polish” concentration camp	Not upheld
Party Election Broadcast	BBC One Scotland	17/05/2019	Inaccurate to refer to “Scottish Conservative Party”	Not upheld
Breakfast	BBC One	11/04/2019	Failure to challenge claim that Mr Stop Brexit is paid to protest	Not upheld
Empire of the Seas	BBC Four	01/04/2019	Inaccurate to describe Charles I as “murdered”	Not upheld
Climate Change: The Facts	BBC One	18/04/2019	Inaccurate and biased	Not upheld
The James Hansen Show	BBC Bristol	02/03/2019	Offensive song about district of Bristol	Resolved
Man Like Mobeen	BBC One	16/02/2019	Offensive reference to sewing up man’s anus	Not upheld
Reporting Scotland	BBC One Scotland	28/03/2019	Inaccurate report on soldiers affected by higher income tax rate	Not upheld
Question Time	BBC One	25/04/2019	Panel biased against Brexit	Not upheld

Costing the Earth	BBC Radio 4	01/05/2019	Biased reporting of causes of climate change	Not upheld
News (5pm)	BBC News Channel	24/01/2019	Bias against supporters of Northern Ireland backstop	Not upheld
News (5pm)	BBC News Channel	10/04/2019	Anti-Brexit bias by presenter	Not upheld
The Now Show	BBC Radio 4	08/03/2019	Disparaging towards Roman Catholics and Irish	Not upheld
Australia: Earth's Magical Kingdom	BBC Two	17/04/2019	Poor audibility	Not upheld

86% of complaints (12 out of 14) dealt with between 10-23 June 2019 received a response within the target time.