

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 21 January - 3 February 2019, BBC Audience Services (Stage 1) received a total of 4,970 complaints about programmes. 8,151 complaints in total were received at Stage 1.

BBC programmes which received more than 100² complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Question Time	BBC One	17/01/2019	Felt the programme was biased against Labour's Diane Abbot and/or misrepresented Labour's standing in the opinion polls.	470 (after invitations to complain were posted on social media).
Today	Radio 4	26/01/2019	Felt the interview with Ireland's Minister for European Affairs, Helen McEntee, was biased in favour of Brexit.	161

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

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

³ Excluding investigations of online material outside Ofcom's remit.

98% of all complaints dealt with between 21 January - 3 February 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 19 findings at Stage 2 between 21 January - 3 February 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/complaints/reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Mornings	Radio Scotland	15/11/2018	False equation of “no deal” with “hard Brexit”	Not upheld
Reporting Scotland	BBC One Scotland	09/11/2018	False equation of “no deal” with “hard Brexit”	Not upheld
Politics Scotland	BBC Two Scotland	21/10/2018	False equation of “no deal” with “hard Brexit”	Not upheld
Reporting Scotland	BBC One Scotland	07/11/2018	Inaccuracy about Scottish Parliament vote on Brexit	Not upheld
Good Morning Scotland	Radio Scotland	01/11/2018	Inaccuracy about aims of “People’s Vote” campaign	Not upheld
Victoria Derbyshire	BBC Two	29/11/2018	Inaccuracies in interview with wife of jailed rapist	Not upheld
The One Show	BBC One	08/10/2018	Objectionable failure to refer to Northern Ireland	Not upheld
Inside the Foreign Office	BBC Two	15/11/2018	Anti-Russian bias	Not upheld
Today	Radio 4	22/11/2018	Presenter showed pro-Israel bias x2	Not upheld
Today	Radio 4	22/11/2018	Objects to Quakers being challenged on support for BDS	Not upheld

Trail	BBC News Channel	22/12/2018	Union Jack shown upside down	Not upheld
Victoria Derbyshire	BBC Two	07/12/2018	Choice of guests showed pro-Labour bias	Not upheld
Newsnight	BBC Two	12/12/2018	Presenter rude to Jacob Rees-Mogg x2	Not upheld
The Mash Report	BBC Two	31/11/2018	Inclusion of "anti-Semitic" guest	Not upheld
Simon Lederman	Radio London	22/11/2018	Objects to presenters' mimicry of Ulster accent	Not upheld
The News Quiz	Radio 4	29/09/2018	Anti-white male joke	Not upheld
The Andrew Marr Show	BBC One	18/11/2018	Patronising interview with Baroness Chakrabati	Not upheld

100% of complaints (19 out of 19) dealt with between 21 January - 3 February 2019 received a response within the target time.