

## 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 2-15 April 2018, BBC Audience Services (Stage 1) received a total of 6,110 complaints about programmes. 10,005 complaints in total were received at Stage 1.

BBC programmes which received more than 100 complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
BBC News (6pm)	BBC One	03/04/2018	Felt the bulletin misrepresented Jewdas's position on claims of anti-Semitism in the Labour Party (after invitations to complain were posted online)	531

97% of all complaints dealt with between 2-15 April 2018 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/>

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<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.

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

The Executive Complaints Unit made 23 findings at Stage 2 between 2-15 April 2018. 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
Strictly Come Dancing - The Results	BBC One	12/11/2017	Programme inappropriately endorsed Royal British Legion poppy appeal	Not upheld
Gunpowder	BBC Two	21/10/2017	Inaccurate account of Gunpowder Plot	Not upheld
Drugsland: Dying to Get Clean	BBC Three		Inaccurate information about complainant's deceased brother	Not upheld
Reformation	BBC Two	21/10/2017	Inaccuracy about Luther's translation of the Bible	Not upheld
Elizabeth I's Secret Agents	BBC Two	08/11/2017	Failed to identify priests as Jesuits	Not upheld
Panorama: Jihadis You Pay For	BBC One	01/12/2017	Unfair to Adam Smith International	Not upheld
Panorama: Who Wants to be a Bitcoin Millionaire?	BBC One	12/02/2018	Misleading caption	Not upheld
Great British Railway Journeys	BBC Two	15/01/2018	Inaccurate claim about power generated by wind farms	Not upheld
The Coronation	BBC One	14/01/2018	Misleading reference to 1,000 years of "British" monarchy	Not upheld
Victoria Derbyshire	BBC Two	16/01/2018	False allegations about pro-life group	Not upheld
The Legacy of Lawrence of Arabia	BBC Four	18/09/2017	Misleading description of Yazidis required broadcast correction	Not upheld
The Mash Report	BBC Two	15/02/2018	Anti-Catholic bias (x2)	Not upheld
Today	Radio 4	07/03/2018	Inaccurate reference to Rolls Royce	Not upheld

The Queen's Christmas Broadcast	BBC One	25/12/2017	Over-representation of ethnic minorities	Not upheld
BBC News (10pm)	BBC One	29/01/2018	Bias against Irish abortion law	Not upheld
Today	Radio 4	27/10/2017	Spokesman for Syrian opposition not identified as such	Upheld
The View	BBC One Northern Ireland	15/02/2018	Bias towards DUP interviewee	Not upheld
Today	Radio 4	13/01/2018	Insufficient information about interviewee's political views	Not upheld
Beyond 100 Days	News Channel	08/02/2018	Anti-Brexit bias	Not upheld
The Mash Report	BBC Two	01/02/2018	Left-wing bias	Not upheld
The Andrew Marr Show	BBC One	10/12/2017	Xenophobic reference to the French	Not upheld
EastEnders	BBC One	21/12/2017	Excessive violence before the watershed	Not upheld

83% of complaints (19 out of 23) dealt with between 2-15 April 2018 received a response within the target time.