

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 8-21 July 2019, BBC Audience Services (Stage 1) received a total of 6,551 complaints about programmes. 9,765 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
Panorama: Is Labour Anti-Semitic?	BBC One	10/07/2019	Bias against the Labour Party.	1,593 (after an invitation to complain was posted online)
The Andrew Neil Interviews: Jeremy Hunt and Boris Johnson	BBC One	12/07/2019	Felt Andrew Neil was biased against Jeremy Hunt and/or Boris Johnson.	179

94% of all complaints dealt with between 8-21 July 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 15 findings at Stage 2 between 8 – 21 July 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
Money for Nothing	BBC One	03/04/2019	Inaccurate claim that electrical item met relevant safety standards	Upheld
Climate Change: The Facts	BBC One	18/04/2019	Inaccuracies on causes and consequences of climate change x4	Not upheld
Good Morning Ulster	Radio Ulster	23/05/2019	Guest's comments likely to incite crime	Not upheld
The World at One	Radio 4	10/05/2019	Disrespect towards late Freddie Starr	Not upheld
One Day in Gaza	BBC Two	13/05/2019	Misleading to translate "Yahud" as "Israeli" x2	Not upheld
Inside Science	Radio 4	02/05/2019	Misleading discussion of Caster Semanya case	Not upheld
PM	Radio 4	15/05/2019	"Pro-life" terminology used without proper attribution	Not upheld
Question Time	BBC One	16/05/2019	Anti-SNP bias	Not upheld
Victoria Derbyshire	BBC Two	03/06/2019	Presence of mini Trump blimp in studio indicated bias	Not upheld
The Andrew Marr Show	BBC One	12/05/2019	Bias against Nigel Farage x2	Not upheld

94% of complaints (15 out of 16) dealt with between 8- 21 July 2019 received a response within the target time.