Complaints to the BBC

This fortnightly report for the BBC complaints service[1] shows for the periods covered:

- the number of complaints about programmes and those which received more than 100[2] 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 12 - 25 October 2020, BBC Audience Services (Stage 1) received a total of **3,791** complaints about programmes. **8,196** complaints in total were received at Stage 1.

BBC programmes which received more than 100[2] complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Woman's Hour	Radio 4	20/10/2020	Reference to some women's rights groups being accused of transphobia.	193 (after invitations to complain were posted online)

94% of all complaints dealt with between 12 - 25 October 2020 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 15 findings at Stage 2 between 12 - 25 October 2020. Highlighted text links to published findings. 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/

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[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.

Programme	Service	Date of Transmission	Issue	Outcome
Newsnight	BBC Two	26/05/2020	Insufficient action over breach of impartiality	Not upheld
Midlands Today	BBC One (West Midlands)	29/06/2020	Implied West Midlanders are racist	Not upheld
Rethink	Radio 4	22/06/2020	Inaccurate statement that the West "ruled the world" for 500 years	Not upheld
North West Tonight	BBC One (North West)	23/06/2020	Objected to report on "white lives matter" banner	Not upheld
BBC News (9am)	BBC One	14/08/2020	Objected to term "British Isles"	Not upheld
Breakfast	BBC One	18/06/2020	Aggressive interviewing of Dominic Raab	Not upheld
Breakfast	BBC One	22/06/2020	Pro-BLM bias	Not upheld
Six Nations: Scotland v France	BBC One	08/03/2020	Commentary glorified violence	Not upheld
Vanessa Feltz	Radio London	04/06/2020	Inappropriate allusion to "taking the knee"	Not upheld
Landward	BBC One Scotland	28/06/2020	Presenter expressed view on chlorinated chicken	Not upheld
Stephen Nolan	Radio 5 Live	20/08/2020	Offensive comments by guest	Not upheld
News	BBC News Channel	05/06/2020	Inaccuracy about liability to pay TV licence fee	Not upheld
BBC News Special	BBC One	25/05/2020	Hostile questioning of Dominic Cummings	Not upheld
Today	Radio 4	05/05/2020	Implied doubt about climate "emergency"	Not upheld

In addition, one resolved finding was reached about the 26 May edition of **Newsnight** on BBC Two, a summary of which was published on 3 September at https://www.bbc.co.uk/contact/ecu/newsnight-bbc-two-26-may-2020.

100% of complaints (15 out of 15) dealt with between 12 - 25 October 2020 received a response within the target time.