

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 23rd July - 5th August 2018, BBC Audience Services (Stage 1) received a total of **4,181** complaints about programmes. **7,389** complaints in total were received at Stage 1.

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

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Newsnight	BBC Two	27/07/2018	Felt it was inaccurate for the presenter to describe an interviewee's statement that Facebook facilitated illegal campaigning by Vote Leave during the referendum as an "allegation".	172
Newsnight	BBC Two	31/07/2018	Felt the coverage of claims of anti-Semitism in the Labour Party was biased against them and/or the interview with Louise Ellman about the 2010 Holocaust event attended by Jeremy Corbyn was misleading.	109

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.

96% of all complaints dealt with between 23rd July - 5th August 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/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 12 findings at Stage 2 between 23rd July – 5th August 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
Springwatch	BBC Two	05/05/2018	Irresponsible to encourage urban viewers to put up breeding boxes for peregrine falcons.	Not upheld
This Week	BBC One	19/04/2018	Contributor's views inaccurately represented by presenter.	Upheld
Timeline	BBC Two Scotland	14/06/2018	Inaccurate report on restoration of Dunstonhill open cast mine.	Not upheld
Peter Kay's Car Share	BBC One	07/05/2018	Endorsed violence against transgender person.	Not upheld
Look North	BBC One (North East & Cumbria)	27/03/2018	Unfair reference to "vendetta" by local Labour Party against MP's husband.	Upheld
Have I Got News for You	BBC One	18/05/2018	Offensive reference to Palestinians killed in Gaza.	Not upheld
The One Show	BBC One	04/04/2018	Unduly promotional item on laser eye surgeon.	Upheld
The World at One	Radio 4	21/06/2018	Rude and biased interviewing of Liz Truss.	Not upheld

Newsroom Live	BBC News Channel	16/04/2018	Biased interview about Russia with Lord West.	Not upheld
Mock the Week	BBC Two	07/06/2018	Offensive reference to Tourette's syndrome. x2	Not upheld
Saturday Kitchen Live	BBC One	07/07/2018	"Sexist" banter.	Not upheld

83% of complaints (10 out of 12) dealt with between 23rd July – 5th August 2018 received a response within the target time.