

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 complaints about programmes. complaints in total were received at Stage 1.

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

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

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	