

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 18 - 31 March 2019, BBC Audience Services (Stage 1) received a total of 5,633 complaints about programmes. 9,646 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
Question Time	BBC One	28/03/2019	Felt the question on whether it's morally right for 5 year olds to learn about LGBT+ issues was offensive/homophobic.	283 (after invitations to complain were posted online)
Business Briefing	BBC News Channel	28/03/2019	Claims the interview with JD Weatherspoon Chairman Tim Martin was biased against Brexit.	108
Today	Radio 4	22/03/2019	Felt Nigel Farage was allowed to make inaccurate claims about the Revoke Article 50 petition	107

			without challenge. Felt James Naughtie made offensive comments about the European Research Group.	
--	--	--	--	--

96% of all complaints dealt with between 18 - 31 March 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/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 8 findings at Stage 2 between

