

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 24 June – 7 July 2019, 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:

Britain's Next Air Disaster? Drones.	BBC Two	01/07/2019	Bias against the use of drones and/or factual inaccuracies.	258 (after an invitation to complain was posted online)
Top Gear	BBC Two	30/06/2019	Felt the tone of the humour in the show amounted to 'bullying' Chris Harris.	227
Newsnight	BBC Two	25/06/2019	Bias against Andrew Mitchell MP and/or Boris Johnson.	114

94% of all complaints dealt with between 24 June – 7 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/>

Stage 2 complaints –

