

## Complaints to the BBC

This fortnightly report for the BBC complaints service <sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100 <sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- 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 27 May - 9 June 2019, BBC Audience Services (Stage 1) received a total of 6,484 complaints about programmes. 9,812 complaints in total were received at Stage 1.

BBC programmes which received more than 100 <sup>2</sup> complaints are included in the table below:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Victoria Derbyshire	BBC Two	09/05/ 2019	Balloon image of President Trump in the studio was inappropriate /biased against him.	991
BBC News Special: EU Elections 2019	BBC One	26/05/ 2019	Claims of bias both against and in favour of Brexit or the Brexit Party.  Alastair Campbell implying the Brexit Party are funded by Russia.	573

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Today	Radio 4	07/06/2019	Bias against Andy McDonald and/or misrepresenting President and any future US/UK trade deal.	273
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90% of all complaints dealt with between 27 May - 9 June 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 11

The World Tonight	Radio 4	01/04/2019	Pro-Remain bias in report of Commons indicative votes	Not Upheld
BBC Six O Clock News & BBC News at Ten	BBC One	11/04/2019	Failed to state party affiliation of interviewee	Upheld
Business Briefing	BBC News Channel	28/03/2019	Appearance of bias against no -deal Brexit x2	Upheld
Comic Relief	BBC One	15/03/2019	Scenes of male strippers objectified men	Not Upheld