

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 26 April – 9 May 2021, BBC Audience Services (Stage 1) received a total of 7,644 complaints about programmes. 14,809 complaints in total were received at Stage 1.

BBC programmes which received more than 100²complaints during this period:

Programme

Question Time	BBC One	06/05/2021	Lack of coverage of Fire Safety Bill/cladding amounting to bias in favour of Robert Jenrick / offensive comments about the French.	763
---------------	---------	------------	--	-----

Hardtalk	BBC News Channel	15/01/2021	Objects to interview with Epstein associate	Not upheld
News (6pm)	Radio 4	11/03/2021	Bias against Royal Family	Not upheld
News	BBC London	01/02/2021	Bias against Haringey Council	Not upheld
Comic Relief	BBC One	19/03/2021	Casual use of holy names	Not upheld
Winterwatch	BBC Two	26/01/2021	Ignored health risk from brown rats	Not upheld
Election 2021 Scotland: The Leaders' Debate	BBC One Scotland	30/03/2021	Bias against SNP	Not upheld
Today	Radio 4	15/03/2021	Bias against the police	Not upheld
Good Morning Ulster	Radio Ulster	01/04/2021	Motive wrongly imputed to Sinn Fein, DUP	Not upheld
Breakfast	BBC One	25/01/2020	Misleading about Ofcom list of protected events	Not upheld
Off The Ball	Radio Scotland	28/03/2021	Pro-SNP bias	Not upheld

100% of complaints (15 out of 15)