

## 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);
- 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 13 and 26 November 2017, BBC Audience Services (Stage 1) received a total of complaints about programmes. 6,730 complaints in total were received at Stage 1.

BBC programmes which received more than 100 complaints are included in the table below:

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Newsnight	BBC Two	22/11/2017	177

96% of all complaints dealt with between 13 and 26 November 2017 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 15 findings at Stage 2 between 13 and 26 November 2017. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here:

Today	Radio 4	20/06/2017	Due accuracy	Not Upheld
News bulletin (08.00)	Radio 4	23/08/2017	Due accuracy	Not Upheld
Breakfast	BBC One	13/10/2017	Due accuracy	Not Upheld
Newsnight	BBC Two	31/08/2016	Due accuracy	Not Upheld
Newsnight	BBC Two	31/08/2016	Unfair treatment	Not Upheld
Final Score	BBC Red Button	26/08/201		