



**BBC** Scotland

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15<sup>th</sup> September 2021

Pete Wishart MP  
Chair  
Scottish Affairs Committee  
House of Commons  
London  
SW1A 0AA

Dear Mr Wishart,

Further to BBC Scotland's appearance at the Scottish Affairs Committee in July, I said I would write to the Committee with some further information about levels of contacts received by BBC Scotland in recent years.

I have set this information out in the table below:

#### **BBC SCOTLAND COMPLAINTS VOLUMES BY FINANCIAL YEAR**

Year	BBC	BBC Scotland
01/04/21-27/07/21	250,763	2860 (1.14%)
2020-2021	462,255	37,255 (8%)
2019 – 2020	368,377	5,474 (1.48%)
2018 – 2019	218,352	4,870 (2.23%)

Volumes of complaints about BBC Scotland content generally then make up between 1 and 3% of the overall volume received by the BBC. The spike in complaints in year 2020 – 2021 relates mainly to high levels of contact and audience interest in how the BBC was covering the coronavirus pandemic and associated briefings, but levels of contacts in this year were still proportionate to Scotland's population.

For Committee members who wish to see more detail about issues which attract significant volumes of contacts from audience members (generally more than 100 contacts over a short period of time), the online "Corrections & Clarifications" page includes apologies, significant corrections, statements

and responses issued by the BBC. It can be found at [https://www.bbc.co.uk/helpandfeedback/corrections\\_clarifications/](https://www.bbc.co.uk/helpandfeedback/corrections_clarifications/) and contains information dating back to 2012.

Finally, I would note that not all audience members who contact us do so to complain. Our Audience Services team is also pleased to receive, daily from our listeners and viewers, a range of appreciations, enquiries and general correspondence.

I hope the information enclosed in the table and in the online resource is helpful to the Committee, and please let me know if I can help with anything further.

With kind regards,

A handwritten signature in black ink, appearing to read 'Steve Carson', written in a cursive style.

Steve Carson  
Director Scotland