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Table 115	Page 685	D5r5.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....It's unfair that BBC complaints are dealt with differently from other TV channels by Base: All respondents
Table 116	Page 690	D5r6.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I think there are benefits to complaining directly to the BBC by Base: All respondents
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Table 121	Page 716	<D5> NET Disagree Summary by Base: All respondents
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Table 123	Page 736	Z1ar1. How often in the past 3 months have you watched these TV channels?.....Any BBC TV channel by Base: All respondents
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Table 125	Page 746	Z1ar3. How often in the past 3 months have you watched these TV channels?.....Any Channel 4 channel by Base: All respondents
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Table 137	Page 802	Z1br8. How often in the past 3 months have you watched films or programmes through the following services?.....NOW TV by Base: All respondents
Table 138	Page 807	Z1br9. How often in the past 3 months have you watched films or programmes through the following services?.....Amazon Prime Video by Base: All respondents
Table 139	Page 812	Z1br10. How often in the past 3 months have you watched films or programmes through the following services?.....Disney+ by Base: All respondents
Table 140	Page 817	Z1br11. How often in the past 3 months have you watched films or programmes through the following services?.....YouTube by Base: All respondents
Table 141	Page 822	Z1br12. How often in the past 3 months have you watched films or programmes through the following services?.....BritBox by Base: All respondents
Table 142	Page 827	Z1b. How often in the past 3 months have you watched films or programmes through the following services? by . Base: All respondents
Table 143	Page 828	Z1cr1. How often in the past 3 months have you listened to the following radio stations?.....Any BBC Radio station (including BBC Sounds) by Base: All respondents
Table 144	Page 833	Z1cr2. How often in the past 3 months have you listened to the following radio stations?.....Any Heart radio station by Base: All respondents
Table 145	Page 838	Z1cr3. How often in the past 3 months have you listened to the following radio stations?.....Classic FM by Base: All respondents
Table 146	Page 843	Z1cr4. How often in the past 3 months have you listened to the following radio stations?.....Any Capital radio station by Base: All respondents
Table 147	Page 848	Z1cr5. How often in the past 3 months have you listened to the following radio stations?.....Any Smooth radio station by Base: All respondents
Table 148	Page 853	Z1cr6. How often in the past 3 months have you listened to the following radio stations?.....Any Kiss radio station by Base: All respondents
Table 149	Page 858	Z1cr7. How often in the past 3 months have you listened to the following radio stations?.....Any Absolute radio station by Base: All respondents
Table 150	Page 863	Z1cr8. How often in the past 3 months have you listened to the following radio stations?.....Any other community or local radio station by Base: All respondents

Table 151	Page 868	Z1cr9. How often in the past 3 months have you listened to the following radio stations?.....Any other leading speech radio stations (including LBC and Talk Radio) by Base: All respondents
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Table 155	Page 894	Z3a. Do you have any children under 16 living in your household? by Base: All respondents
Table 156	Page 899	Z3b. And how many children under the age of 16 are there in the household? by Base: Have children under 16 in the HH
Table 157	Page 904	Z3c. Into which of the following age groups do they fall? by Base: Have children under 16 in the HH
Table 158	Page 909	Z4. Which, if any, of these is the highest educational or professional qualification that you have obtained? by Base: All respondents
Table 159	Page 919	Z5. Which, if any, of these impact or limit your daily activities or the work you can do? by Base: All respondents
Table 160	Page 929	Z6. Which of these options best describes your religion or faith? by Base: All respondents
Table 161	Page 934	Z7. What is your current working status? by Base: All respondents
Table 162	Page 944	Z8. Which one of these bands describes your total household income before tax or any other deductions are made? by Base: All respondents
Table 163	Page 954	Z9r1.How strongly do you agree or disagree with the following statements.....I have strong political opinions by Base: All respondents
Table 164	Page 959	Z9r2.How strongly do you agree or disagree with the following statements..... I support the idea of Brexit by Base: All respondents

Table 165	Page 964	Z9r3.How strongly do you agree or disagree with the following statements.....I support the idea of Scottish Independence by Base: All respondents
Table 166	Page 969	Z9r4.How strongly do you agree or disagree with the following statements.....I believe that if you earn more you should pay more taxes by Base: All respondents
Table 167	Page 974	Z9r5.How strongly do you agree or disagree with the following statements.....I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society by Base: All respondents
Table 168	Page 979	Z9r6.How strongly do you agree or disagree with the following statements.....I am very concerned about the impact of climate change by Base: All respondents
Table 169	Page 984	Z9r7.How strongly do you agree or disagree with the following statements..... I am very concerned about the impact of Covid 19 by Base: All respondents
Table 170	Page 989	Z9.How strongly do you agree or disagree with the following statements? by Base: All respondents
Table 171	Page 990	<Z9> NET agree Summary by Base: All respondents
Table 172	Page 995	<Z9> NET Disagree Summary by Base: All respondents
Table 173	Page 1000	<Z9> Mean Score Summary by Base: All respondents

Table 1
 Sla. Which of the following are you?
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Male	1180 49%	923 49%	257 49%	1180++B 100%	--- -%	353 47%	411 49%	416 51%	354++BD 56%	338-- 44%	236b 52%	252 46%	986 49%	102 52%	57 49%	33 50%	1008 49%	170 48%
Female	1217 51%	947 50%	270 51%	--- -%	1217++A 100%	397 53%	425 51%	394 49%	277-- 44%	434++Ac 56%	214 47%	292A 53%	1031 51%	94 48%	57 49%	33 50%	1036 50%	180 51%
Non-binary	7 *%	7 *%	- -%	-- -%	-- -%	5+ 1%	1 *%	1 *%	1 *%	4 1%	- -%	2 *%	5 *%	1 1%	1 1%	- -%	6 *%	1 *%
Prefer to use another term (please state)	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%
Prefer not to say	2 *%	1 *%	1 *%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	1 *%	1 *%	1 *%	- -%	1++A 1%	- -%	2 *%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 1 (continuation)
 Sla. Which of the following are you?
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Male	1180 49%	1043 49%	120 48%	65 49%	29 43%	787++B 52%	375-- 45%	257 46%	882+ 51%	250-- 42%	904++A 51%	159 55%	370 49%	520 48%	130 48%
Female	1217 51%	1074 51%	130 52%	67 50%	39 57%	712-- 47%	461++A 55%	302 54%	851- 49%	345++B 58%	864-- 49%	127 44%	376 50%	570 52%	144 52%
Non-binary	7 *%	7 *%	- -%	- -%	- -%	2 *%	3 *%	5++B 1%	2- *%	1 *%	5 *%	1 *%	2 *%	4 *%	- -%
Prefer to use another term (please state)	1 *%	-- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	1 *%	- -%
Prefer not to say	2 *%	1 *%	1 *%	1++A 1%	- -%	1 *%	- -%	- -%	1 *%	1 *%	1 *%	- -%	2 *%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 1 (continuation)
 Sla. Which of the following are you?
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Male	1180	212++BeHIJ	85	81	56++bhIJ	141++	135++IJ	85++IJ	310++	633++	712++
	49%	70%	55%	++BEfHIJ 76%	71%	58%	63%	65%	57%	53%	52%
Female	1217	89--	70ACd	26--	23--	100--AC	78--c	44--	236--ACd	564	651--ACDFG
	51%	29%	45%	24%	29%	42%	37%	34%	43%	--ACDfG 47%	48%
Non-binary	7	2	-	-	-	-	-	1	1	5	5
	*%	1%	-%	-%	-%	-%	-%	1%	*%	*%	*%
Prefer to use another term (please state)	1	1+	-	-	-	-	-	-	-	1	1
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%
Prefer not to say	2	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95% lower case or +, 99% UPPER CASE or ++

Table 1 (continuation)
 Sla. Which of the following are you?
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Male	1180 49%	98++EfHIJ 76%58%	19 58%	24 77%	16 70%	78 55%	83++ 63%	30+++ij 72%	187++ 61%	542++ 54%	594++ 54%	50++ 73%	22 72%	26 89%	19 78%	55++ 80%	305++B 61%	875-- 46%
Female	1217 51%	28-- 22%	14 42%	7 23%	7 30%	65A 45%	48--a 37%	11-- 28%	121--A 39%	457--Ag 45%	501--Ag 46%	16-- 24%	8 28%	3 11%	5 22%	13-- 18%	192-- 39%	1025++A 54%
Non-binary	7 *%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	4 *%	1 1%	- -%	- -%	- -%	1 1%	- -%	7 *%
Prefer to use another term (please state)	1 *%	1++ 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	1++ 1%	- -%	- -%	- -%	- -%	1 *%	- -%
Prefer not to say	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%

95% lower case or +, 99% UPPER CASE or ++

Table 1 (continuation)
 Sla. Which of the following are you?
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Male	1180 49%	69 48%	372 50%	346 48%	377 49%	493 49%	348 46%	117b 56%	212 50%	326++D 57%	293+D 54%	89D 55%	459-- 42%	517++B 61%	272-- 36%
Female	1217 51%	75 52%	371 50%	375 52%	382 50%	511 51%	398c 53%	93 44%	206 49%	245-- 43%	250- 46%	73 45%	636++ABC 58%	331-- 39%	480++A 64%
Non-binary	7 *%	- -%	2 *%	1 *%	4 1%	1 *%	3 *%	- -%	2 *%	3 1%	- -%	- -%	4 *%	6+ 1%	1 *%
Prefer to use another term (please state)	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%
Prefer not to say	2 *%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	2++ *%	- -%	- -%	- -%	2 *%	- -%	1 *%

95% lower case or +, 99% UPPER CASE or ++

Table 2
S1b. Is your current gender the same as that assigned at birth?
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Yes	2376 99%	1864++B 99%	511-- 97%	1168 99%	1205 99%	742 98%	832 99%	800 99%	622 98%	765 99%	450 100%	539 99%	1996 99%	196 99%	114 98%	67 100%	2032+b 99%	341- 97%
No	9 *%	9 *%	- -%	4 *%	*- *%	7++b 1%	- -%	2 *%	2 *%	3 *%	1 *%	3 1%	8 *%	- -%	1 1%	- -%	9 *%	- -%
Prefer not to say	23 1%	6-- *%	17++A 3%	7 1%	11 1%	6 1%	8 1%	9 1%	8 1%	9 1%	1 *%	5 1%	21 1%	1 1%	1 1%	- -%	12-- 1%	10++A 3%

95% lower case or +, 99% UPPER CASE or ++

Table 2 (continuation)

S1b. Is your current gender the same as that assigned at birth?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Yes	2376 99%	2097 99%	248 99%	131 98%	69 100%	1486 99%	826 99%	558 99%	1721+ 99%	594 100%	1749 98%	286 100%	733-- 98%	1085b 99%	271 99%
No	9 *%	7 *%	1 *%	1 1%	- -%	6 *%	3 *%	5+b 1%	3 *%	- -%	8 *%	1 *%	2 *%	4 *%	1 *%
Prefer not to say	23 1%	20 1%	2 1%	2 1%	- -%	11 1%	10 1%	1 *%	13 1%	3 *%	19 1%	- -%	15++C 2%	6 1%	1 *%

95% lower case or +, 99% UPPER CASE or ++

Table 2 (continuation)

S1b. Is your current gender the same as that assigned at birth?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Yes	2376 99%	292-- 96%	151 97%	105 98%	78 100%	235 97%	210 99%	127 97%	532-- 97%	1179-- 98%	1342-- 98%
No	9 *%	3 1%	- -%	- -%	- -%	1 *%	2 1%	2 1%	3 1%	6 *%	7 1%
Prefer not to say	23 1%	9+++ 3%	4+f 3%	2 2%	- -%	6+f 2%	- -%	2 1%	12++ 2%	18+ 2%	21++ 2%

95% lower case or +, 99% UPPER CASE or ++

Table 2 (continuation)

S1b. Is your current gender the same as that assigned at birth?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Yes	2376 99%	125 97%	33 100%	31 100%	24 100%	141 98%	128 98%	41 100%	303 99%	985- 98%	1079- 98%	65- 95%	30 100%	30 100%	24 100%	66 96%	497+b 100%	1879- 98%
No	9 *%	3++ 2%	- -%	- -%	- -%	1 1%	2+ 2%	- -%	2 1%	5 *%	6 1%	3++ 4%	- -%	- -%	- -%	3++ 4%	- -%	9 *%
Prefer not to say	23 1%	1 1%	- -%	- -%	- -%	2 2%	- -%	- -%	2 1%	15 1%	15 1%	1 1%	- -%	- -%	- -%	- -%	1 *%	22 1%

95% lower case or +, 99% UPPER CASE or ++

Table 2 (continuation)

S1b. Is your current gender the same as that assigned at birth?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Yes	2376 99%	138- 95%	738 99%	717a 99%	755 99%	995 99%	736 98%	210 100%	415 98%	557-- 97%	540A 100%	162a 100%	1090a 99%	834-- 98%	749a 99%
No	9 *%	- -%	2 *%	4 1%	2 *%	3 *%	1 *%	- -%	4+ 1%	3 *%	1 *%	- -%	5 *%	6+ 1%	2 *%
Prefer not to say	23 1%	7+++bCd 5%	6 1%	1- *%	7 1%	8 1%	11 1%	- -%	3 1%	14+++BD 2%	1 *%	- -%	7 1%	14+b 2%	3 *%

95% lower case or +, 99% UPPER CASE or ++

Table 3
S2b. Which of the following age bands describes your age?
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Under 16	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
16-17	35 1%	29 2%	6 1%	14 1%	21 2%	35++BC 5%	--- -%	--- -%	12 2%	12 2%	5 1%	6 1%	28 1%	* *%	3 2%	1 1%	29 1%	6 2%
18-24	304 13%	241 13%	63 12%	164 14%	138 11%	304++BC 40%	--- -%	--- -%	59- 9%	127++Ad 16%	59 13%	60 11%	257 13%	27 14%	13 12%	6 9%	278++b 14%	27- 8%
25-34	416 17%	339 18%	76 14%	175-- 15%	238++A 20%	416++BC 55%	--- -%	--- -%	71-- 11%	139A 18%	96+A 21%	109A 20%	355 18%	34 17%	16 14%	10 15%	372+b 18%	42- 12%
35-44	431 18%	321 17%	110 21%	204 17%	224 18%	--- -%	431++AC 51%	--- -%	108 17%	137 18%	78 17%	107 20%	368 18%	37 19%	14 12%	11 16%	380 19%	50 14%
45-54	409 17%	333 18%	76 14%	207 18%	201 16%	--- -%	409++AC 49%	--- -%	127+c 20%	133 17%	62 14%	88 16%	341 17%	32 16%	20 17%	16+a 25%	349 17%	60 17%
55-64	334 14%	294++B 16%	39-- 7%	164 14%	169 14%	--- -%	--- -%	334++AB 41%	102 16%	96 12%	65 14%	71 13%	273 14%	30 15%	20 18%	10 15%	285 14%	49 14%
65-74	315 13%	209-- 11%	105++A 20%	182++B 15%	132-- 11%	--- -%	--- -%	315++AB 39%	117++BcD 18%	80- 10%	53 12%	64 12%	260 13%	24 12%	21 18%	11 16%	234-- 11%	80++A 23%
75-84	141 6%	106 6%	35 7%	67 6%	75 6%	--- -%	--- -%	141++AB 17%	29 5%	47 6%	29 6%	36 7%	121 6%	11 6%	8 7%	2 2%	110- 5%	32+a 9%
85+	22 1%	4-- *%	18++A 3%	3-- *%	19++A 2%	--- -%	--- -%	22++AB 3%	7 1%	5 1%	4 1%	7 1%	19 1%	2 1%	* *%	* 1%	16 1%	6 2%
Prefer not to say	1 *%	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%
NET: 16 to 34	755 31%	610 32%	145 27%	353 30%	397 33%	755++BC 100%	--- -%	--- -%	142-- 22%	278++A 36%	160A 35%	175A 32%	640 32%	62 31%	32 28%	17 25%	678++B 33%	75-- 21%
NET: 35 to 54	840 35%	654 35%	186 35%	411 35%	425 35%	--- -%	840++AC 100%	--- -%	235 37%	270 35%	140 31%	195 36%	710 35%	69 35%	34 29%	27c 41%	729 36%	110 31%
NET: 55+	811 34%	614 33%	197 37%	416 35%	394 32%	--- -%	--- -%	811++AB 100%	254++Bd 40%	228-- 29%	152 34%	177 32%	673 33%	66 34%	49+a 43%	22 34%	644-- 31%	166++A 47%

95% lower case or +, 99% UPPER CASE or ++

Table 3 (continuation)
 S2b. Which of the following age bands describes your age?
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Under 16	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
16-17	35 1%	19-- 1%	16++A 6%	9++A 7%	6++A 8%	7-- *%	28++A 3%	10 2%	23 1%	15+b 3%	18-- 1%	2 1%	16 2%	14 1%	3 1%
18-24	304 13%	214-- 10%	87++A 35%	54++A 41%	23++A 34%	150-- 10%	144++A 17%	81 14%	217 12%	69 12%	214 12%	18-- 6%	97a 13%	158+A 14%	32 12%
25-34	416 17%	359 17%	48 19%	19 14%	15 22%	345++B 23%	62-- 7%	74-- 13%	321+A 18%	162++B 27%	252-- 14%	30-- 10%	118 16%	207A 19%	60+Ab 22%
35-44	431 18%	379 18%	44 18%	20 15%	13 18%	349++B 23%	64-- 8%	81-- 14%	322a 19%	225++B 38%	202-- 11%	40 14%	131 17%	203 19%	57 21%
45-54	409 17%	368 17%	36 14%	23 17%	7 10%	327++B 22%	73-- 9%	107 19%	290 17%	105 18%	301 17%	43 15%	127 17%	193 18%	46 17%
55-64	334 14%	319++BCd 15%	12-- 5%	3-- 2%	4-- 5%	238++B 16%	81-- 10%	80 14%	237 14%	16-- 3%	315++A 18%	40 14%	88 12%	162 15%	43 16%
65-74	315 13%	306++BCD 14%	4-- 1%	3-- 2%	--- -%	75-- 5%	236++A 28%	75 13%	224 13%	3-- 1%	311++A 18%	76++BCD 26%	102c 14%	111-- 10%	26 9%
75-84	141 6%	139++Bcd 7%	3-- 1%	2-- 2%	*-- *%	12-- 1%	128++A 15%	45+b 8%	94 5%	--- -%	141++A 8%	32++CD 11%	61++CD 8%	42-- 4%	7-- 2%
85+	22 1%	22 1%	-- -%	-- -%	-- -%	--- -%	22++A 3%	12++B 2%	10-- 1%	-- -%	22+a 1%	8++Cd 3%	10c 1%	4-- *%	-- -%
Prefer not to say	1 *%	-- -%	1++A *%	-- -%	1++A 1%	-- -%	-- -%	-- -%	-- -%	1 *%	-- -%	-- -%	-- -%	1 *%	-- -%
NET: 16 to 34	755 31%	592-- 28%	150++A 60%	83++A 62%	44++A 65%	502+b 33%	234-- 28%	165 29%	561 32%	246++B 41%	484-- 27%	49-- 17%	232A 31%	379++A 35%	95A 35%
NET: 35 to 54	840 35%	747 35%	80 32%	43 32%	20 29%	676++B 45%	137-- 16%	187 33%	611 35%	330++B 55%	503-- 28%	83 29%	258 34%	396 36%	104 38%
NET: 55+	811 34%	786++BCD 37%	19-- 7%	8-- 6%	4-- 5%	325-- 22%	467++A 56%	212 38%	565 33%	20-- 3%	789++A 44%	155++BCD 54%	261cd 35%	319-- 29%	75-- 28%

95% lower case or +, 99% UPPER CASE or ++

Table 3 (continuation)
S2b. Which of the following age bands describes your age?
by
Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Under 16	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
16-17	35 1%	1 *%	1 1%	1 1%	- -%	2 1%	4 2%	4a 3%	7 1%	19 2%	20 1%
18-24	304 13%	50+ 17%	36++ij 23%	28++ij 26%	24++aIJ 31%	52++j 22%	43++ 20% ++AbEFHIJ	50 38%	113++ij 21%	192++ 16%	213++ 16%
25-34	416 17%	54 18%	37+ 24%	33++Aij 31%	32++AbHIJ 40%	69++Aij 29%	60++aij 28%	41++AIJ 32%	136++a 25%	244++ 20%	281++ 21%
35-44	431 18%	50 16%	27 17%	18 17%	12 15%	52 21%	39 19%	20 15%	105 19%	222 18%	256 19%
45-54	409 17%	50fg 16%	23 15%	10 9%	7 8%	28- 11%	18-- 9%	10-- 8%	65-- 12%	185fg 15%	210-fg 15%
55-64	334 14%	46bdG 15%	11-g 7%	8g 7%	2- 3%	27G 11%	29dG 13%	1-- 1%	64dG 12%	159bdG 13%	178dG 13%
65-74	315 13%	37DEfGh 12%	13de 8%	7 7%	1-- 1%	8-- 3%	11-- 5%	3-- 3%	37-- 7%	126 10% --dEfGh	146--dEfGh 11%
75-84	141 6%	15g 5%	7 4%	1- 4%	* *%	3-- 1%	6 3%	1- 1%	19- 3%	53--e 4%	63--eg 5%
85+	22 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	-- -%	2-- *%	2-- *%
Prefer not to say	1 *%	1+ *%	1++ 1%	1++ij 1%	1++ij 1%	1++ *%	1++ *%	- -%	1 *%	1 *%	1 *%
NET: 16 to 34	755 31%	106 35%	74++aij 48%	62++AIJ 58%	55 71% ++ABEFHIJ	123++AIJ 51%	107++AIJ 51%	94 72% ++ABcEFHIJ	256++AIJ 47%	455++ 38%	514++ 38%
NET: 35 to 54	840 35%	100 33%	50 32%	28 26%	18 23%	79 33%	58- 27%	31-- 24%	170 31%	407g 34%	466g 34%

95% lower case or +, 99% UPPER CASE or ++

Table 3 (continuation)
 S2b. Which of the following age bands describes your age?
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
NET: 55+	811	97bCDEfGH	30--DG	16--dG	3--	38--dG	46--DG	5--	120--DG	340 --bCDEGH	389--bCDEGH
	34%	32%	20%	15%	4%	16%	22%	4%	22%	28%	28%

95% lower case or +, 99% UPPER CASE or ++

Table 3 (continuation)
S2b. Which of the following age bands describes your age?
by
Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Under 16	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
16-17	35 1%	- -%	- -%	- -%	- -%	1 *%	2 2%	1 2%	3 1%	11 1%	12 1%	- -%	- -%	- -%	- -%	- -%	1- *%	33+a 2%
18-24	304 13%	12 10%	6 19%	7 24%	7 28%	21 15%	17 13%	17 41%	51+ 17%	141 14%	157 14%	6 9%	3 11%	3 10%	7 29%	4 5%	54 11%	250 13%
25-34	416 17%	16 12%	10 29%	9 28%	14 59%	39++A 27%	25 19%	11a 27%	72++a 24%	195+ 19%	215+ 20%	7 10%	2 7%	7 23%	6 25%	9 13%	76 15%	340 18%
35-44	431 18%	17 14%	7 20%	3 10%	2 6%	35 24%	29 22%	5 13%	65 21%	193 19%	213 19%	8 12%	6 21%	3 9%	3 13%	10 15%	78 16%	352 18%
45-54	409 17%	31fh 24%	6 19%	3 10%	- -%	21 15%	16 12%	6 16%	43 14%	166 17%	180 16%	21++ 31%	6 20%	4 12%	- -%	17 24%	109++B 22%	301-- 16%
55-64	334 14%	31++Gij 24%	4 12%	6 21%	1 6%	24g 17%	27+G 21%	1- 2%	52g 17%	148g 15%	165g 15%	17+ 25%	6 21%	8 26%	5 21%	18++ 26%	81 16%	253 13%
65-74	315 13%	14Egh 11%	* 1%	1 4%	- -%	1-- 1%	8-e 6%	-- -%	11-- 4%	105--EgH 10%	108--EgH 10%	8 12%	1 4%	4 13%	2 8%	6 9%	65 13%	250 13%
75-84	141 6%	8 6%	- -%	1 3%	- -%	2- 2%	6 5%	- -%	10- 3%	45- 4%	49- 4%	1 2%	5 16%	2 7%	1 4%	5 7%	30 6%	112 6%
85+	22 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*-- *%	*-- *%	- -%	- -%	- -%	- -%	- -%	4 1%	18 1%
Prefer not to say	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%
NET: 16 to 34	755 31%	28- 22%	16 48%	16 52%	21 87%	61+A 42%	44 34%	28 69%	127++A 41%	347+a 35%	384++A 35%	13 19%	5 18%	10 32%	13 53%	13- 19%	131- 26%	623+a 33%
NET: 35 to 54	840 35%	48 37%	13 39%	6 20%	2 6%	56 39%	45 34%	12 29%	108 35%	360 36%	393 36%	29 43%	12 41%	6 21%	3 13%	27 39%	187 38%	653 34%

95% lower case or +, 99% UPPER CASE or ++

Table 3 (continuation)
 S2b. Which of the following age bands describes your age?
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
NET: 55+	811 34%	53EGHij 41%	4 13%	9 28%	1 6%	28--g 19%	42eG 32%	1-- 2%	73--G 24%	298--eG 30%	323--eG 29%	26 38%	12 41%	14 47%	8 34%	29 42%	179 36%	632 33%

95% lower case or +, 99% UPPER CASE or ++

Table 3 (continuation)
 S2b. Which of the following age bands describes your age?
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Under 16	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
16-17	35 1%	- -%	9 1%	9 1%	16 2%	5-- *%	12a 2%	6A 3%	12+A 3%	*-- *%	6 1%	4A 3%	23+A 2%	13 1%	12 2%
18-24	304 13%	--- -%	86A 12%	90A 12%	120++Ab 16%	59-- 6%	104A 14%	58++ABd 28%	76++A 18%	36-- 6%	57a 11%	37++ABd 23%	165++Ab 15%	114 13%	85 11%
25-34	416 17%	--- -%	127A 17%	109A 15%	175++AbC 23%	104-- 10%	137A 18%	50+A 24%	118++AB 28%	73-- 13%	98a 18%	34a 21%	205a 19%	149 17%	125 17%
35-44	431 18%	5-- 3%	139A 19%	137A 19%	142A 19%	142-- 14%	169++A 23%	41 20%	76 18%	88 15%	95 17%	32 19%	211 19%	145 17%	152 20%
45-54	409 17%	11 8%	133 18%	127 18%	135 18%	193+Cd 19%	130c 17%	23- 11%	60 14%	95 17%	102 19%	23 14%	185 17%	132 15%	134 18%
55-64	334 14%	10 7%	97 13%	116 16%	108 14%	181++Bcd 18%	92 12%	23 11%	36-- 8%	99+d 17%	80 15%	21 13%	133- 12%	133b 16%	84- 11%
65-74	315 13%	67++BCD 47%	101D 14%	86d 12%	59-- 8%	211++BCD 21%	64--c 9%	6-- 3%	33--c 8%	127++BCD 22%	71C 13%	6-- 4%	111--c 10%	105 12%	111 15%
75-84	141 6%	34++BCD 24%	54D 7%	44D 6%	9-- 1%	91++BCD 9%	38cd 5%	3-- 1%	9-- 2%	51++cd 9%	31 6%	6 3%	53 5%	59 7%	42 6%
85+	22 1%	18++BCD 12%	1- *%	3 *%	--- -%	18++B 2%	2- *%	- -%	2 *%	5 1%	2 *%	- -%	15+ 1%	5 1%	8 1%
Prefer not to say	1 *%	- -%	- -%	1 *%	- -%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%
NET: 16 to 34	755 31%	--- -%	222A 30%	208A 29%	311++ABC 41%	168-- 17%	253A 34%	113++AB 54%	207++AB 49%	110-- 19%	161A 30%	75++ABd 46%	393++Ab 36%	276 32%	222 29%
NET: 35 to 54	840 35%	15-- 11%	272A 36%	265A 37%	277A 36%	335 33%	299++acd 40%	64 31%	136 32%	183 32%	196 36%	55 34%	397 36%	277 32%	285 38%
NET: 55+	811 34%	129++BCD 89%	252D 34%	249D 34%	177-- 23%	502++BCD 50%	197--Cd 26%	32-- 15%	80-- 19%	282++BCD 49%	184Cd 34%	33-- 20%	313--c 28%	302 35%	245 33%

95% lower case or +, 99% UPPER CASE or ++

Table 4
S3. Social Grade
by
Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
A	121 5%	115++B 6%	6-- 1%	75++B 6%	45- 4%	43 6%	39 5%	39 5%	121++BCD 19%	--- -%	--- -%	--- -%	103 5%	9 4%	5 4%	2 3%	90-- 4%	31++A 9%
B	512 21%	401 21%	111 21%	278+b 24%	231- 19%	99-- 13%	196A 23%	215++A 26%	512++BCD 81%	--- -%	--- -%	--- -%	442 22%	33 17%	25 22%	11 17%	429 21%	82 23%
C1	776 32%	618 33%	159 30%	338-- 29%	434++A 36%	278++C 37%	270 32%	228-- 28%	--- -%	776++ACD 100%	--- -%	--- -%	643 32%	64 32%	42 36%	25 38%	681 33%	95 27%
C2	452 19%	334 18%	117 22%	236 20%	214 18%	160b 21%	140 17%	152 19%	--- -%	--- -%	452++ABD 100%	--- -%	382 19%	39 20%	20 17%	11 16%	391 19%	58 16%
D	316 13%	242 13%	74 14%	162 14%	153 13%	117+C 16%	119c 14%	79-- 10%	--- -%	--- -%	--- -%	316++ABC 58%	264 13%	29 15%	12 11%	10 15%	266 13%	50 14%
E	231 10%	170 9%	61 12%	90-- 8%	139++A 11%	57- 8%	76 9%	98+A 12%	--- -%	--- -%	--- -%	231++ABC 42%	189 9%	23 11%	12 11%	7 11%	196 10%	35 10%
NET: AB	632 26%	515 27%	117 22%	354++B 30%	277-- 23%	142-- 19%	235A 28%	254++A 31%	632++BCD 100%	--- -%	--- -%	--- -%	545 27%	42 21%	30 26%	14 20%	519- 25%	113+a 32%
NET: C1	776 32%	618 33%	159 30%	338-- 29%	434++A 36%	278++C 37%	270 32%	228-- 28%	--- -%	776++ACD 100%	--- -%	--- -%	643 32%	64 32%	42 36%	25 38%	681 33%	95 27%
NET: C2	452 19%	334 18%	117 22%	236 20%	214 18%	160b 21%	140 17%	152 19%	--- -%	--- -%	452++ABD 100%	--- -%	382 19%	39 20%	20 17%	11 16%	391 19%	58 16%
NET: DE	547 23%	412 22%	135 26%	252 21%	292 24%	175 23%	195 23%	177 22%	--- -%	--- -%	--- -%	547++ABC 100%	453 22%	52 26%	25 21%	17 26%	462 22%	85 24%

95% lower case or +, 99% UPPER CASE or ++

Table 4 (continuation)
S3. Social Grade
by
Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
A	121 5%	102 5%	17 7%	14+++A 11%	3 4%	73 5%	46 5%	21 4%	95 5%	39 7%	81 5%	8 3%	29 4%	61 6%	22+ab 8%
B	512 21%	443 21%	55 22%	28 21%	15 22%	353+++B 23%	149-- 18%	81-- 14%	410+++A 24%	131 22%	380 21%	36-- 13%	148a 20%	269+++Ab 25%	58a 21%
C1	776 32%	679 32%	92 37%	50 37%	30+a 44%	519+++b 35%	242-- 29%	190 34%	557 32%	170-- 28%	583 33%	78 27%	248d 33%	380+d 35%	71-- 26%
C2	452 19%	407 19%	41 16%	20 15%	8 12%	305+ 20%	138 17%	98 17%	332 19%	131+ 22%	317 18%	65 23%	144 19%	184 17%	59 21%
D	316 13%	284 13%	31 12%	15 11%	9 13%	228+++B 15%	80-- 10%	60 11%	243 14%	86 14%	227 13%	51C 18%	107c 14%	114-- 10%	43c 16%
E	231 10%	211b 10%	13-- 5%	6 5%	3 5%	26-- 2%	183+++A 22%	115++B 20%	101-- 6%	41-- 7%	188+a 11%	49++bCD 17%	75 10%	86-- 8%	21 8%
NET: AB	632 26%	545 26%	73 29%	42 32%	18 26%	426+++b 28%	195-- 23%	101-- 18%	505+++A 29%	170 28%	461 26%	44-- 15%	177a 24%	331+++AB 30%	80A 29%
NET: C1	776 32%	679 32%	92 37%	50 37%	30+a 44%	519+++b 35%	242-- 29%	190 34%	557 32%	170-- 28%	583 33%	78 27%	248d 33%	380+d 35%	71-- 26%
NET: C2	452 19%	407 19%	41 16%	20 15%	8 12%	305+ 20%	138 17%	98 17%	332 19%	131+ 22%	317 18%	65 23%	144 19%	184 17%	59 21%
NET: DE	547 23%	495c 23%	45 18%	21 16%	12 18%	253-- 17%	263+++A 31%	175++B 31%	343-- 20%	127 21%	415 23%	100++BCd 35%	182C 24%	200-- 18%	65 24%

95% lower case or +, 99% UPPER CASE or ++

Table 4 (continuation)
S3. Social Grade
by
Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
A	121 5%	29+++ 9%	13 8%	7 7%	6 8%	22++ 9%	9 4%	9 7%	33 6%	81++ 7%	87++ 6%
B	512 21%	75b 25%	22 14%	22 21%	11 14%	57b 24%	39 18%	20 16%	108 20%	290+++bg 24%	326+++bg 24%
C1	776 32%	72-- 24%	55a 36%	32 30%	27 35%	71 29%	83+Aei 39%	46a 35%	186A 34%	375a 31%	427a 31%
C2	452 19%	58 19%	30 20%	29+ij 28%	20 26%	47 20%	41 19%	28 22%	111 20%	210 17%	254 19%
D	316 13%	44 14%	15 10%	9 8%	4 6%	24 10%	23 11%	12 9%	55- 10%	134- 11%	147-- 11%
E	231 10%	27 9%	19 13%	8 8%	10 13%	21 9%	17 8%	16 12%	53 10%	113 9%	129 9%
NET: AB	632 26%	103+++bfgh 34%	35 23%	29 27%	17 21%	79+fg 33%	48 23%	29 22%	141 26%	371+++f 31%	413+++f 30%
NET: C1	776 32%	72-- 24%	55a 36%	32 30%	27 35%	71 29%	83+Aei 39%	46a 35%	186A 34%	375a 31%	427a 31%
NET: C2	452 19%	58 19%	30 20%	29+ij 28%	20 26%	47 20%	41 19%	28 22%	111 20%	210 17%	254 19%
NET: DE	547 23%	70 23%	35 22%	17 16%	14 18%	44 18%	40 19%	28 21%	108 20%	247- 21%	276-- 20%

95% lower case or +, 99% UPPER CASE or ++

Table 4 (continuation)
S3. Social Grade
by
Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
A	121 5%	18+++fhi 14%	5 16%	2 7%	4 16%	16+++ 11%	5 4%	5+ 12%	23 7%	72+++ 7%	79+++ 7%	10+++ 15%	3 12%	5 15%	3 13%	12+++ 18%	42+++B 9%	78--- 4%
B	512 21%	41+++fgh 32%	6 17%	7 23%	5 21%	36 25%	23 18%	5 13%	64 21%	265+++ 26%	285+++ 26%	23+ 33%	9 29%	10 34%	9 37%	24+ 35%	124 25%	388 20%
C1	776 32%	24--- 18%	9 26%	11 35%	5 23%	48a 33%	53Aij 41%	14 33%	113A 37%	305a 30%	338a 31%	16 23%	3 9%	5 18%	3 14%	10--- 14%	141 28%	635 33%
C2	452 19%	23 18%	5 16%	6 20%	6 26%	24 17%	23 17%	10 25%	57 18%	165- 16%	186 17%	12 17%	6 19%	5 17%	6 26%	9 13%	92 19%	359 19%
D	316 13%	16 13%	4 13%	2 5%	- -%	8- 6%	14 10%	3 7%	27- 9%	108- 11%	117--- 11%	8 12%	7 23%	1 5%	- -%	12 18%	58 12%	258 14%
E	231 10%	6 5%	4 12%	3 10%	3 13%	11 7%	13 10%	4 9%	25 8%	90 9%	95 9%	1- 1%	2 8%	3 11%	3 11%	2 3%	41 8%	191 10%
NET: AB	632 26%	60+++FgHiJ 46%	11 33%	9 29%	9 38%	53+f 37%	29 22%	10 26%	86 28%	337+++f 34%	364+++f 33%	33+++ 48%	12 40%	15 49%	12 50%	37+++ 53%	166+++B 33%	466--- 24%
NET: C1	776 32%	24--- 18%	9 26%	11 35%	5 23%	48a 33%	53Aij 41%	14 33%	113A 37%	305a 30%	338a 31%	16 23%	3 9%	5 18%	3 14%	10--- 14%	141 28%	635 33%
NET: C2	452 19%	23 18%	5 16%	6 20%	6 26%	24 17%	23 17%	10 25%	57 18%	165- 16%	186 17%	12 17%	6 19%	5 17%	6 26%	9 13%	92 19%	359 19%
NET: DE	547 23%	23 18%	8 25%	5 15%	3 13%	19- 13%	26 20%	7 16%	52- 17%	198--- 20%	212--- 19%	8 12%	9 31%	5 16%	3 11%	14 20%	98 20%	448 23%

95% lower case or +, 99% UPPER CASE or ++

Table 4 (continuation)
S3. Social Grade
by
Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
A	121 5%	- -%	39 5%	36 5%	46 6%	55 5%	34 4%	16d 8%	14 3%	33 6%	31 6%	12 7%	44 4%	57+B 7%	19-- 3%
B	512 21%	21 14%	145 19%	159 22%	183 24%	245++CD 24%	171Cd 23%	26-- 12%	70- 16%	173++CD 30%	135+D 25%	29 18%	173-- 16%	216++B 25%	123-- 16%
C1	776 32%	35 24%	222 30%	246 34%	264 35%	294- 29%	264a 35%	84+Ad 40%	130 31%	191 33%	166 31%	57 35%	353 32%	283 33%	244 32%
C2	452 19%	46+CD 32%	165+CD 22%	116- 16%	121- 16%	173 17%	137 18%	47 22%	91 21%	93 16%	116 21%	24 15%	215 20%	144 17%	165+a 22%
D	316 13%	15 10%	108d 15%	104d 14%	81- 11%	132 13%	88 12%	18 9%	74+bc 17%	35-- 6%	65A 12%	31+Ab 19%	182++Ab 17%	91- 11%	115a 15%
E	231 10%	28+bcd 19%	66 9%	63 9%	69 9%	107 11%	57- 8%	18 9%	45 11%	50 9%	30-- 6%	11 7%	135++Bc 12%	63- 7%	88+a 12%
NET: AB	632 26%	21- 14%	184 25%	194a 27%	229+ab 30%	300++CD 30%	204cd 27%	42- 20%	84-- 20%	206++cD 36%	166+D 31%	40 25%	217-- 20%	273++B 32%	142-- 19%
NET: C1	776 32%	35 24%	222 30%	246 34%	264 35%	294- 29%	264a 35%	84+Ad 40%	130 31%	191 33%	166 31%	57 35%	353 32%	283 33%	244 32%
NET: C2	452 19%	46+CD 32%	165+CD 22%	116- 16%	121- 16%	173 17%	137 18%	47 22%	91 21%	93 16%	116 21%	24 15%	215 20%	144 17%	165+a 22%
NET: DE	547 23%	43 30%	174 23%	167 23%	150- 20%	239 24%	144- 19%	37 18%	119+BC 28%	84-- 15%	95-- 18%	41Ab 26%	317++AB 29%	154-- 18%	203++A 27%

95% lower case or +, 99% UPPER CASE or ++

Table 5
 S5a. Please can you tell us which of the following BBC TV regions you currently live in?
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2403	1875	528	1114	1279	852	774	776	593	781	463	566	1709	229	239	226	2022	378
Effective sample size	1808	1594	282	827	981	655	634	540	455	604	327	425	1429	180	162	146	1576	234
Weighted Total	2403	1875	528	1178	1215	751	840	811	630	774	452	547	2024	197	116	67	2049	351
London	468 19%	361 19%	108 20%	249 21%	219 18%	191++bC 25%	165C 20%	112-- 14%	153++Cd 24%	149 19%	68-- 15%	98 18%	468++BCD 23%	--- -%	--- -%	--- -%	444++B 22%	23-- 6%
North West	259 11%	203 11%	55 10%	120 10%	136 11%	71 9%	100 12%	87 11%	62 10%	94 12%	40 9%	62 11%	259++BCD 13%	--- -%	--- -%	--- -%	236+b 12%	22-- 6%
West Midlands	238 10%	185 10%	53 10%	119 10%	118 10%	82 11%	85 10%	71 9%	52 8%	73 9%	50 11%	63 12%	238++BCD 12%	--- -%	--- -%	--- -%	203 10%	35 10%
Yorkshire	228 9%	175 9%	53 10%	101 9%	125 10%	60 8%	87 10%	80 10%	49 8%	77 10%	42 9%	60 11%	228++BCD 11%	--- -%	--- -%	--- -%	202 10%	26 7%
Scotland	197 8%	155 8%	42 8%	102 9%	94 8%	62 8%	69 8%	66 8%	42 7%	64 8%	39 9%	52 10%	--- -%	197++ACD 100%	--- -%	--- -%	159 8%	38 11%
South	182 8%	145 8%	37 7%	80 7%	102 8%	43-- 6%	53 6%	86++AB 11%	55 9%	61 8%	37 8%	30 5%	182++BCD 9%	--- -%	--- -%	--- -%	159 8%	24 7%
East	182 8%	144 8%	38 7%	81 7%	101 8%	51 7%	66 8%	64 8%	55 9%	60 8%	36 8%	30 6%	182++BCD 9%	--- -%	--- -%	--- -%	139-- 7%	43++A 12%
Wales	116 5%	89 5%	27 5%	57 5%	57 5%	32 4%	34 4%	49 6%	30 5%	42 5%	20 4%	25 4%	--- -%	--- -%	116++ABD 100%	--- -%	83-- 4%	32++A 9%
North East & Cumbria	113 5%	89 5%	24 4%	68+b 6%	45-- 4%	39 5%	39 5%	36 4%	23 4%	24-- 3%	39++ABd 9%	27 5%	113++BCD 6%	--- -%	--- -%	--- -%	97 5%	16 5%
South East	109 5%	86 5%	23 4%	58 5%	51 4%	27 4%	37 4%	45 6%	37 6%	38 5%	16 3%	18 3%	109++BCD 5%	--- -%	--- -%	--- -%	89 4%	20 6%
West	92 4%	71 4%	21 4%	35 3%	57+ 5%	27 4%	25 3%	40 5%	29 5%	20 3%	22 5%	21 4%	92++Bcd 5%	--- -%	-- -%	-- -%	72 4%	20 6%
South West	77 3%	56 3%	21 4%	36 3%	40 3%	16 2%	30 4%	31 4%	15 2%	19 2%	18 4%	25 5%	77++Bcd 4%	-- -%	-- -%	-- -%	50-- 2%	27++A 8%
East Midlands	76 3%	65 3%	10 2%	40 3%	36 3%	34+ 5%	22 3%	20 2%	12 2%	28 4%	16 4%	19 3%	76++Bcd 4%	-- -%	-- -%	-- -%	69 3%	6 2%
Northern Ireland	67 3%	51 3%	16 3%	33 3%	33 3%	17 2%	27 3%	22 3%	14 2%	25 3%	11 2%	17 3%	--- -%	-- -%	-- -%	67++ABC 100%	46-- 2%	20++A 6%

95% lower case or +, 99% UPPER CASE or ++

Table 5 (continuation)

S5a. Please can you tell us which of the following BBC TV regions you currently live in?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2403	1875	528	1114	1279	852	774	776	593	781	463	566	1709	229	239	226	2022	378
Effective sample size	1808	1594	282	827	981	655	634	540	455	604	327	425	1429	180	162	146	1576	234
Weighted Total	2403	1875	528	1178	1215	751	840	811	630	774	452	547	2024	197	116	67	2049	351
NET: England	2024 84%	1581 84%	443 84%	986 84%	1031 85%	640 85%	710 84%	673 83%	545 86%	643 83%	382 85%	453 83%	2024++BCD 100%	--- -%	--- -%	--- -%	1760++B 86%	261-- 74%
NET: Scotland	197 8%	155 8%	42 8%	102 9%	94 8%	62 8%	69 8%	66 8%	42 7%	64 8%	39 9%	52 10%	--- -%	197++ACD 100%	--- -%	--- -%	159 8%	38 11%
NET: Wales	116 5%	89 5%	27 5%	57 5%	57 5%	32 4%	34 4%	49 6%	30 5%	42 5%	20 4%	25 4%	--- -%	--- -%	116++ABD 100%	--- -%	83-- 4%	32++A 9%
NET: Northern Ireland	67 3%	51 3%	16 3%	33 3%	33 3%	17 2%	27 3%	22 3%	14 2%	25 3%	11 2%	17 3%	--- -%	-- -%	-- -%	67++ABC 100%	46-- 2%	20++A 6%

95% lower case or +, 99% UPPER CASE or ++

Table 5 (continuation)

S5a. Please can you tell us which of the following BBC TV regions you currently live in?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2403	2048	336	168	113	1323	1003	604	1709	594	1762	251	783	1091	278
Effective sample size	1808	1570	236	128	84	1097	653	458	1287	479	1298	155	571	888	225
Weighted Total	2403	2125	246	130	69	1503	834	563	1734	596	1773	287	748	1094	274
London	468 19%	331-- 16%	120++A 49%	56++A 43%	42+++Ac 61%	319+B 21%	130-- 16%	80-- 14%	359+A 21%	136+b 23%	319-- 18%	60 21%	120- 16%	227b 21%	61b 22%
North West	259 11%	232 11%	22 9%	13 10%	6 8%	174 12%	79 9%	51 9%	196 11%	63 11%	193 11%	25 9%	77 10%	129 12%	27 10%
West Midlands	238 10%	210 10%	26 11%	17 13%	6 8%	147 10%	86 10%	59 10%	170 10%	68 11%	169 10%	23 8%	72 10%	104 9%	40+ac 14%
Yorkshire	228 9%	207D 10%	15 6%	9d 7%	1-- 1%	139 9%	84 10%	58 10%	159 9%	54 9%	173 10%	31 11%	84d 11%	96 9%	17 6%
Scotland	197 8%	188+++Bc 9%	8-- 3%	4- 3%	3 4%	119 8%	72 9%	58 10%	130 7%	43 7%	149 8%	22 8%	63 8%	92 8%	20 7%
South	182 8%	172+b 8%	10- 4%	6 5%	2 2%	102 7%	79+a 9%	43 8%	133 8%	35 6%	145 8%	15 5%	53 7%	99+ 9%	15 6%
East	182 8%	172+b 8%	10- 4%	5 4%	5 7%	118 8%	59 7%	46 8%	126 7%	47 8%	133 7%	22 8%	48 6%	85 8%	26 10%
Wales	116 5%	114+++Bcd 5%	2-- 1%	1- 1%	*- *%	58- 4%	54+a 6%	36 6%	77 4%	28 5%	86 5%	17 6%	38 5%	50 5%	12 4%
North East & Cumbria	113 5%	107+c 5%	6 2%	1 1%	* 1%	70 5%	41 5%	26 5%	86 5%	32 5%	81 5%	9 3%	39 5%	48 4%	18 6%
South East	109 5%	102 5%	7 3%	4 3%	1 2%	69 5%	38 4%	27 5%	76 4%	24 4%	83 5%	19 6%	33 4%	48 4%	9 3%
West	92 4%	86 4%	6 3%	3 2%	1 1%	53 4%	38 5%	15 3%	75 4%	12- 2%	79+a 4%	9 3%	36 5%	36 3%	10 4%
South West	77 3%	76+++b 4%	1- *%	1 *%	1 1%	44 3%	28 3%	31++B 5%	42-- 2%	15 2%	62 3%	18+cd 6%	26 3%	28 3%	5 2%
East Midlands	76 3%	65 3%	11 4%	8+a 7%	2 3%	47 3%	27 3%	14 3%	59 3%	20 3%	53 3%	11 4%	33+c 4%	26 2%	6 2%
Northern Ireland	67 3%	65+b 3%	2- 1%	* *%	- -%	43 3%	20 2%	19 3%	45 3%	18 3%	49 3%	9 3%	24 3%	26 2%	8 3%

95% lower case or +, 99% UPPER CASE or ++

Table 5 (continuation)

S5a. Please can you tell us which of the following BBC TV regions you currently live in?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2403	2048	336	168	113	1323	1003	604	1709	594	1762	251	783	1091	278
Effective sample size	1808	1570	236	128	84	1097	653	458	1287	479	1298	155	571	888	225
Weighted Total	2403	2125	246	130	69	1503	834	563	1734	596	1773	287	748	1094	274
NET: England	2024 84%	1759-- 83%	235++A 95%	124++A 96%	66++A 96%	1283 85%	688 82%	451-- 80%	1482+A 85%	507 85%	1488 84%	240 84%	623 83%	927 85%	235 86%
NET: Scotland	197 8%	188++Bc 9%	8-- 3%	4- 3%	3 4%	119 8%	72 9%	58 10%	130 7%	43 7%	149 8%	22 8%	63 8%	92 8%	20 7%
NET: Wales	116 5%	114+++Bcd 5%	2-- 1%	1- 1%	*- *%	58- 4%	54+a 6%	36 6%	77 4%	28 5%	86 5%	17 6%	38 5%	50 5%	12 4%
NET: Northern Ireland	67 3%	65+b 3%	2- 1%	* *%	- -%	43 3%	20 2%	19 3%	45 3%	18 3%	49 3%	9 3%	24 3%	26 2%	8 3%

95% lower case or +, 99% UPPER CASE or ++

Table 5 (continuation)

S5a. Please can you tell us which of the following BBC TV regions you currently live in?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2403	313	161	112	81	241	214	154	564	1215	1388
Effective sample size	1808	241	121	89	64	196	175	120	441	939	1067
Weighted Total	2403	304	155	107	78	241	212	130	547	1200	1367
London	468 19%	54 18%	33 22%	29 27%	25+aj 31%	59 24%	59++aj 28%	35+a 27%	126+ 23%	263++ 22%	285 21%
North West	259 11%	34 11%	26+cefgij 17%	8 7%	6 7%	21 9%	19 9%	10 8%	62 11%	127 11%	148 11%
West Midlands	238 10%	37 12%	12 8%	13 12%	9 11%	29 12%	28 13%	20+ 15%	64 12%	128 11%	151 11%
Yorkshire	228 9%	27 9%	7 5%	4 4%	5 7%	17 7%	19 9%	8 6%	37- 7%	111 9%	118 9%
Scotland	197 8%	24 8%	14 9%	6 6%	3 4%	14 6%	14 7%	5 4%	38 7%	84 7%	104 8%
South	182 8%	19 6%	9 6%	8 8%	5 6%	16 7%	13 6%	6 5%	36 7%	77 6%	88- 6%
East	182 8%	27 9%	10 7%	7 7%	3 4%	29+ 12%	14 6%	10 8%	53+ 10%	106+ 9%	118+ 9%
Wales	116 5%	16 5%	6 4%	3 3%	2 2%	7 3%	3- 2%	5 4%	20 4%	55 5%	67 5%
North East & Cumbria	113 5%	20 7%	8 5%	7 7%	5 6%	10 4%	10 5%	6 4%	24 4%	55 5%	66 5%
South East	109 5%	8 3%	6 4%	7 7%	3 4%	10 4%	5 2%	8 6%	17 3%	48 4%	50- 4%
West	92 4%	9 3%	9 6%	5 5%	4 5%	6 2%	11 5%	6 5%	23 4%	42 3%	54 4%
South West	77 3%	13f 4%	2 2%	1 1%	2 3%	6 2%	1- *%	2 2%	11 2%	36 3%	39 3%
East Midlands	76 3%	9 3%	7 4%	4 4%	4 5%	12 5%	11 5%	6 4%	22 4%	37 3%	44 3%
Northern Ireland	67 3%	7 2%	5 3%	3 3%	2 3%	5 2%	5 2%	4 3%	14 3%	31 3%	34 3%

95% lower case or +, 99% UPPER CASE or ++

Table 5 (continuation)

S5a. Please can you tell us which of the following BBC TV regions you currently live in?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2403	313	161	112	81	241	214	154	564	1215	1388
Effective sample size	1808	241	121	89	64	196	175	120	441	939	1067
Weighted Total	2403	304	155	107	78	241	212	130	547	1200	1367
NET: England	2024 84%	257 85%	131 84%	95 89%	72 92%	214 89%	190 89%	116 89%	475 87%	1030 86%	1161 85%
NET: Scotland	197 8%	24 8%	14 9%	6 6%	3 4%	14 6%	14 7%	5 4%	38 7%	84 7%	104 8%
NET: Wales	116 5%	16 5%	6 4%	3 3%	2 2%	7 3%	3- 2%	5 4%	20 4%	55 5%	67 5%
NET: Northern Ireland	67 3%	7 2%	5 3%	3 3%	2 3%	5 2%	5 2%	4 3%	14 3%	31 3%	34 3%

95% lower case or +, 99% UPPER CASE or ++

Table 5 (continuation)

S5a. Please can you tell us which of the following BBC TV regions you currently live in?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2403	118	36	33	22	139	125	48	307	998	1087	61	30	27	25	59	487	1916
Effective sample size	1808	100	28	28	20	114	104	39	249	779	855	50	25	24	21	51	386	1423
Weighted Total	2403	129	33	31	24	144	131	41	308	1002	1098	69	30	30	24	69	498	1905
London	468 19%	30 23%	12 36%	10 32%	10 41%	37 26%	33 25%	12 29%	73 24%	213 21%	233 21%	17 25%	8 26%	5 17%	7 28%	18 26%	105 21%	363 19%
North West	259 11%	15 12%	5 16%	1 5%	2 6%	8 6%	14 11%	1 3%	31 10%	107 11%	117 11%	10 14%	3 9%	3 9%	- -	9 12%	40 8%	218 11%
West Midlands	238 10%	22+ 17%	5 15%	9 29%	4 15%	21 15%	19 15%	10++IJ 25%	44+ 14%	106 11%	122 11%	12 17%	5 17%	5 16%	5 20%	12 18%	54 11%	184 10%
Yorkshire	228 9%	8 6%	1 4%	1 2%	- -	10 7%	11 8%	1 3%	23 7%	97 10%	100 9%	4 6%	2 6%	2 7%	- -	7 10%	50 10%	178 9%
Scotland	197 8%	12 9%	3 8%	1 3%	- -	8 5%	11 9%	3 8%	24 8%	74 7%	86 8%	4 6%	2 6%	6 20%	3 13%	6 9%	40 8%	157 8%
South	182 8%	6 5%	- -	- -	- -	10 7%	9 7%	3 7%	20 7%	70 7%	74 7%	3 4%	1 3%	2 7%	- -	3 4%	43 9%	140 7%
East	182 8%	13 10%	2 7%	2 6%	1 3%	16 11%	8 6%	1 3%	25 8%	87 9%	98+ 9%	6 9%	2 7%	5 16%	3 14%	7 10%	33 7%	148 8%
Wales	116 5%	4 3%	* 1%	1 3%	1 4%	6 4%	1 1%	2 4%	9 3%	47 5%	49 4%	3 4%	1 5%	- -	- -	3 4%	22 4%	94 5%
North East & Cumbria	113 5%	3 2%	- -	3 9%	2 10%	5 4%	6 5%	2 4%	14 5%	48 5%	53 5%	1 2%	1 5%	- -	- -	1 2%	28 6%	85 4%
South East	109 5%	2 1%	1 4%	* 1%	- -	6 4%	2 1%	3 7%	10 3%	34 3%	39 4%	- -	- -	2 6%	* 1%	2 2%	22 5%	87 5%
West	92 4%	3 2%	2 6%	3 8%	4 15%	3 2%	8 6%	1 2%	12 4%	34 3%	38 3%	1 2%	1 3%	1 3%	1 4%	1 2%	17 3%	75 4%
South West	77 3%	7f 5%	- -	- -	- -	4 3%	- -	1f 3%	5 2%	29 3%	30 3%	5 8%	1 4%	- -	2 10%	- -	19 4%	59 3%
East Midlands	76 3%	2 2%	- -	- -	1 4%	6 4%	5 3%	- -	10 3%	28 3%	31 3%	* %	2 6%	- -	2 7%	* %	11 2%	65 3%

95% lower case or +, 99% UPPER CASE or ++

Table 5 (continuation)

S5a. Please can you tell us which of the following BBC TV regions you currently live in?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2403	118	36	33	22	139	125	48	307	998	1087	61	30	27	25	59	487	1916
Effective sample size	1808	100	28	28	20	114	104	39	249	779	855	50	25	24	21	51	386	1423
Weighted Total	2403	129	33	31	24	144	131	41	308	1002	1098	69	30	30	24	69	498	1905
Northern Ireland	67 3%	2 1%	1 3%	1 3%	* 2%	4 3%	3 2%	* 1%	8 3%	27 3%	28 3%	1 2%	1 2%	- -	1 2%	* 1%	13 3%	53 3%
NET: England	2024 84%	111 86%	29 87%	28 91%	22 94%	126 88%	115 88%	36 88%	268 87%	854 85%	934 85%	60 88%	26 87%	24 80%	20 84%	60 87%	423 85%	1601 84%
NET: Scotland	197 8%	12 9%	3 8%	1 3%	- -	8 5%	11 9%	3 8%	24 8%	74 7%	86 8%	4 6%	2 6%	6 20%	3 13%	6 9%	40 8%	157 8%
NET: Wales	116 5%	4 3%	* 1%	1 3%	1 4%	6 4%	1 1%	2 4%	9 3%	47 5%	49 4%	3 4%	1 5%	- -	- -	3 4%	22 4%	94 5%
NET: Northern Ireland	67 3%	2 1%	1 3%	1 3%	* 2%	4 3%	3 2%	* 1%	8 3%	27 3%	28 3%	1 2%	1 2%	- -	1 2%	* 1%	13 3%	53 3%

95% lower case or +, 99% UPPER CASE or ++

Table 5 (continuation)

S5a. Please can you tell us which of the following BBC TV regions you currently live in?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2403	100	782	736	754	980	739	234	430	521	537	185	1125	861	749
Effective sample size	1808	49	615	600	601	722	575	181	319	378	426	145	846	659	526
Weighted Total	2403	144	746	722	761	1005	748	209	421	574	542	162	1099	852	753
London	468 19%	25 18%	144 19%	130 18%	164 22%	172- 17%	145 19%	52a 25%	94a 22%	99 17%	87- 16%	39b 24%	237+b 22%	162 19%	144 19%
North West	259 11%	-- %	84A 11%	91A 13%	81a 11%	100 10%	94 13%	19 9%	45 11%	57 10%	62 11%	12 7%	123 11%	103 12%	81 11%
West Midlands	238 10%	15 10%	84 11%	69 10%	65 8%	103 10%	71 10%	20 10%	43 10%	57 10%	61 11%	17 11%	100 9%	74 9%	73 10%
Yorkshire	228 9%	10 7%	73 10%	62 9%	81 11%	83 8%	86+ac 12%	12 6%	45 11%	60 10%	41 8%	11 7%	114 10%	65- 8%	83a 11%
Scotland	197 8%	15 11%	58 8%	56 8%	67 9%	82 8%	50 7%	17 8%	47+b 11%	41 7%	47 9%	11 7%	96 9%	72 8%	54 7%
South	182 8%	13 9%	49 7%	52 7%	67 9%	86 9%	53 7%	11 5%	30 7%	49 9%	50 9%	12 7%	70 6%	59 7%	60 8%
East	182 8%	5 3%	49 7%	58 8%	67 9%	77 8%	62 8%	18 9%	23 6%	32 6%	53a 10%	11 7%	85 8%	60 7%	47 6%
Wales	116 5%	13 9%	34 5%	38 5%	30 4%	60b 6%	27 4%	9 5%	19 4%	34 6%	27 5%	10 6%	44 4%	39 5%	43 6%
North East & Cumbria	113 5%	8 5%	33 4%	35 5%	34 5%	52 5%	33 4%	10 5%	16 4%	27 5%	19 4%	7 5%	57 5%	45 5%	37 5%
South East	109 5%	11 7%	33 4%	34 5%	30 4%	50 5%	29 4%	11 5%	20 5%	38+d 7%	25 5%	6 4%	40 4%	46 5%	35 5%
West	92 4%	7 5%	34 5%	27 4%	21 3%	43d 4%	30d 4%	12d 6%	7- 2%	30 5%	18 3%	8 5%	36 3%	43+ 5%	29 4%
South West	77 3%	14+++bcd 10%	20 3%	20 3%	23 3%	40 4%	20 3%	3 1%	14 3%	21 4%	14 3%	4 2%	37 3%	29 3%	28 4%
East Midlands	76 3%	- %	31d 4%	29d 4%	14- 2%	26 3%	28 4%	9 4%	10 2%	16 3%	21 4%	9 6%	30 3%	29 3%	18 2%
Northern Ireland	67 3%	9 6%	19 3%	21 3%	17 2%	32 3%	20 3%	5 2%	9 2%	14 2%	18 3%	4 3%	30 3%	25 3%	21 3%

95% lower case or +, 99% UPPER CASE or ++

Table 5 (continuation)

S5a. Please can you tell us which of the following BBC TV regions you currently live in?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2403	100	782	736	754	980	739	234	430	521	537	185	1125	861	749
Effective sample size	1808	49	615	600	601	722	575	181	319	378	426	145	846	659	526
Weighted Total	2403	144	746	722	761	1005	748	209	421	574	542	162	1099	852	753
NET: England	2024 84%	107- 74%	634 85%	607 84%	647 85%	832 83%	652+a 87%	177 85%	347 82%	486 85%	450 83%	137 84%	929 84%	716 84%	634 84%
NET: Scotland	197 8%	15 11%	58 8%	56 8%	67 9%	82 8%	50 7%	17 8%	47+b 11%	41 7%	47 9%	11 7%	96 9%	72 8%	54 7%
NET: Wales	116 5%	13 9%	34 5%	38 5%	30 4%	60b 6%	27 4%	9 5%	19 4%	34 6%	27 5%	10 6%	44 4%	39 5%	43 6%
NET: Northern Ireland	67 3%	9 6%	19 3%	21 3%	17 2%	32 3%	20 3%	5 2%	9 2%	14 2%	18 3%	4 3%	30 3%	25 3%	21 3%

95% lower case or +, 99% UPPER CASE or ++

Table 6
S5B. And which of these best describes where you live?
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2404	1879	525	1114	1280	855	773	775	595	783	461	565	1707	229	238	226	2026	378
Effective sample size	1809	1598	280	827	982	658	633	539	456	606	325	425	1427	180	162	146	1580	234
Weighted Total	2404	1879	525	1178	1216	753	839	811	632	776	449	547	2021	197	115	67	2053	351
A large city	406 17%	317 17%	89 17%	225+b 19%	180- 15%	189++BC 25%	150C 18%	66-- 8%	130+cd 21%	130 17%	61 14%	84 15%	371++CD 18%	32CD 16%	1-- 1%	1-- 1%	406++B 20%	--- -%
A smaller city or large town	494 21%	402 21%	92 18%	236 20%	256 21%	167 22%	173 21%	154 19%	104- 16%	178A 23%	96 21%	116 21%	436++B 22%	21-- 11%	23b 22%	12b 18%	494++B 24%	--- -%
A medium sized town	696 29%	576++B 31%	120-- 23%	337 29%	355 29%	208 28%	256 31%	230 28%	165 26%	235 30%	129 29%	167 31%	603+C 30%	51 26%	22-- 19%	20c 29%	696++B 34%	--- -%
A small town close (less than 10 miles) to a medium/large town/city	402 17%	320 17%	82 16%	181 15%	218 18%	99-- 13%	132 16%	170++Ab 21%	107 17%	115 15%	98++Bd 22%	82 15%	322- 16%	37 19%	33++AbD 28%	10 15%	402++B 20%	--- -%
A small town far (more than 10 miles) from a medium/large town/city	56 2%	44 2%	12 2%	29 2%	27 2%	14 2%	17 2%	24 3%	12 2%	23 3%	8 2%	12 2%	29-- 1%	18++A 9%	5A 4%	4++A 6%	56+b 3%	-- -%
A rural area close (less than 10 miles) to a medium/large town/city	293 12%	178-- 9%	115++A 22%	141 12%	151 12%	60-- 8%	95a 11%	138++AB 17%	98+bc 15%	83 11%	43 9%	69 13%	238 12%	16 8%	22+aB 19%	18++AB 27%	--- -%	293++A 83%
A rural area far (more than 10 miles) from a medium/large town/city	59 2%	43 2%	16 3%	29 2%	29 2%	15 2%	15 2%	29+ 4%	16 2%	12 2%	15 3%	16 3%	23-- 1%	22++Ad 11%	11++A 9%	3A 4%	--- -%	59++A 17%
NET: URBAN	2053 85%	1658++B 88%	394-- 75%	1008 86%	1036 85%	678++C 90%	729C 87%	644-- 79%	519- 82%	681+a 88%	391 87%	462 84%	1760++bCD 87%	159d 81%	83-- 72%	46-- 69%	2053++B 100%	--- -%
NET: RURAL (inc Remote)	351 15%	221-- 12%	131++A 25%	170 14%	180 15%	75-- 10%	110 13%	166++AB 21%	113+b 18%	95- 12%	58 13%	85 16%	261-- 13%	38a 19%	32++A 28%	20++Ab 31%	--- -%	351++A 100%
NET: REMOTE RURAL	59 2%	43 2%	16 3%	29 2%	29 2%	15 2%	15 2%	29+ 4%	16 2%	12 2%	15 3%	16 3%	23-- 1%	22++Ad 11%	11++A 9%	3A 4%	--- -%	59++A 17%

95% lower case or +, 99% UPPER CASE or ++

Table 6 (continuation)
 S5B. And which of these best describes where you live?
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2404	2045	340	172	113	1321	1006	605	1709	595	1763	250	784	1092	278
Effective sample size	1809	1567	240	132	84	1095	656	459	1288	480	1299	154	572	889	225
Weighted Total	2404	2122	250	134	69	1500	838	564	1734	597	1774	285	749	1095	274
A large city	406 17%	277-- 13%	114++A 46%	54++A 41%	39++Ac 56%	278+B 19%	113-- 13%	72-- 13%	308a 18%	117b 20%	275-- 16%	46 16%	91-- 12%	211+B 19%	58B 21%
A smaller city or large town	494 21%	416-- 20%	70++A 28%	41++A 31%	18 26%	320 21%	163 20%	124 22%	347 20%	113 19%	375 21%	43 15%	169a 23%	225 21%	57 21%
A medium sized town	696 29%	644++BcD 30%	45-- 18%	27- 20%	8-- 12%	434 29%	245 29%	191++b 34%	483 28%	190 32%	501 28%	76 27%	238 32%	313 29%	69 25%
A small town close (less than 10 miles) to a medium/large town/city	402 17%	389++BCD 18%	12-- 5%	5-- 4%	2-- 3%	241 16%	151 18%	88 16%	302 17%	105 18%	293 17%	56 20%	118 16%	169 15%	59+c 21%
A small town far (more than 10 miles) from a medium/large town/city	56 2%	53 3%	2 1%	2 1%	1 1%	32 2%	22 3%	15 3%	37 2%	13 2%	41 2%	6 2%	27+C 4%	14-- 1%	8 3%
A rural area close (less than 10 miles) to a medium/large town/city	293 12%	287++BCD 14%	6-- 2%	3-- 2%	1-- 2%	164- 11%	120+a 14%	58 10%	219 13%	53- 9%	239++A 13%	52+bcD 18%	87 12%	133d 12%	20- 7%
A rural area far (more than 10 miles) from a medium/large town/city	59 2%	56 3%	1- 1%	1 1%	1 1%	31 2%	24 3%	16 3%	39 2%	7- 1%	49 3%	6 2%	18 2%	31 3%	3 1%
NET: URBAN	2053 85%	1780-- 84%	243++A 97%	130++A 97%	67++A 97%	1305+b 87%	694- 83%	490 87%	1477 85%	537++B 90%	1486-- 84%	227- 79%	643 86%	932 85%	251++Abc 92%
NET: RURAL (inc Remote)	351 15%	342++BCD 16%	7-- 3%	4-- 3%	2-- 3%	195- 13%	144+a 17%	74 13%	258 15%	60-- 10%	288++A 16%	59+D 21%	106d 14%	164d 15%	23-- 8%
NET: REMOTE RURAL	59 2%	56 3%	1- 1%	1 1%	1 1%	31 2%	24 3%	16 3%	39 2%	7- 1%	49 3%	6 2%	18 2%	31 3%	3 1%

95% lower case or +, 99% UPPER CASE or ++

Table 6 (continuation)
S5B. And which of these best describes where you live?
by
Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2404	313	160	112	80	241	214	154	563	1217	1389
Effective sample size	1809	241	121	89	63	196	175	120	440	941	1068
Weighted Total	2404	304	155	107	78	241	212	130	546	1202	1368
A large city	406 17%	65+ 21%	33 21%	35+++aiJ 32%	31+++ABHIJ 39%	67+++ij 28%	62+++iJ 29%	40+++aiJ 31%	128++ 23%	253++ 21%	278++ 20%
A smaller city or large town	494 21%	75e 25%	39 25%	31+e 29%	18 24%	40 16%	70+++EhIJ 33%	37+E 29%	133+e 24%	270+ 22%	310+ 23%
A medium sized town	696 29%	66-- 22%	38 25%	16-- 15%	15 20%	61 25%	52 25%	23-- 17%	141c 26%	315--cg 26%	360--cg 26%
A small town close (less than 10 miles) to a medium/large town/city	402 17%	44 15%	22 14%	12 11%	5- 7%	32 13%	23- 11%	15 11%	75 14%	169-- 14%	201-- 15%
A small town far (more than 10 miles) from a medium/large town/city	56 2%	7 2%	2 2%	1 1%	1 2%	7 3%	1 *%	2 2%	9 2%	27 2%	30 2%
A rural area close (less than 10 miles) to a medium/large town/city	293 12%	36F 12%	17F 11%	12F 11%	6f 8%	31F 13%	3-- 2%	12F 9%	53F 10%	134F 11%	150F 11%
A rural area far (more than 10 miles) from a medium/large town/city	59 2%	11fh 4%	2 1%	1 1%	1 1%	4 2%	-- -%	1 1%	7 1%	35f 3%	40f 3%
NET: URBAN	2053	258	136	95	71	207	209 ++ABCDEFGHIJ	117	486+	1033	1179
	85%	85%	88%	89%	91%	86%	98%	90%	89%	86%	86%
NET: RURAL (inc Remote)	351 15%	46F 15%	19F 12%	12F 11%	7F 9%	34F 14%	3-- 2%	13F 10%	60-F 11%	169F 14%	190F 14%
NET: REMOTE RURAL	59 2%	11fh 4%	2 1%	1 1%	1 1%	4 2%	-- -%	1 1%	7 1%	35f 3%	40f 3%

95% lower case or +, 99% UPPER CASE or ++

Table 6 (continuation)
 S5B. And which of these best describes where you live?
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2404	118	35	33	22	139	125	48	306	999	1087	61	30	27	25	59	487	1917
Effective sample size	1809	100	28	28	20	114	104	39	249	780	856	50	25	24	21	51	386	1424
Weighted Total	2404	129	33	31	24	144	131	41	308	1003	1098	69	30	30	24	69	498	1906
A large city	406 17%	36++ 28%	11 33%	11 36%	10 41%	40++ 28%	35++ 27%	16++IJ 40%	77++ 25%	204++ 20%	230++ 21%	21++ 31%	9 30%	6 19%	6 26%	23++ 33%	100 20%	306 16%
A smaller city or large town	494 21%	26 20%	10 29%	10 31%	8 36%	22 15%	45++aEIJ 34%	10 24%	77e 25%	227 23%	250+ 23%	12 18%	5 16%	9 30%	8 35%	9 14%	105 21%	388 20%
A medium sized town	696 29%	32 25%	8 25%	4 14%	2 10%	34 24%	32 24%	7 17%	77 25%	266- 26%	285-- 26%	18 26%	6 20%	7 25%	4 16%	16 23%	138 28%	558 29%
A small town close (less than 10 miles) to a medium/large town/city	402 17%	16 13%	4 13%	4 12%	2 10%	21 15%	16 12%	5 12%	42 14%	144- 14%	161- 15%	7 11%	6 19%	3 11%	2 10%	9 12%	71 14%	330 17%
A small town far (more than 10 miles) from a medium/large town/city	56 2%	3 2%	- -%	- -%	1 3%	4 3%	1 *%	- -%	5 2%	25 2%	27 2%	1 1%	2 6%	- -%	- -%	3 4%	13 3%	42 2%
A rural area close (less than 10 miles) to a medium/large town/city	293 12%	8 6%	- -%	2 8%	- -%	22aF 16%	2-- 2%	3 8%	28f 9%	111F 11%	115-F 11%	4 6%	1 5%	2 8%	1 4%	4 6%	57 11%	236 12%
A rural area far (more than 10 miles) from a medium/large town/city	59 2%	8+efH 6%	- -%	- -%	- -%	1 1%	- -%	* *%	1- *%	27h 3%	30h 3%	5+ 7%	1 4%	2 6%	2 9%	5+ 7%	13 3%	46 2%
NET: URBAN	2053 85%	113 88%	33 100%	29 92%	24 100%	121 84%	129++AEhIJ 98%	38 92%	279+ 91%	866 86%	953 87%	60 87%	27 91%	25 86%	21 87%	60 87%	428 86%	1624 85%
NET: RURAL (inc Remote)	351 15%	16F 12%	- -%	2 8%	- -%	23F 16%	2-- 2%	3 8%	29-f 9%	138F 14%	145F 13%	9 13%	3 9%	4 14%	3 13%	9 13%	69 14%	282 15%
NET: REMOTE RURAL	59 2%	8+efH 6%	- -%	- -%	- -%	1 1%	- -%	* *%	1- *%	27h 3%	30h 3%	5+ 7%	1 4%	2 6%	2 9%	5+ 7%	13 3%	46 2%

95% lower case or +, 99% UPPER CASE or ++

Table 6 (continuation)
 S5B. And which of these best describes where you live?
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2404	99	780	737	757	978	740	234	432	520	536	184	1128	863	749
Effective sample size	1809	49	613	601	604	720	576	181	321	378	425	145	848	661	526
Weighted Total	2404	144	743	723	764	1003	749	209	423	573	541	162	1102	854	752
A large city	406 17%	18 12%	134 18%	107 15%	144 19%	134-- 13%	119 16%	53++AB 25%	95++Ab 23%	80 14%	78 14%	34a 21%	205a 19%	160 19%	111 15%
A smaller city or large town	494 21%	18 13%	139 19%	150 21%	177 23%	185 18%	152 20%	45 21%	109+A 26%	99 17%	108 20%	47+Abd 29%	233 21%	189 22%	135 18%
A medium sized town	696 29%	23- 16%	226a 30%	226a 31%	214 28%	294 29%	230d 31%	61 29%	103- 24%	161 28%	150 28%	41 25%	336 30%	229 27%	234 31%
A small town close (less than 10 miles) to a medium/large town/city	402 17%	29 20%	118 16%	123 17%	127 17%	195++cd 19%	122 16%	24- 11%	59 14%	111c 19%	86 16%	18 11%	185 17%	137 16%	136 18%
A small town far (more than 10 miles) from a medium/large town/city	56 2%	4 3%	18 2%	17 2%	14 2%	24 2%	18 2%	4 2%	10 2%	11 2%	13 2%	3 2%	28 3%	19 2%	16 2%
A rural area close (less than 10 miles) to a medium/large town/city	293 12%	49++BCD 34%	92 12%	77 11%	70-- 9%	146++cd 15%	91 12%	16 8%	39 9%	95++D 17%	79D 15%	17 10%	102-- 9%	101 12%	104 14%
A rural area far (more than 10 miles) from a medium/large town/city	59 2%	4 2%	16 2%	23 3%	17 2%	26 3%	17 2%	7 3%	8 2%	15 3%	26++D 5%	3 2%	13-- 1%	19 2%	16 2%
NET: URBAN	2053 85%	92-- 64%	636A 86%	623A 86%	677++A 89%	831- 83%	640 86%	186a 89%	376a 89%	463-- 81%	436-- 81%	142b 88%	987++AB 90%	735 86%	632 84%
NET: RURAL (inc Remote)	351 15%	52++BCD 36%	108 14%	100 14%	87-- 11%	172+cd 17%	109 14%	23 11%	47 11%	110++D 19%	105++cD 19%	20 12%	115-- 10%	120 14%	120 16%
NET: REMOTE RURAL	59 2%	4 2%	16 2%	23 3%	17 2%	26 3%	17 2%	7 3%	8 2%	15 3%	26++D 5%	3 2%	13-- 1%	19 2%	16 2%

95% lower case or +, 99% UPPER CASE or ++

Table 7
S6. Which of the following best describes your ethnicity?
by
Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
English / Welsh / Scottish / Northern Irish / British	1989 83%	1526-- 81%	463++A 88%	975 83%	1007 83%	531-- 70%	691A 82%	766++AB 94%	518 82%	631 81%	384 85%	456 83%	1652-- 82%	177++AD 90%	108++AD 94%	52 78%	1656-- 81%	330++A 94%
Irish	23 1%	16 1%	6 1%	11 1%	12 1%	8 1%	8 1%	7 1%	4 1%	8 1%	3 1%	8 1%	7-- *%	1 1%	3+A 3%	11++ABC 17%	18 1%	5 1%
Gypsy or Irish Traveller	4 *%	3 *%	2 *%	4 *%	- -%	3 *%	1 *%	- -%	- -%	3 *%	- -%	1 *%	4 *%	- -%	- -%	- -%	4 *%	- -%
Roma	3 *%	--- -%	3++A 1%	1 *%	2 *%	2 *%	1 *%	- -%	2 *%	- -%	- -%	1 *%	3 *%	- -%	- -%	- -%	3 *%	- -%
Other White background (please specify)	106 4%	96+b 5%	10- 2%	51 4%	54 4%	48++C 6%	45C 5%	13-- 2%	20 3%	37 5%	20 4%	28 5%	93 5%	10 5%	2 2%	1 2%	98 5%	7 2%
White and Black Caribbean	10 *%	8 *%	2 *%	8 1%	2 *%	5 1%	3 *%	2 *%	2 *%	5 1%	1 *%	3 1%	10 *%	- -%	1 *%	- -%	9 *%	1 *%
White and Black African	6 *%	1-- *%	5++A 1%	3 *%	3 *%	1 *%	5+ 1%	- -%	3 *%	- -%	1 *%	2 *%	6 *%	- -%	- -%	- -%	6 *%	- -%
White and Asian	13 1%	12 1%	1 *%	7 1%	6 1%	9++c 1%	3 *%	1 *%	5 1%	3 *%	2 *%	3 1%	13 1%	- -%	* *%	- -%	13 1%	* *%
Other Mixed background (please specify)	7 *%	1-- *%	6++A 1%	2 *%	5 *%	1 *%	6+ 1%	- -%	3 *%	2 *%	2 *%	- -%	5 *%	- -%	- -%	2++ABC 2%	7 *%	- -%
Caribbean	19 1%	17 1%	2 *%	8 1%	11 1%	12++c 2%	5 1%	2 *%	4 1%	10 1%	2 *%	3 1%	19 1%	- -%	- -%	- -%	19 1%	* *%
African	45 2%	37 2%	8 1%	21 2%	23 2%	28++bC 4%	14c 2%	2-- *%	14 2%	17 2%	6 1%	8 1%	42+ 2%	2 1%	* *%	- -%	43 2%	1 *%
Other Black background (please specify)	5 *%	3 *%	2 *%	* *%	5 *%	4+ 1%	1 *%	* *%	1 *%	3 *%	- -%	1 *%	4 *%	1 *%	- -%	- -%	4 *%	1 *%

95% lower case or +, 99% UPPER CASE or ++

Table 7 (continuation)
 S6. Which of the following best describes your ethnicity?
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Indian	50 2%	47+b 2%	3- 1%	29 2%	21 2%	31++bC 4%	16C 2%	2-- *%	17 3%	20 3%	7 2%	6 1%	47+ 2%	1 1%	- -%	* *%	47 2%	2 1%
Pakistani	34 1%	29 2%	5 1%	14 1%	19 2%	17+C 2%	16C 2%	1-- *%	7 1%	12 2%	5 1%	11 2%	31 2%	3 1%	1 1%	- -%	33 2%	1 *%
Bangladeshi	14 1%	14 1%	- -%	6 *%	9 1%	13++BC 2%	1 *%	-- -%	5 1%	6 1%	2 1%	2 *%	13 1%	- -%	- -%	- -%	14 1%	- -%
Chinese	13 1%	12 1%	1 *%	8 1%	5 *%	9++bc 1%	2 *%	2 *%	5 1%	4 *%	3 1%	1 *%	11 1%	* *%	* *%	- -%	13 1%	- -%
Other Asian background (please specify)	22 1%	22 1%	- -%	9 1%	13 1%	12+c 2%	7 1%	2- *%	8 1%	8 1%	3 1%	2 *%	22+ 1%	- -%	- -%	- -%	22 1%	- -%
Arab	5 *%	5 *%	- -%	1 *%	4 *%	5++bc 1%	- -%	- -%	- -%	* *%	2 1%	2 *%	5 *%	- -%	* *%	- -%	5 *%	- -%
Other ethnic background (please specify)	7 *%	2- *%	5+a 1%	5 *%	3 *%	2 *%	1 *%	5 1%	- -%	2 *%	5+a 1%	1 *%	6 *%	1 *%	- -%	- -%	6 *%	1 *%
Prefer not to say	32 1%	27 1%	4 1%	17 1%	13 1%	12 2%	13 2%	7 1%	15+b 2%	5 1%	4 1%	7 1%	30 1%	2 1%	- -%	- -%	30 1%	2 1%
NET: WHITE	2125 88%	1641- 87%	484+a 92%	1043 88%	1074 88%	592-- 78%	747A 89%	786++AB 97%	545 86%	679 87%	407 90%	495a 90%	1759-- 87%	188++A 95%	114++A 98%	65++A 97%	1780-- 87%	342++A 97%
NET: MIXED	36 1%	23 1%	13 3%	19 2%	17 1%	16C 2%	17c 2%	3-- *%	12 2%	10 1%	5 1%	8 2%	34 2%	- -%	1 1%	2B 2%	35 2%	1 *%
NET: BLACK	69 3%	56 3%	12 2%	29 2%	39 3%	44++BC 6%	20C 2%	4-- *%	18 3%	30 4%	8 2%	12 2%	66++cd 3%	3 1%	*- *%	-- -%	67+b 3%	2- 1%
NET: ASIAN	134 6%	124++B 7%	9-- 2%	65 6%	67 6%	83++BC 11%	43C 5%	8-- 1%	42 7%	50 6%	20 5%	21 4%	124++bcd 6%	4- 2%	1-- 1%	*-- *%	130++B 6%	4-- 1%
NET: OTHER BACKGROUND	12 1%	7 *%	5 1%	6 1%	6 1%	7b 1%	1 *%	5 1%	- -%	2 *%	7++Ab 2%	3 1%	11 1%	1 *%	* *%	- -%	12 1%	1 *%

95% lower case or +, 99% UPPER CASE or ++

Table 7 (continuation)
 S6. Which of the following best describes your ethnicity?
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
English / Welsh / Scottish / Northern Irish / British	1989 83%	1989++BCD 94%	--- -%	--- -%	--- -%	1221- 81%	719+a 86%	485+ 86%	1426 82%	452-- 76%	1508++A 85%	243 85%	645+cd 86%	884- 81%	217 79%
Irish	23 1%	23 1%	- -%	- -%	- -%	13 1%	9 1%	10+b 2%	11- 1%	4 1%	18 1%	4 1%	7 1%	8 1%	3 1%
Gypsy or Irish Traveller	4 *%	4 *%	- -%	- -%	- -%	4 *%	- -%	1 *%	2 *%	1 *%	3 *%	2 1%	- -%	1 *%	1 *%
Roma	3 *%	3 *%	- -%	- -%	- -%	1 *%	2 *%	- -%	3 *%	1 *%	2 *%	3++bC 1%	- -%	- -%	- -%
Other White background (please specify)	106 4%	106++BCd 5%	--- -%	-- -%	-- -%	78+b 5%	25- 3%	17 3%	83 5%	37+b 6%	69 4%	6 2%	32 4%	56 5%	12 4%
White and Black Caribbean	10 *%	--- -%	10++Ac 4%	- -%	- -%	6 *%	3 *%	4 1%	6 *%	3 *%	7 *%	1 *%	2 *%	5 *%	2 1%
White and Black African	6 *%	--- -%	6++A 2%	- -%	- -%	5 *%	1 *%	1 *%	5 *%	5++B 1%	1-- *%	3+bc 1%	- -%	1 *%	2bc 1%
White and Asian	13 1%	--- -%	13++ACd 5%	- -%	- -%	9 1%	4 *%	3 1%	10 1%	4 1%	9 1%	1 *%	3 *%	4 *%	5++bc 2%
Other Mixed background (please specify)	7 *%	--- -%	7++A 3%	- -%	- -%	3 *%	3 *%	2 *%	5 *%	- -%	7 *%	2 1%	- -%	3 *%	2b 1%
Caribbean	19 1%	--- -%	19++AC 8%	- -%	19++ABC 28%	13 1%	5 1%	5 1%	13 1%	4 1%	14 1%	* *%	4 *%	11 1%	4 1%
African	45 2%	--- -%	45++AC 18%	- -%	45++ABC 65%	29 2%	11 1%	7 1%	36 2%	11 2%	31 2%	4 1%	13 2%	20 2%	7 3%
Other Black background (please specify)	5 *%	--- -%	5++A 2%	- -%	5++AbC 7%	3 *%	2 *%	- -%	5 *%	2 *%	3 *%	* *%	1 *%	4 *%	* *%

95% lower case or +, 99% UPPER CASE or ++

Table 7 (continuation)
 S6. Which of the following best describes your ethnicity?
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Indian	50 2%	--- -%	50+++AD 20%	50+++ABD 37%	- -%	33 2%	15 2%	3-- 1%	44+A 3%	22++B 4%	27-- 2%	2 1%	14 2%	26 2%	8 3%
Pakistani	34 1%	--- -%	34+++AD 14%	34+++ABD 26%	- -%	20 1%	14 2%	8 1%	26 1%	12 2%	22 1%	2 1%	10 1%	20 2%	3 1%
Bangladeshi	14 1%	--- -%	14+++Ad 6%	14+++AD 11%	- -%	7 *	8 1%	3 *	12 1%	9++B 2%	5-- *	1 *	5 1%	7 1%	2 1%
Chinese	13 1%	--- -%	13+++Ad 5%	13+++AD 10%	- -%	7 *	6 1%	3 1%	10 1%	2 *	10 1%	1 *	5 1%	6 1%	1 *
Other Asian background (please specify)	22 1%	--- -%	22+++AD 9%	22+++AbD 16%	- -%	18 1%	4 *	7 1%	13 1%	10+b 2%	12- 1%	5 2%	6 1%	11 1%	- -%
Arab	5 *	--- -%	5+++A 2%	- -%	- -%	2 *	3 *	1 *	4 *	4+b 1%	1- *	- -%	1 *	* *	4++bC 1%
Other ethnic background (please specify)	7 *	--- -%	7+++A 3%	- -%	- -%	7 *	- -%	2 *	5 *	1 *	6 *	5++bc 2%	1 *	2 *	- -%
Prefer not to say	32 1%	--- -%	- -%	- -%	- -%	19 1%	7 1%	4 1%	19 1%	11 2%	20 1%	3 1%	3- *	25++B 2%	1 *
NET: WHITE	2125 88%	2125+++BCD 100%	--- -%	--- -%	--- -%	1319 88%	755 90%	513+ 91%	1524 88%	496-- 83%	1600++A 90%	258 90%	683+cd 91%	950 87%	233 85%
NET: MIXED	36 1%	--- -%	36+++ACD 14%	- -%	- -%	25 2%	10 1%	9 2%	26 1%	11 2%	24 1%	7 2%	5 1%	12 1%	11++BC 4%
NET: BLACK	69 3%	--- -%	69+++AC 27%	-- -%	69+++ABC 100%	46 3%	17 2%	12 2%	54 3%	17 3%	49 3%	5 2%	17 2%	35 3%	12 4%
NET: ASIAN	134 6%	--- -%	134+++AD 53%	134+++ABD 100%	-- -%	85 6%	47 6%	23 4%	105 6%	56++B 9%	76-- 4%	10 3%	40 5%	70 6%	13 5%
NET: OTHER BACKGROUND	12 1%	--- -%	12+++ACd 5%	- -%	- -%	9 1%	3 *	3 1%	9 1%	5 1%	8 *	5+c 2%	2 *	2 *	4c 1%

95% lower case or +, 99% UPPER CASE or ++

Table 7 (continuation)
 S6. Which of the following best describes your ethnicity?
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
English / Welsh / Scottish / Northern Irish / British	1989 83%	233-G 77%	111-- 72%	73-- 68%	52-- 66%	183--G 76%	153--g 72%	78-- 60%	410--G 75%	931--cdG 77%	1072--cdG 78%
Irish	23 1%	5 1%	6++Ij 4%	2 2%	1 2%	2 1%	3 1%	3 2%	9 2%	11 1%	15 1%
Gypsy or Irish Traveller	4 *%	3++ 1%	1+ 1%	1++ 1%	1++ 2%	1 1%	1 1%	3++iJ 2%	3 1%	4 *%	4 *%
Roma	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	3 *%
Other White background (please specify)	106 4%	15 5%	5 3%	3 3%	3 3%	6 3%	11 5%	6 5%	23 4%	68++ 6%	70 5%
White and Black Caribbean	10 *%	3 1%	2+ 2%	1 1%	1 1%	* *%	- -%	1 1%	3 1%	6 *%	7 1%
White and Black African	6 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	3 *%
White and Asian	13 1%	4 1%	3 2%	3++i 3%	2++ 3%	4 1%	5++ij 2%	6++IJ 4%	9++ 2%	9 1%	11 1%
Other Mixed background (please specify)	7 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 *%	5 *%
Caribbean	19 1%	2 1%	3 2%	1 1%	1 1%	4 2%	3 1%	3 2%	7 1%	15+ 1%	16 1%
African	45 2%	7 2%	5 3%	4 4%	3 4%	7 3%	6 3%	8++ij 6%	18+ 3%	32++ 3%	33+ 2%
Other Black background (please specify)	5 *%	- -%	2+ 1%	- -%	- -%	- -%	- -%	- -%	2 *%	3 *%	4 *%

95% lower case or +, 99% UPPER CASE or ++

Table 7 (continuation)
 S6. Which of the following best describes your ethnicity?
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Indian	50 2%	5 2%	5 3%	7++aij 7%	2 3%	9 4%	8 4%	9++aIJ 7%	17 3%	28 2%	32 2%
Pakistani	34 1%	6 2%	6+ 4%	4 4%	5++ij 6%	13++IJ 6%	7+ 3%	7++IJ 3%	16++ 3%	21 2%	23 2%
Bangladeshi	14 1%	2 1%	- -%	2 2%	- -%	2 1%	2 1%	- -%	5 1%	9 1%	13+ 1%
Chinese	13 1%	3 1%	1 1%	* *%	- -%	1 *%	1 *%	- -%	3 1%	9 1%	10 1%
Other Asian background (please specify)	22 1%	7+ 2%	2 1%	4++e 4%	- -%	1 1%	3 2%	1 1%	8 1%	18++ 1%	18+ 1%
Arab	5 *%	1 *%	1 1%	1+j 1%	1++ij 2%	1 1%	1 1%	1+ 1%	1 *%	2 *%	2 *%
Other ethnic background (please specify)	7 *%	- -%	- -%	- -%	- -%	- -%	2 1%	2+aiJ 2%	2 *%	2 *%	2 *%
Prefer not to say	32 1%	7 2%	2 1%	1 1%	5++bchiJ 7%	6 3%	4 2%	2 2%	11 2%	24+ 2%	26+ 2%
NET: WHITE	2125 88%	256-cdG 84%	123-- 79%	79-- 74%	57-- 73%	192--g 80%	169--g 80%	90-- 69%	446--G 82%	1018---cdG 85%	1165---CDG 85%
NET: MIXED	36 1%	6 2%	5 3%	4 4%	3 4%	4 2%	5 2%	7++ij 5%	12 2%	22 2%	26 2%
NET: BLACK	69 3%	10 3%	9+ 6%	5 4%	4 5%	11 4%	9 4%	11++aij 8%	26++ 5%	50++ 4%	53++ 4%
NET: ASIAN	134 6%	23 8%	14 9%	17++aIJ 16%	7 9%	27++j 11%	21+ 10%	17++ij 13%	49++ 9%	84++ 7%	95++ 7%
NET: OTHER BACKGROUND	12 1%	1 *%	1 1%	1 1%	1 2%	1 1%	3+ij 2%	3++IJ 3%	3 1%	4 *%	4 *%

95% lower case or +, 99% UPPER CASE or ++

Table 7 (continuation)
 S6. Which of the following best describes your ethnicity?
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
English / Welsh / Scottish / Northern Irish / British	1989 83%	101g 79%	24 71%	20 64%	18 76%	115g 80%	102 78%	26-- 62%	247g 80%	784--g 78%	869--g 79%	54 79%	21 71%	25 85%	17 71%	53 77%	410 82%	1578 83%
Irish	23 1%	* *%	- -%	1 2%	* 2%	1 1%	1 1%	- -%	3 1%	8 1%	8 1%	* *%	- -%	- -%	- -%	* *%	5 1%	18 1%
Gypsy or Irish Traveller	4 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	3 *%	- -%	- -%	- -%	- -%	- -%	1 *%	3 *%
Roma	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%
Other White background (please specify)	106 4%	6 5%	- -%	- -%	- -%	4 3%	7 5%	2 5%	12 4%	59++ 6%	59 5%	3 4%	3 10%	- -%	- -%	6 9%	20 4%	86 4%
White and Black Caribbean	10 *%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	4 *%	1 1%	- -%	- -%	- -%	1 1%	2 *%	8 *%
White and Black African	6 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	3 *%	- -%	- -%	- -%	- -%	- -%	1 *%	5 *%
White and Asian	13 1%	2 1%	2 5%	2 5%	2 10%	3 2%	3++ 2%	3+++hIJ 7%	5+ 2%	8 1%	8 1%	- -%	- -%	2 6%	2 7%	- -%	4 1%	9 *%
Other Mixed background (please specify)	7 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 *%	5 *%	- -%	- -%	- -%	- -%	- -%	2 *%	5 *%
Caribbean	19 1%	1 *%	1 3%	1 2%	- -%	2 1%	2 2%	1 2%	5 2%	13+ 1%	15+ 1%	- -%	- -%	1 2%	- -%	- -%	8+b 2%	11- 1%
African	45 2%	2 1%	1 4%	2 7%	1 2%	3 2%	2 2%	4+++aefhIJ 10%	8 3%	23 2%	24 2%	* *%	- -%	1 5%	1 3%	1 1%	9 2%	36 2%

95% lower case or +, 99% UPPER CASE or ++

Table 7 (continuation)
 S6. Which of the following best describes your ethnicity?
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Other Black background (please specify)	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	5 *%
Indian	50 2%	3 3%	2 6%	2 8%	1 4%	6 4%	4 3%	2 4%	9 3%	24 2%	26 2%	2 2%	2 5%	- -%	3 14%	- -%	9 2%	41 2%
Pakistani	34 1%	2 1%	1 3%	2 5%	- -%	7++ij 5%	3 2%	3++Ij 7%	10+ 3%	14 1%	19 2%	1 1%	1 2%	- -%	1 4%	1 1%	7 1%	27 1%
Bangladeshi	14 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 1%	7 1%	- -%	1 2%	- -%	- -%	1 1%	3 1%	11 1%
Chinese	13 1%	2 1%	* 1%	* 1%	- -%	1 *%	* *%	- -%	1 *%	6 1%	6 1%	* *%	1 3%	1 3%	* 1%	1 1%	3 1%	10 1%
Other Asian background (please specify)	22 1%	4+ 3%	2 6%	2 6%	- -%	- -%	2 2%	- -%	2 1%	11 1%	11 1%	2 3%	2 7%	- -%	- -%	4++ 6%	7 1%	15 1%
Arab	5 *%	- -%	- -%	- -%	1 6%	- -%	1+ 1%	1++aeIJ 4%	1 *%	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	3 *%
Other ethnic background (please specify)	7 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	7 *%
Prefer not to say	32 1%	5+ 4%	- -%	- -%	- -%	2 2%	2 2%	- -%	5 2%	23++ 2%	23++ 2%	5++ 8%	- -%	- -%	- -%	2 2%	5 1%	26 1%
NET: WHITE	2125 88%	107g 83%	24 71%	20 66%	19 78%	121g 84%	110g 84%	28-- 67%	261G 85%	858--G 85%	943--G 86%	57 84%	24 81%	25 85%	17 71%	59 86%	437 88%	1688 88%
NET: MIXED	36 1%	2 2%	2 5%	2 5%	2 10%	3 2%	3 2%	3++hij 7%	5 2%	20 2%	20 2%	1 1%	- -%	2 6%	2 7%	1 1%	8 2%	28 1%
NET: BLACK	69 3%	2 2%	2 7%	3 9%	1 2%	5 3%	5 4%	5++Aeij 12%	13 4%	39+ 4%	41+ 4%	* *%	- -%	2 7%	1 3%	1 1%	17 3%	52 3%

95% lower case or +, 99% UPPER CASE or ++

Table 7 (continuation)
 S6. Which of the following best describes your ethnicity?
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
NET: ASIAN	134 6%	11 9%	5 16%	6 20%	1 4%	13 9%	9 7%	4 11%	22 7%	60 6%	68 6%	5 7%	6 19%	1 3%	4 19%	6 9%	28 6%	106 6%
NET: OTHER BACKGROUND	12 1%	- -%	- -%	- -%	1 6%	- -%	1 1%	1 4%	1 *%	4 *%	4 *%	- -%	- -%	- -%	- -%	- -%	2 *%	10 1%

95% lower case or +, 99% UPPER CASE or ++

Table 7 (continuation)
 S6. Which of the following best describes your ethnicity?
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
English / Welsh / Scottish / Northern Irish / British	1989 83%	133d 92%	634D 85%	610D 84%	588-- 77%	904++BCD 90%	621CD 83%	153-- 73%	299-- 71%	498+CD 87%	465Cd 86%	124- 76%	887- 81%	700 82%	640 85%
Irish	23 1%	3 2%	6 1%	6 1%	7 1%	12 1%	6 1%	2 1%	2 1%	9 2%	6 1%	1 1%	7 1%	10 1%	6 1%
Gypsy or Irish Traveller	4 *%	- -%	1 *%	2 *%	1 *%	1 *%	1 *%	2+ 1%	- -%	3d 1%	- -%	1+bD 1%	- -%	4+ 1%	- -%
Roma	3 *%	- -%	- -%	1 *%	2 *%	- -%	- -%	- -%	3++ab 1%	- -%	- -%	- -%	3 *%	- -%	2 *%
Other White background (please specify)	106 4%	- -%	23 3%	31 4%	51++B 7%	27-- 3%	25 3%	10 5%	44++ABc 10%	22 4%	19 4%	10 6%	53 5%	43 5%	37 5%
White and Black Caribbean	10 *%	- -%	1 *%	4 1%	4 1%	3 *%	4 1%	1 *%	2 *%	2 *%	1 *%	2 1%	6 1%	4 1%	1 *%
White and Black African	6 *%	- -%	3 *%	- -%	3 *%	2 *%	1 *%	- -%	3 1%	2 *%	- -%	1 1%	3 *%	3 *%	2 *%
White and Asian	13 1%	- -%	2 *%	5 1%	6 1%	3 *%	5 1%	2 1%	2 1%	5 1%	3 *%	1 1%	4 *%	9+ 1%	1 *%
Other Mixed background (please specify)	7 *%	2 1%	1 *%	- -%	5 1%	2 *%	2 *%	- -%	2 *%	- -%	- -%	- -%	7+ 1%	2 *%	2 *%
Caribbean	19 1%	- -%	6 1%	8 1%	3 *%	7 1%	8 1%	2 1%	3 1%	4 1%	2 *%	3 2%	10 1%	7 1%	5 1%
African	45 2%	- -%	12 2%	9 1%	23+c 3%	8-- 1%	12 2%	10++Ab 5%	13A 3%	5 1%	9 2%	3 2%	24 2%	14 2%	11 1%
Other Black background (please specify)	5 *%	- -%	1 *%	- -%	4+ 1%	1 *%	2 *%	- -%	2 *%	* *%	- -%	- -%	4 *%	- -%	4 *%

95% lower case or +, 99% UPPER CASE or ++

Table 7 (continuation)
 S6. Which of the following best describes your ethnicity?
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Indian	50 2%	- -%	18 2%	12 2%	19 2%	9-- 1%	14 2%	8A 4%	17++Ab 4%	6 1%	12 2%	6a 4%	24 2%	19 2%	11 1%
Pakistani	34 1%	- -%	11 2%	11 2%	12 2%	6- 1%	15a 2%	7+A 3%	6 2%	4 1%	7 1%	5a 3%	18 2%	8 1%	10 1%
Bangladeshi	14 1%	- -%	4 1%	6 1%	5 1%	4 *%	7 1%	2 1%	2 *%	- -%	2 *%	1a 1%	11a 1%	4 *%	5 1%
Chinese	13 1%	- -%	5 1%	2 *%	7 1%	3 *%	4 *%	2 1%	4 1%	1 *%	4 1%	1 1%	6 1%	4 *%	3 *%
Other Asian background (please specify)	22 1%	- -%	9 1%	6 1%	7 1%	5 *%	6 1%	5a 2%	6 1%	3 1%	2 *%	3 2%	14 1%	7 1%	4 1%
Arab	5 *%	- -%	2 *%	- -%	4 *%	1 *%	- -%	1 *%	* *%	- -%	1 *%	- -%	4 *%	- -%	2 *%
Other ethnic background (please specify)	7 *%	5++BCd 3%	1 *%	- -%	2 *%	-- -%	5+a 1%	- -%	2 *%	5+ 1%	1 *%	- -%	2 *%	2 *%	5 1%
Prefer not to say	32 1%	2 1%	7 1%	9 1%	14 2%	7 1%	10 1%	1 1%	10a 2%	6 1%	9 2%	- -%	15 1%	12 1%	4 1%
NET: WHITE	2125 88%	136 95%	664d 89%	651D 90%	648-- 85%	943++BCD 94%	653cd 87%	167-- 80%	348-- 82%	532++CD 93%	490cd 90%	137 84%	951- 86%	757 89%	685+ 91%
NET: MIXED	36 1%	2 1%	7 1%	9 1%	17 2%	11 1%	13 2%	3 1%	9 2%	9 1%	4 1%	4 2%	19 2%	19 2%	7 1%
NET: BLACK	69 3%	- -%	19 3%	17 2%	30+ 4%	16-- 2%	22 3%	13++A 6%	17a 4%	9 2%	11 2%	5 3%	38 3%	21 3%	19 3%
NET: ASIAN	134 6%	- -%	47 6%	36 5%	49 6%	27-- 3%	45A 6%	25++AB 12%	36+A 8%	14-- 2%	27 5%	16+Ab 10%	73A 7%	43 5%	32 4%
NET: OTHER BACKGROUND	12 1%	5++bC 3%	2 *%	-- -%	6c 1%	1 *%	5 1%	1 *%	2 1%	5 1%	2 *%	- -%	6 1%	2 *%	6 1%

95% lower case or +, 99% UPPER CASE or ++

Table 8

S7. Typically, how many hours do you spend on the internet per week?

This includes email, social media, online shopping, online gaming, browsing/searching or using apps, or watching TV programmes, films and videos, or listening to music and radio programmes online via any device (e.g. phone or computer).

Please include both work and personal use.

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
None	144 6%	--- -%	144+++A 27%	69 6%	75 6%	--- -%	15--A 2%	129+++AB 16%	21-- 3%	35 5%	46+++AB 10%	43Ab 8%	107-- 5%	15 8%	13+++A 11%	9+++A 13%	92-- 4%	52+++A 15%
Less than an hour	8 *%	6 *%	3 1%	5 *%	3 *%	* *%	4 *%	4 *%	3 *%	1 *%	4 1%	* *%	8 *%	* *%	* *%	* *%	8 *%	- -%
1-2 hours	41 2%	31 2%	10 2%	20 2%	21 2%	17 2%	9 1%	14 2%	3- *%	12 2%	9 2%	17+A 3%	37 2%	2 1%	2 1%	1 1%	37 2%	4 1%
3-5 hours	132 5%	108 6%	24 5%	54 5%	78 6%	39 5%	52 6%	41 5%	17-- 3%	41a 5%	44+++Abd 10%	30a 6%	112 6%	11 6%	5 4%	4 6%	114 6%	18 5%
6-7 hours	116 5%	76- 4%	40+a 8%	53 4%	61 5%	32 4%	46 5%	38 5%	26 4%	24- 3%	34+aB 8%	32b 6%	96 5%	8 4%	9+ 8%	2 3%	97 5%	17 5%
8-10 hours	207 9%	166 9%	40 8%	118+b 10%	88- 7%	64 9%	75 9%	67 8%	59 9%	50- 6%	44 10%	53 10%	177 9%	19 10%	5 5%	5 8%	178 9%	29 8%
11-14 hours	242 10%	207+b 11%	36- 7%	123 10%	119 10%	69 9%	85 10%	88 11%	76cd 12%	93cd 12%	31- 7%	42 8%	205 10%	18 9%	13 11%	7 10%	201 10%	41 12%
15-19 hours	258 11%	220+b 12%	37- 7%	119 10%	138 11%	76 10%	97 12%	84 10%	64 10%	87 11%	49 11%	58 11%	213 11%	21 10%	14 12%	9 14%	223 11%	35 10%
20-29 hours	465 19%	396+++B 21%	69-- 13%	227 19%	237 19%	132 17%	168 20%	165 20%	130c 21%	159c 20%	66- 15%	109 20%	394 19%	35 18%	24 21%	12 18%	401 20%	64 18%
30+ hours	764 32%	644+++B 34%	120-- 23%	377 32%	382 31%	311+++BC 41%	277C 33%	177-- 22%	229+CD 36%	264cd 34%	121- 27%	150- 27%	647 32%	67 34%	30 26%	17 26%	677+++b 33%	87- 25%
Don't know	29 1%	25 1%	5 1%	16 1%	14 1%	14c 2%	11 1%	4 1%	4 1%	9 1%	4 1%	13+a 2%	27 1%	1 *%	1 *%	1 1%	25 1%	5 1%
NET: LIGHT	746 31%	594 32%	152 29%	372 32%	371 30%	222 29%	272 32%	252 31%	184 29%	222 29%	165+ab 37%	174 32%	634 31%	58 30%	34 29%	19 28%	636 31%	108 31%
NET: MEDIUM	723 30%	616+++B 33%	106-- 20%	346 29%	375 31%	208 28%	265 32%	249 31%	194 31%	246 32%	116 26%	167 31%	607 30%	56 28%	38 32%	21 32%	623 30%	100 28%

95% lower case or +, 99% UPPER CASE or ++

Table 8 (continuation)

S7. Typically, how many hours do you spend on the internet per week?

This includes email, social media, online shopping, online gaming, browsing/searching
or using apps, or watching TV programmes, films and videos, or listening to music and radio programmes online via any device (e.g. phone or computer).

Please include both work and personal use.

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
NET: HEAVY	764 32%	644++B 34%	120-- 23%	377 32%	382 31%	311++BC 41%	277C 33%	177-- 22%	229+CD 36%	264cd 34%	121- 27%	150- 27%	647 32%	67 34%	30 26%	17 26%	677++b 33%	87- 25%

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Table 8 (continuation)

S7. Typically, how many hours do you spend on the internet per week?

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Please include both work and personal use.

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
None	144 6%	136+bCd 6%	6- 2%	--- -%	-- -%	12-- 1%	133++A 16%	40 7%	93 5%	--- -%	144++A 8%	88++BCD 31%	49CD 7%	8-- 1%	*-- *%
Less than an hour	8 *%	7 *%	2 1%	- -%	* 1%	4 *%	4 1%	2 *%	7 *%	3 *%	5 *%	2 1%	4 1%	2 *%	- -%
1-2 hours	41 2%	36 2%	5 2%	3 2%	2 3%	22 1%	17 2%	8 1%	31 2%	6 1%	35 2%	12+Cd 4%	19C 3%	9-- 1%	1 *%
3-5 hours	132 5%	119 6%	12 5%	9 7%	3 5%	84 6%	45 5%	36 6%	82- 5%	44+b 7%	87 5%	14 5%	51 7%	54 5%	13 5%
6-7 hours	116 5%	101 5%	15 6%	8 6%	3 5%	65 4%	43 5%	19 3%	92 5%	31 5%	81 5%	18 6%	39 5%	50 5%	8 3%
8-10 hours	207 9%	188 9%	17 7%	12 9%	2 3%	138 9%	62 7%	34- 6%	162a 9%	49 8%	156 9%	16 6%	94++aCD 13%	79 7%	17 6%
11-14 hours	242 10%	213 10%	25 10%	16 12%	7 10%	155 10%	79 9%	53 9%	180 10%	58 10%	182 10%	27 9%	72 10%	121 11%	23 8%
15-19 hours	258 11%	234 11%	22 9%	11 8%	9 13%	171 11%	82 10%	55 10%	190 11%	76 13%	179 10%	13-- 4%	77a 10%	142++A 13%	26 9%
20-29 hours	465 19%	417 20%	40 16%	25 19%	8 12%	285 19%	167 20%	108 19%	341 20%	111 19%	337 19%	50 17%	121- 16%	241++B 22%	53 19%
30+ hours	764 32%	648-- 31%	102++A 41%	49 37%	30+A 44%	545++B 36%	200-- 24%	200 35%	540 31%	208 35%	553 31%	47-- 16%	210-A 28%	378+AB 34%	129++ABC 47%
Don't know	29 1%	25 1%	4 2%	1 1%	2 3%	22 1%	6 1%	10 2%	19 1%	11 2%	16- 1%	1 *%	14 2%	11 1%	3 1%
NET: LIGHT	746 31%	664 31%	75 30%	47 35%	19 27%	468 31%	251 30%	151- 27%	554a 32%	191 32%	547 31%	89 31%	279++CD 37%	316 29%	62-- 23%
NET: MEDIUM	723 30%	651 31%	63 25%	36 27%	17 25%	456 30%	249 30%	163 29%	532 31%	187 31%	515 29%	63- 22%	198- 26%	383++AB 35%	79 29%

95% lower case or +, 99% UPPER CASE or ++

Table 8 (continuation)

S7. Typically, how many hours do you spend on the internet per week?

This includes email, social media, online shopping, online gaming, browsing/searching
or using apps, or watching TV programmes, films and videos, or listening to music and radio programmes online via any device (e.g. phone or computer).

Please include both work and personal use.

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
NET: HEAVY	764 32%	648-- 31%	102++A 41%	49 37%	30+A 44%	545++B 36%	200-- 24%	200 35%	540 31%	208 35%	553 31%	47-- 16%	210-A 28%	378+AB 34%	129++ABC 47%

95% lower case or +, 99% UPPER CASE or ++

Table 8 (continuation)

S7. Typically, how many hours do you spend on the internet per week?

This includes email, social media, online shopping, online gaming, browsing/searching or using apps, or watching TV programmes, films and videos, or listening to music and radio programmes online via any device (e.g. phone or computer).

Please include both work and personal use.

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
None	144	9-ef ACDeFGHIJ 3%	15 9%	1-	1	---	---	---	15---ef 3%	32---ef 3%	45---efg 3%
Less than an hour	8 *%	* *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%	1 *%	2 *%
1-2 hours	41 2%	5 2%	5 3%	4 4%	6+++AEFHIJ 8%	3 1%	3 1%	3 2%	10 2%	14 1%	18 1%
3-5 hours	132 5%	25+ 8%	21+++IJ 14%	12+ 11%	13+++ahIJ 17%	30+++IJ 13%	20+ 9%	20+++ahIJ 15%	48+++i 9%	69 6%	83 6%
6-7 hours	116 5%	13 4%	10 6%	8 7%	9+++ahIJ 12%	13 5%	11 5%	9 7%	29 5%	51 4%	61 4%
8-10 hours	207 9%	28 9%	8 5%	14b 13%	5 6%	25 10%	19 9%	10 8%	48 9%	96 8%	107 8%
11-14 hours	242 10%	28 9%	17 11%	6 6%	4 5%	15 6%	10- 5%	6 5%	39- 7%	115f 10%	129 9%
15-19 hours	258 11%	28 9%	17 11%	9 8%	6 7%	24 10%	37+++aceIJ 18%	16 13%	67 12%	126 11%	143 10%
20-29 hours	465 19%	58b 19%	16- 11%	20 18%	8- 10%	39 16%	31 14%	20 16%	91 17%	233b 19%	264b 19%
30+ hours	764 32%	105 35%	43 28%	33 31%	26 33%	92+ 38%	81 38%	43 33%	195+ 36%	452+++b 38%	504++ 37%
Don't know	29 1%	3 1%	3 2%	1 1%	1 2%	1 *%	- -%	2 2%	4 1%	12 1%	15 1%
NET: LIGHT	746 31%	100 33%	61+ij 39%	43ij 40%	38+++aFhIJ 48%	86 36%	63 30%	48 37%	174 32%	348 29%	399 29%

95% lower case or +, 99% UPPER CASE or ++

Table 8 (continuation)

S7. Typically, how many hours do you spend on the internet per week?

This includes email, social media, online shopping, online gaming, browsing/searching
or using apps, or watching TV programmes, films and videos, or listening to music and radio programmes online via any device (e.g. phone or computer).

Please include both work and personal use.

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
NET: MEDIUM	723 30%	86 28%	33- 21%	29 27%	13- 17%	63 26%	68bd 32%	37 28%	159d 29%	360bd 30%	407d 30%
NET: HEAVY	764 32%	105 35%	43 28%	33 31%	26 33%	92+ 38%	81 38%	43 33%	195+ 36%	452++b 38%	504++ 37%

95% lower case or +, 99% UPPER CASE or ++

Table 8 (continuation)

S7. Typically, how many hours do you spend on the internet per week?

This includes email, social media, online shopping, online gaming, browsing/searching or using apps, or watching TV programmes, films and videos, or listening to music and radio programmes online via any device (e.g. phone or computer).

Please include both work and personal use.

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
None	144 6%	--- -%	* 1%	- -%	- -%	--- -%	--- -%	- -%	*-- *%	22--h 2%	22--h 2%	- -%	- -%	- -%	- -%	- -%	19-- 4%	126+a 7%
Less than an hour	8 *%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	* *%	1 *%	2 *%	- -%	- -%	- -%	- -%	- -%	3 1%	5 *%
1-2 hours	41 2%	3 3%	1 2%	1 2%	1 4%	- -%	- -%	- -%	1 *%	8-- 1%	10-- 1%	2 2%	1 4%	1 2%	- -%	3 4%	7 1%	34 2%
3-5 hours	132 5%	6 5%	6 18%	3 9%	4 15%	13i 9%	5 4%	5+fij 13%	23 8%	48 5%	58 5%	1 2%	1 5%	4 12%	4 19%	1 2%	40+b 8%	92-- 5%
6-7 hours	116 5%	3 2%	4 11%	1 3%	2 7%	3 2%	8 6%	6++AEhIJ 14%	16 5%	38 4%	45 4%	* *%	2 6%	1 3%	- -%	1 1%	30 6%	86 5%
8-10 hours	207 9%	17 13%	2 6%	1 2%	1 3%	11 7%	12 9%	4 9%	25 8%	79 8%	87 8%	12+ 18%	3 11%	1 3%	1 6%	9 14%	54 11%	153 8%
11-14 hours	242 10%	10 8%	2 7%	2 6%	- -%	11 8%	8 6%	-- -%	19-- 6%	94g 9%	98 9%	7 10%	2 5%	1 4%	- -%	8 12%	50 10%	192 10%
15-19 hours	258 11%	14 11%	2 5%	5 16%	3 13%	19 13%	26++IJ 20%	5 11%	42 14%	106 11%	119 11%	6 8%	6 21%	2 7%	3 13%	7 11%	48 10%	210 11%
20-29 hours	465 19%	30 24%	7 20%	9 29%	2 10%	26 18%	23 17%	9 21%	61 20%	202 20%	225 20%	14 20%	7 25%	9 32%	7 30%	17 25%	102 20%	363 19%
30+ hours	764 32%	45 35%	9 28%	10 32%	11 47%	61+ 42%	50 38%	13 31%	119+ 39%	396++ 39%	424++ 39%	27 39%	7 24%	11 36%	8 32%	22 32%	140 28%	624 33%
Don't know	29 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	10 1%	10 1%	- -%	- -%	- -%	- -%	- -%	6 1%	24 1%
NET: LIGHT	746 31%	39 30%	15 45%	7 23%	7 30%	38 26%	32 25%	15 36%	85 28%	268-- 27%	300-- 27%	22 33%	9 31%	7 25%	6 25%	22 32%	183++B 37%	563-- 29%

95% lower case or +, 99% UPPER CASE or ++

Table 8 (continuation)

S7. Typically, how many hours do you spend on the internet per week?

This includes email, social media, online shopping, online gaming, browsing/searching or using apps, or watching TV programmes, films and videos, or listening to music and radio programmes online via any device (e.g. phone or computer).

Please include both work and personal use.

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
NET: MEDIUM	723 30%	44 35%	8 25%	14 46%	5 23%	45 31%	49 37%	13 33%	104 34%	308 31%	344 31%	19 28%	14 45%	12 39%	10 43%	24 35%	150 30%	573 30%
NET: HEAVY	764 32%	45 35%	9 28%	10 32%	11 47%	61+ 42%	50 38%	13 31%	119+ 39%	396++ 39%	424++ 39%	27 39%	7 24%	11 36%	8 32%	22 32%	140 28%	624 33%

95% lower case or +, 99% UPPER CASE or ++

Table 8 (continuation)

S7. Typically, how many hours do you spend on the internet per week?

This includes email, social media, online shopping, online gaming, browsing/searching or using apps, or watching TV programmes, films and videos, or listening to music and radio programmes online via any device (e.g. phone or computer).

Please include both work and personal use.

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
None	144 6%	144+++BCD 100%	---	---	---	102+++BCD 10%	20-- 3%	1-- *%	21C 5%	60+++BCd 10%	16-- 3%	*-- *%	69BC 6%	29-- 3%	81+++A 11%
Less than an hour	8 *%	- -%	8+++CD 1%	- -%	- -%	2 *%	5 1%	2 1%	- -%	* *%	* *%	2ab 1%	7 1%	2 *%	3 *%
1-2 hours	41 2%	- -%	41+++CD 5%	---	---	17 2%	5- 1%	4 2%	12B 3%	1-- *%	15A 3%	3a 2%	20a 2%	12 1%	17 2%
3-5 hours	132 5%	- -%	132+++ACD 18%	---	---	53 5%	36 5%	12 6%	27 6%	25 4%	33 6%	20+++AbD 12%	53 5%	40 5%	37 5%
6-7 hours	116 5%	- -%	116+++ACD 16%	---	---	59 6%	34 4%	9 5%	13 3%	22 4%	29 5%	7 5%	56 5%	25-- 3%	43a 6%
8-10 hours	207 9%	-- -%	207+++ACD 28%	---	---	78 8%	86+++acd 12%	13 6%	29 7%	68+D 12%	49 9%	13 8%	76- 7%	71 8%	63 8%
11-14 hours	242 10%	-- -%	242+++ACD 32%	---	---	95 9%	80 11%	29d 14%	35 8%	60 10%	52 10%	20 12%	107 10%	84 10%	60- 8%
15-19 hours	258 11%	-- -%	--- -%	258+++ABD 36%	---	110 11%	84 11%	23 11%	38 9%	62 11%	70 13%	17 11%	106 10%	99 12%	79 10%
20-29 hours	465 19%	--- -%	--- -%	465+++ABD 64%	---	212d 21%	153 20%	34 16%	64- 15%	142+++D 25%	112 21%	30 19%	180-- 16%	182 21%	142 19%
30+ hours	764 32%	--- -%	--- -%	--- -%	764+++ABC 100%	267-- 27%	233 31%	82+Ab 39%	177+++AB 42%	134-- 23%	165a 30%	49 30%	405+++Ab 37%	300+b 35%	220 29%
Don't know	29 1%	- -%	--- -%	--- -%	--- -%	11 1%	11 2%	1 1%	6 1%	2 *%	3 *%	1 *%	24+++ab 2%	10 1%	10 1%
NET: LIGHT	746 31%	--- -%	746+++ACD 100%	---	---	303 30%	247 33%	69 33%	117 28%	175 30%	178 33%	65+aD 40%	319 29%	234- 27%	221 29%

95% lower case or +, 99% UPPER CASE or ++

Table 8 (continuation)

S7. Typically, how many hours do you spend on the internet per week?

This includes email, social media, online shopping, online gaming, browsing/searching
or using apps, or watching TV programmes, films and videos, or listening to music and radio programmes online via any device (e.g. phone or computer).

Please include both work and personal use.

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
NET: MEDIUM	723 30%	---	---	723++ABD 100%	---	322d 32%	238d 32%	57 27%	102- 24%	203++D 35%	182D 33%	47 29%	285-- 26%	281 33%	221 29%
NET: HEAVY	764 32%	---	---	---	764++ABC 100%	267-- 27%	233 31%	82+Ab 39%	177++AB 42%	134-- 23%	165a 30%	49 30%	405++Ab 37%	300+b 35%	220 29%

95% lower case or +, 99% UPPER CASE or ++

Table 9
A1. How often do you share your opinion, views or feedback with companies or organisations?
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Never	287 12%	154-- 8%	133++A 25%	159+b 13%	127- 10%	49-- 7%	83-a 10%	155++AB 19%	44-- 7%	78 10%	65Ab 14%	100++AB 18%	240 12%	22 11%	17 14%	9 13%	227-- 11%	59+a 17%
Rarely	751 31%	536-- 29%	215++A 41%	370 31%	376 31%	232 31%	258 31%	261 32%	177 28%	248 32%	144 32%	182 33%	623 31%	63 32%	38 33%	24 37%	643 31%	106 30%
Sometimes	1095 46%	947++B 50%	149-- 28%	520 44%	570 47%	379++C 50%	396C 47%	319-- 39%	331++CD 52%	380+cD 49%	184 41%	200-- 37%	927 46%	92 47%	50 43%	26 39%	932 45%	164 47%
Regularly	274 11%	242++B 13%	32-- 6%	130 11%	144 12%	95 13%	104 12%	75 9%	80 13%	71- 9%	59 13%	65 12%	235 12%	20 10%	12 10%	8 12%	251+b 12%	23- 7%

95% lower case or +, 99% UPPER CASE or ++

Table 9 (continuation)

A1. How often do you share your opinion, views or feedback with companies or organisations?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Never	287 12%	258 12%	26 10%	10 7%	5 7%	127-- 8%	152++A 18%	65 12%	206 12%	35-- 6%	249++A 14%	287++BCD 100%	--- -%	--- -%	--- -%
Rarely	751 31%	683++b 32%	65 26%	40 30%	17 25%	443- 29%	287+a 34%	168 30%	547 31%	162- 27%	584++a 33%	--- -%	751++ACD 100%	--- -%	--- -%
Sometimes	1095 46%	950- 45%	120 48%	70 53%	35 51%	730++B 49%	335-- 40%	262 46%	793 46%	312++B 52%	760-- 43%	--- -%	--- -%	1095++ABD 100%	--- -%
Regularly	274 11%	233 11%	40+a 16%	13 10%	12 17%	202++B 13%	64-- 8%	69 12%	191 11%	88++B 15%	183- 10%	--- -%	--- -%	--- -%	274++ABC 100%

95% lower case or +, 99% UPPER CASE or ++

Table 9 (continuation)

A1. How often do you share your opinion, views or feedback with companies or organisations?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Never	287 12%	16-- 5%	17efghIj 11%	6 6%	5 6%	11-- 5%	7-- 3%	4-- 3%	28-- 5%	60-- 5%	74-- 5%
Rarely	751 31%	66-- 22%	33- 21%	17-- 16%	10-- 13%	39-- 16%	43-- 20%	18-- 14%	120--g 22%	301--cdEG 25%	357--cdEG 26%
Sometimes	1095 46%	163++ 54%	77 50%	57 53%	38 49%	141++ 59%	110 52%	72+ 55%	297++ 54%	655++ 54%	731++ 53%
Regularly	274 11%	60++ 20%	29+ 18%	27++ij 25%	25++abhIJ 32%	50++ 21%	52++IJ 24%	36++hIJ 28%	102++ 19%	187++ 16%	208++ 15%

95% lower case or +, 99% UPPER CASE or ++

Table 9 (continuation)

A1. How often do you share your opinion, views or feedback with companies or organisations?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Never	287 12%	5-- 4%	3 9%	1 5%	2 7%	7- 5%	3-- 3%	1 3%	13-- 4%	37-- 4%	44-- 4%	3 5%	- %	1 5%	1 6%	3 5%	43- 9%	243+a 13%
Rarely	751 31%	25-- 19%	6 18%	1 4%	- %	24-- 17%	26- 20%	4-- 9%	56-- 18%	228-- 23%	256--g 23%	13 19%	8 28%	4 12%	2 7%	16 23%	116-- 23%	635++A 33%
Sometimes	1095 46%	70 55%	11 34%	17 53%	8 32%	77 53%	72 55%	20 48%	168++ 55%	572++ 57%	618++ 56%	39 57%	15 50%	17 56%	10 44%	40 58%	252+b 51%	843- 44%
Regularly	274 11%	28++ 22%	13 38%	12 38%	14 61%	36++ij 25%	30++ 23%	16++afhIJ 40%	70++ij 23%	167++ 17%	182++ 17%	13 20%	7 23%	8 27%	10 43%	10 14%	86++B 17%	188-- 10%

95% lower case or +, 99% UPPER CASE or ++

Table 9 (continuation)

A1. How often do you share your opinion, views or feedback with companies or organisations?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Never	287 12%	88++BCD 61%	89D 12%	63-- 9%	47-- 6%	146++Bc 14%	56-- 7%	17 8%	67+Bc 16%	77bc 13%	45-- 8%	9- 6%	155++BC 14%	55-- 6%	141++A 19%
Rarely	751 31%	49 34%	279++CD 37%	198- 27%	210- 28%	297 30%	236 32%	67 32%	144 34%	195b 34%	140-- 26%	56b 35%	348b 32%	237- 28%	270++A 36%
Sometimes	1095 46%	8-- 5%	316A 42%	383++AB 53%	378+Ab 49%	444 44%	379++aD 51%	95 46%	168- 40%	239 42%	275+ad 51%	82 50%	487 44%	431++B 50%	290-- 39%
Regularly	274 11%	*- *%	62--a 8%	79a 11%	129++ABC 17%	119 12%	78 10%	30 14%	44 10%	63 11%	83++D 15%	15 9%	112 10%	132++B 15%	52-- 7%

95% lower case or +, 99% UPPER CASE or ++

Table 10

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
An online shop or retailer	512 21%	454++B 24%	58-- 11%	271 23%	237 19%	227++BC 30%	161 19%	124-- 15%	156+D 25%	180D 23%	90 20%	87-- 16%	438 22%	38 20%	23 20%	11 17%	443 22%	70 20%
Your phone or broadband provider	489 20%	406+b 22%	83- 16%	271++B 23%	216-- 18%	218++BC 29%	153 18%	118-- 14%	143 23%	159 20%	87 19%	101 18%	427+ 21%	32 16%	19 16%	10 15%	427 21%	62 18%
Energy companies	362 15%	303+b 16%	59- 11%	214++B 18%	145-- 12%	133+C 18%	133 16%	96-- 12%	112b 18%	98- 13%	76 17%	76 14%	316 16%	25 13%	13 11%	8 12%	319 16%	42 12%
Your local council	349 14%	291+b 16%	57- 11%	203++B 17%	143-- 12%	128+C 17%	127 15%	93- 11%	98 16%	104 13%	73 16%	73 13%	296 15%	24 12%	19 16%	10 15%	313+b 15%	36- 10%
A local shop or supermarket	320 13%	255 14%	65 12%	174 15%	147 12%	132++BC 18%	103 12%	84- 10%	98 15%	98 13%	59 13%	66 12%	278 14%	19 10%	16 13%	7 10%	277 14%	43 12%
BBC	304 13%	246 13%	58 11%	212++B 18%	89-- 7%	106 14%	100 12%	97 12%	103++B 16%	72-- 9%	58 13%	70 13%	257 13%	24 12%	16 14%	7 11%	258 13%	46 13%
Sky	241 10%	213++B 11%	28-- 5%	141++B 12%	100- 8%	123++BC 16%	79C 9%	38-- 5%	79+d 12%	71 9%	47 10%	44 8%	214+ 11%	14 7%	7 6%	5 8%	207 10%	34 10%
A social media website (e.g. Facebook)	225 9%	199++B 11%	26-- 5%	132++B 11%	91-- 7%	127++BC 17%	67C 8%	31-- 4%	59 9%	73 9%	43 9%	51 9%	194 10%	14 7%	11 10%	6 9%	207+b 10%	18- 5%
Your main bank account provider	223 9%	203++B 11%	20-- 4%	136++B 12%	87-- 7%	100++bC 13%	75c 9%	48-- 6%	80++cD 13%	75d 10%	37 8%	30-- 5%	198+ 10%	11 6%	9 7%	5 8%	188 9%	35 10%
Virgin Media (TV)	212 9%	201++B 11%	12-- 2%	135++B 11%	78-- 6%	107++BC 14%	58- 7%	46-- 6%	48 8%	83 11%	41 9%	40 7%	190+C 9%	14 7%	3-- 3%	5 7%	209++B 10%	3-- 1%
Travel companies/hotels	200 8%	170 9%	30 6%	128++B 11%	71-- 6%	102++BC 14%	57 7%	39-- 5%	71++cD 11%	68 9%	30 7%	31- 6%	175 9%	12 6%	6 5%	5 8%	178 9%	22 6%
Airlines	178 7%	167++B 9%	11-- 2%	111++B 9%	66-- 5%	99++BC 13%	48- 6%	31-- 4%	62+D 10%	64D 8%	29 7%	22-- 4%	157 8%	13 7%	4 3%	3 4%	162 8%	16 4%
ITV	155 6%	104-- 6%	51++A 10%	85 7%	70 6%	74++BC 10%	50 6%	30-- 4%	35 6%	55 7%	30 7%	35 6%	131 6%	14 7%	6 5%	5 7%	136 7%	19 5%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Netflix	130 5%	124++B 7%	6-- 1%	85++B 7%	44-- 4%	94++BC 13%	31-C 4%	5-- 1%	29 5%	46 6%	28 6%	28 5%	116 6%	5 2%	5 4%	4 6%	117 6%	13 4%
Channel 4	107 4%	98++B 5%	9-- 2%	81++B 7%	26-- 2%	62++BC 8%	28 3%	16-- 2%	29 5%	32 4%	29+d 7%	17 3%	95 5%	6 3%	3 2%	3 5%	95 5%	12 3%
Channel 5	78 3%	71+b 4%	7- 1%	56++B 5%	23-- 2%	55++BC 7%	18C 2%	3-- *	17 3%	27 3%	20 4%	14 3%	72 4%	3 2%	2 1%	2 3%	71 3%	7 2%
NET: OTHER MEDIA	547 23%	452+b 24%	94- 18%	310++B 26%	236-- 19%	256++BC 34%	170c 20%	120-- 15%	141 22%	186 24%	111 25%	108 20%	475+ 23%	38 19%	20 17%	14 21%	486+b 24%	60- 17%
NET: OTHER TYPES OF ORGANISATION	1203 50%	960 51%	243 46%	633++B 54%	564-- 46%	455++BC 60%	407c 48%	340-- 42%	371++BCD 59%	375 48%	210 47%	247- 45%	1030+b 51%	84- 43%	55 48%	31 46%	1033 50%	169 48%
NET: ANY ORGANISATION	1370 57%	1071 57%	298 57%	712++B 60%	651-- 54%	514++BC 68%	466C 55%	389-- 48%	413++BcD 65%	427 55%	254 56%	276-- 50%	1161 57%	104 53%	67 58%	34 52%	1179 57%	190 54%
NET: ANY ORGANISATION - 1 mentions	483 20%	337-- 18%	146++A 28%	204-- 17%	277++A 23%	155 21%	167 20%	161 20%	140 22%	155 20%	91 20%	96 18%	395 20%	47 24%	24 21%	14 21%	413 20%	68 19%
NET: ANY ORGANISATION - 2 mentions	325 13%	236 13%	88 17%	179+b 15%	145- 12%	108 14%	121 14%	96 12%	106+b 17%	93 12%	60 13%	67 12%	281 14%	18 9%	19b 16%	8 12%	270 13%	54 15%
NET: ANY ORGANISATION - 3 mentions	195 8%	165 9%	30 6%	96 8%	97 8%	64 9%	73 9%	57 7%	54 9%	54 7%	39 9%	48 9%	162 8%	18 9%	11 10%	4 6%	161 8%	33 9%
NET: ANY ORGANISATION - 4+ mentions	368 15%	333++B 18%	35-- 7%	233++B 20%	132-- 11%	187++BC 25%	105- 13%	75-- 9%	113d 18%	125 16%	64 14%	65- 12%	324+ 16%	21 11%	12 11%	9 13%	334++B 16%	34-- 10%
NET: ANY ORGANISATION - AT LEAST ONE	1370 57%	1071 57%	298 57%	712++B 60%	651-- 54%	514++BC 68%	466C 55%	389-- 48%	413++BcD 65%	427 55%	254 56%	276-- 50%	1161 57%	104 53%	67 58%	34 52%	1179 57%	190 54%
NET: ANY MEDIA - 1 mentions	417 17%	330 18%	86 16%	224 19%	189- 16%	149 20%	142 17%	126 15%	125 20%	125 16%	87 19%	81 15%	353 17%	37 19%	17 15%	9 13%	368 18%	48 14%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
NET: ANY MEDIA - 2 mentions	124 5%	98 5%	27 5%	75+b 6%	49- 4%	46 6%	37 4%	41 5%	34 5%	39 5%	18 4%	33 6%	107 5%	6 3%	7 6%	4 7%	107 5%	17 5%
NET: ANY MEDIA - 3 mentions	66 3%	58 3%	8 2%	48++B 4%	17-- 1%	43++BC 6%	17 2%	6-- 1%	19 3%	23 3%	10 2%	14 3%	57 3%	4 2%	3 3%	1 1%	59 3%	6 2%
NET: ANY MEDIA - 4+ mentions	68 3%	66++B 4%	1-- *%	49++B 4%	18-- 2%	45++BC 6%	20C 2%	2-- *%	16 3%	22 3%	20+d 4%	10 2%	61c 3%	4 2%	*- *%	2C 3%	61 3%	7 2%
NET: ANY MEDIA - AT LEAST ONE	674 28%	552+b 29%	122- 23%	396++B 34%	274-- 23%	282++BC 37%	216 26%	175-- 22%	194 31%	209 27%	134 30%	138 25%	579 29%	51 26%	28 24%	16 24%	595+b 29%	79- 22%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
An online shop or retailer	512 21%	410-- 19%	88++A 35%	43++A 32%	27++A 40%	349++B 23%	149-- 18%	149++B 26%	337-- 19%	154++B 26%	349-- 20%	15-- 5%	99--A 13%	314++AB 29%	84++AB 31%
Your phone or broadband provider	489 20%	394-- 19%	90++A 36%	49++A 36%	27++A 39%	339++B 23%	137-- 16%	135+b 24%	335 19%	165++B 28%	319-- 18%	20-- 7%	115--A 15%	260++AB 24%	94++ABC 34%
Energy companies	362 15%	301-- 14%	53++A 21%	21 16%	16+a 24%	265++B 18%	89-- 11%	104+b 18%	235-- 14%	125++B 21%	231-- 13%	24-- 8%	71-- 9%	205++AB 19%	62++AB 23%
Your local council	349 14%	289-- 14%	52++A 21%	26a 20%	14 20%	239+b 16%	102-- 12%	120++B 21%	206-- 12%	92 15%	248 14%	16-- 6%	77-- 10%	189++AB 17%	66++ABc 24%
A local shop or supermarket	320 13%	261-- 12%	55++A 22%	29++A 21%	18++A 26%	208 14%	102 12%	88 16%	210-- 12%	106++B 18%	205-- 12%	26 9%	69-- 9%	155B 14%	70++ABC 25%
BBC	304 13%	256-- 12%	41 16%	23 17%	10 14%	195 13%	102 12%	90+b 16%	200-- 12%	78 13%	216 12%	16-- 5%	66-- 9%	163++AB 15%	60++ABc 22%
Sky	241 10%	192-- 9%	43++A 17%	27++A 20%	11a 16%	179++B 12%	57-- 7%	55 10%	166 10%	94++B 16%	137-- 8%	11-- 4%	39-- 5%	141++AB 13%	50++ABC 18%
A social media website (e.g. Facebook)	225 9%	169-- 8%	49++A 19%	21+A 15%	16++A 24%	142 9%	72 9%	87++B 15%	125-- 7%	73+b 12%	147-- 8%	7-- 2%	46-- 6%	112AB 10%	59++ABC 22%
Your main bank account provider	223 9%	172-- 8%	44++A 18%	23++A 17%	14++A 20%	156+b 10%	57-- 7%	70++B 12%	139-- 8%	65 11%	155 9%	6-- 2%	42-- 6%	125++AB 11%	50++ABC 18%
Virgin Media (TV)	212 9%	169-- 8%	39++A 15%	21++A 16%	9 14%	151+b 10%	57-- 7%	74++B 13%	128-- 7%	79++B 13%	128-- 7%	7-- 2%	43-- 6%	110AB 10%	52++ABC 19%
Travel companies/hotels	200 8%	152-- 7%	44++A 18%	23++A 17%	13++A 19%	150++B 10%	43-- 5%	45 8%	143 8%	70++B 12%	121-- 7%	9-- 3%	37-- 5%	103AB 9%	51++ABC 19%
Airlines	178 7%	134-- 6%	40++A 16%	15a 12%	13++A 19%	138++B 9%	35-- 4%	42 7%	124 7%	63++B 11%	108-- 6%	6-- 2%	34-- 5%	101++AB 9%	37++AB 13%
ITV	155 6%	123-- 6%	30++A 12%	14+a 11%	9++A 14%	100 7%	54 6%	51+B 9%	94-- 5%	56++B 9%	94-- 5%	17 6%	33-- 4%	77b 7%	29+B 10%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Netflix	130 5%	90-- 4%	38+++ 15%	17+++ 13%	11+++ 16%	96+b 6%	33- 4%	41b 7%	81- 5%	46+B 8%	77-- 4%	4- 2%	18-- 2%	72+aB 7%	36+++ABC 13%
Channel 4	107 4%	79-- 4%	27+++ 11%	17+++ 13%	5 7%	71 5%	31 4%	32 6%	63-- 4%	43++B 7%	55-- 3%	6 2%	17-- 2%	57B 5%	27+++ABC 10%
Channel 5	78 3%	57-- 3%	16+++ 6%	7 5%	4 6%	57b 4%	17- 2%	29++B 5%	40-- 4%	30+B 5%	40-- 2%	5 2%	10-- 1%	38b 3%	25+++ABC 9%
NET: OTHER MEDIA	547 23%	446-- 21%	90+++ 36%	49+++ 36%	26+++ 38%	374++B 25%	160-- 19%	143 25%	373- 21%	196++B 33%	334-- 19%	28-- 10%	120--a 16%	297++AB 27%	102+++ABC 37%
NET: OTHER TYPES OF ORGANISATION	1203 50%	1018-- 48%	161+++ 64%	84+++ 63%	50+++ 73%	794++B 53%	375-- 45%	328++B 58%	817-- 47%	355++B 59%	828-- 47%	60-- 21%	301--A 40%	655++AB 60%	187+++ABc 68%
NET: ANY ORGANISATION	1370 57%	1165-- 55%	179+++ 71%	95+++ 71%	53+++ 78%	899++B 60%	434-- 52%	362++B 64%	945-- 54%	399++B 67%	949-- 53%	74-- 26%	357--A 48%	731++AB 67%	208+++ABC 76%
NET: ANY ORGANISATION - 1 mentions	483 20%	439 21%	39 16%	27 20%	11 16%	300 20%	170 20%	120 21%	343 20%	113 19%	366 21%	29-- 10%	156A 21%	244+A 22%	53a 19%
NET: ANY ORGANISATION - 2 mentions	325 13%	278 13%	38 15%	17 13%	12 18%	209 14%	109 13%	69 12%	240 14%	99+b 17%	225 13%	26 9%	100 13%	168+a 15%	32 12%
NET: ANY ORGANISATION - 3 mentions	195 8%	167 8%	24 10%	13 9%	6 9%	135 9%	54 6%	55 10%	132 8%	58 10%	133 8%	4-- 1%	43-a 6%	116++AB 11%	31AB 11%
NET: ANY ORGANISATION - 4+ mentions	368 15%	281-- 13%	77+++ 31%	39+++ 29%	24+++ 35%	254+B 17%	101-- 12%	117++B 21%	229-- 13%	128++B 21%	225-- 13%	16-- 6%	59-- 8%	202++AB 18%	92+++ABC 33%
NET: ANY ORGANISATION - AT LEAST ONE	1370 57%	1165-- 55%	179+++ 71%	95+++ 71%	53+++ 78%	899++B 60%	434-- 52%	362++B 64%	945-- 54%	399++B 67%	949-- 53%	74-- 26%	357--A 48%	731++AB 67%	208+++ABC 76%
NET: ANY MEDIA - 1 mentions	417 17%	359 17%	47 19%	25 19%	17 25%	279 19%	126 15%	94 17%	313 18%	129++B 22%	287- 16%	12-- 4%	125A 17%	224++A 20%	55A 20%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
NET: ANY MEDIA - 2 mentions	124 5%	103 5%	21+a 8%	12 9%	3 4%	75 5%	48 6%	35 6%	83 5%	34 6%	87 5%	10 4%	22-- 3%	69+B 6%	23+B 8%
NET: ANY MEDIA - 3 mentions	66 3%	53 2%	10 4%	5 4%	2 3%	47 3%	17 2%	20 4%	38- 2%	28++B 5%	29-- 2%	3 1%	7-- 1%	38B 3%	18++ABc 6%
NET: ANY MEDIA - 4+ mentions	68 3%	45-- 2%	21++A 8%	12++A 9%	5++A 8%	53+b 4%	13- 2%	27++B 5%	33-- 2%	27+B 5%	37-- 2%	5 2%	7-- 1%	34B 3%	22++ABC 8%
NET: ANY MEDIA - AT LEAST ONE	674 28%	560-- 26%	98++A 39%	54++A 40%	27+A 40%	454++B 30%	204- 24%	177 31%	467 27%	217++B 36%	440-- 25%	31-- 11%	161--A 21%	366++AB 33%	117++ABC 43%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
An online shop or retailer	512	117++	59++	56++abHJ ++ABeFHij	46 59%	103++	90++	69 ++AbHiJ	197++	512++hj	512++
	21%	39%	38%	53%	59%	43%	42%	53%	36%	43%	37%
Your phone or broadband provider	489	132++j	62++	56++iJ ++abhiJ	46 59%	118++iJ	116++abHIJ	73 ++abHIJ	231++j	489++j	489++
	20%	44%	40%	52%	59%	49%	55%	56%	42%	41%	36%
Energy companies	362	111++hJ	54++	48++HIJ ++ABeFHij	43 55%	93++hiJ	75++j	61++HIJ	159++	362++	362++
	15%	37%	35%	45%	55%	39%	35%	47%	29%	30%	26%
Your local council	349	117++HIJ	50++	43++hiJ	38++beHIJ	77++	75++hJ	57++eHIJ	148++	349++	349++
	14%	39%	32%	40%	49%	32%	35%	44%	27%	29%	25%
A local shop or supermarket	320	96++J	55++iJ ++AbEFHIJ	56 ++ABEFgHIJ	49 J	82++iJ	72++iJ	58++aHIJ	149++	320++	320++
	13%	32%	36%	52%	63%	34%	34%	44%	27%	27%	23%
BBC	304	304 ++BCDEFGH IJ	88++EFHIJ	66++EFHIJ	47++EFHIJ	82++IJ	77++IJ ++EFHIJ	67	176++IJ	243++	304++
	13%	100%	57%	61%	60%	34%	36%	51%	32%	20%	22%
Sky	241	82++IJ	55++IJ	54++AbFIJ ++ABFGHIJ	50 ++ABCDFGH IJ	241	67++IJ	58++AfIJ	241++AFIJ	196++	241++
	10%	27%	35%	50%	64%	100%	32%	44%	44%	16%	18%
A social media website (e.g. Facebook)	225	83++IJ	45++IJ	37++hIJ ++ABcEFHIJ	43 J	78++hIJ	61++IJ ++ABeFHij	61	127++iJ	225++	225++
	9%	27%	29%	35%	55%	32%	29%	47%	23%	19%	16%
Your main bank account provider	223	88++hIJ	52++HIJ	45++aeHIJ ++ABEFHIJ	43 54%	67++IJ	65++hIJ ++ABeFHij	58	115++j	223++	223++
	9%	29%	34%	42%	54%	28%	31%	45%	21%	19%	16%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Virgin Media (TV)	212	77++IJ	50++IJ	44++AeIJ ++ABEHIJ	44	67++IJ	212 ++ABCDEGH IJ	56++AEIJ	212++AEIJ	176++	212++
	9%	25%	32%	41%	56%	28%	100%	43%	39%	15%	16%
Travel companies/hotels	200	69++iJ	43++hIJ	39++aHIJ ++ABEFHIJ	38	67++hIJ	61++HIJ	46++AHIJ	103++j	200++	200++
	8%	23%	28%	36%	49%	28%	29%	36%	19%	17%	15%
Airlines	178	59++j	39++IJ	37++AHIJ ++ABEFHIJ	39	68++ahIJ	53++IJ ++AbeFHIJ	52	105++iJ	178++	178++
	7%	19%	25%	35%	49%	28%	25%	40%	19%	15%	13%
ITV	155	88++IJ ++ACDEFGH IJ	155 ++aEFHIJ	47 ++AcEFGHI J	47	55++IJ	50++IJ	48++EfIJ	155++IJ	112++	155++
	6%	29%	100%	44%	60%	23%	24%	37%	28%	9%	11%
Netflix	130	67++IJ	48++IJ	45 ++AEFHIJ	42 ++ABEFHIJ	58++IJ	56++IJ ++ABCDEFH IJ	130	130++IJ	119++	130++
	5%	22%	31%	42%	54%	24%	27%	100%	24%	10%	10%
Channel 4	107	66++IJ	47++hIJ	107 ++ABDEFGH IJ	42 ++ABEFgHI J	54++IJ	44++IJ ++AeFHIJ	45	107++IJ	89++	107++
	4%	22%	30%	100%	54%	22%	21%	35%	20%	7%	8%
Channel 5	78	47++IJ	47++AHIJ	42 ++AEFHIJ	78 ++ABCEFGH IJ	50++hIJ	44++IJ ++AefHIJ	42	78++IJ	71++	78++
	3%	16%	30%	39%	100%	21%	21%	33%	14%	6%	6%
NET: OTHER MEDIA	547	176++IJ	155++AIJ	107++AIJ	78++AIJ	241++AIJ	212++AIJ	130++AIJ	547++AIJ	410++	547++I
	23%	58%	100%	100%	100%	100%	100%	100%	100%	34%	40%
NET: OTHER TYPES OF ORGANISATION	1203	243++	112++	89++	71++BH	196++	176++bh ++ABeFH	119	410++	1203 ++ABCDEFG HJ	1203++ABeH
	50%	80%	72%	83%	90%	81%	83%	92%	75%	100%	88%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
NET: ANY ORGANISATION	1370	304++	155++	107++	78++	241++	212++	130++	547++	1203++	1370++
	57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: ANY ORGANISATION - 1 mentions	483	31--	22cdG	5--	3--	36cdG	24--g	5--	96ACDG ++ABCDEFH	356 H	483++ABCDEFGHI
	20%	10%	14%	5%	4%	15%	11%	4%	18%	30%	35%
NET: ANY ORGANISATION - 2 mentions	325	54+dEg	27dE	10	4-	18--	33de	13	96++DEg ++aCDEfGH	295	325++aCDEfGH
	13%	18%	17%	9%	5%	7%	16%	10%	17%	25%	24%
NET: ANY ORGANISATION - 3 mentions	195	46++Dg	23++Dg	8	1-	46++CDG	34++cDG	7	95++cDG	187++cDG	195++Dg
	8%	15%	14%	7%	1%	19%	16%	6%	17%	16%	14%
NET: ANY ORGANISATION - 4+ mentions	368	174+++hIJ	84+++IJ	84	71	141+++hIJ	121+++hIJ	105	260+++IJ	366++	368++
	15%	57%	54% ++ABEFHIJ	78% ++ABEFHIJ	90%	59%	57% ++ABEFHIJ	81%	48%	30%	27%
NET: ANY ORGANISATION - AT LEAST ONE	1370	304++	155++	107++	78++	241++	212++	130++	547++	1203++	1370++
	57%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: ANY MEDIA - 1 mentions	417	127 ++BCDGIJ	43++cD	14	7	107 ++BCDGIJ	92 ++BCDGIJ	26d	289 ++ABCDefg IJ	290++cD	417++CDgI
	17%	42%	28%	13%	9%	44%	43%	20%	53%	24%	30%
NET: ANY MEDIA - 2 mentions	124	78++DIJ	32+++IJ	22+++IJ	8	45+++IJ	42+++IJ	22+++IJ	124+++dIJ	94++	124++
	5%	26%	21%	20%	10%	19%	20%	17%	23%	8%	9%
NET: ANY MEDIA - 3 mentions	66	40+++IJ	24+++IJ	23+++hIJ	14+++IJ	35+++IJ	29+++IJ	33 ++AeFHIJ	66+++IJ	58++	66++
	3%	13%	16%	21%	18%	14%	13%	25%	12%	5%	5%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
NET: ANY MEDIA - 4+ mentions	68	59++hIJ ++AefHIJ	55 ++AefHIJ	49 ++AEFHJ	50 ++ABCEFGH IJ	55++HIJ	50++HIJ ++AEFHJ	49 ++AEFHJ	68++IJ	65++	68++
	3%	19%	36%	46%	64%	23%	23%	38%	12%	5%	5%
NET: ANY MEDIA - AT LEAST ONE	674 28%	304++IJ 100%	155++IJ 100%	107++IJ 100%	78++IJ 100%	241++IJ 100%	212++IJ 100%	130++IJ 100%	547++IJ 100%	507++ 42%	674++I 49%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
An online shop or retailer	512	62++	19	20	18	55++	50++	26	122++	458++	470++	29++	11	22	15	33++	149++B	363--
	21%	48%	57%	66%	74%	38%	38%	64%	39%	46%	43%	43%	36%	74%	62%	48%	30%	19%
Your phone or broadband provider	489	61++	15	17	17	72++j	70++iJ	27++ahIJ	147++j	425++	440++	32++	13	16	16	27++	140++B	349--
	20%	47%	44%	54%	73%	50%	53%	67%	48%	42%	40%	46%	42%	55%	68%	39%	28%	18%
Energy companies	362	50++	16	14	16	55++	43++	25	99++	314++	327++	21++	10	18	12	27++	109++B	253--
	15%	39%	48%	46%	66%	38%	33%	62%	32%	31%	30%	31%	35%	61%	51%	40%	22%	13%
Your local council	349	56++hIJ	14	14	15	46++	41++	20++fhIJ	93++	290++	301++	25++	16	16	10	28++	118++B	231--
	14%	44%	43%	46%	64%	32%	31%	49%	30%	29%	27%	36%	52%	52%	43%	41%	24%	12%
A local shop or supermarket	320	40++	16	15	18	46++	31++	21	86++	262++	273++	20++	7	13	13	17+	89++B	231--
	13%	31%	48%	48%	76%	32%	24%	52%	28%	26%	25%	29%	24%	44%	54%	25%	18%	12%
BBC	304	129	24	20	12	33++	39++IJ	22++EFHIJ	88++IJ	191++	227++	69++	30	30	24	69++	113++B	191--
	13%	100%	71%	65%	50%	23%	30%	53%	29%	19%	21%	100%	100%	100%	100%	100%	23%	10%
Sky	241	37++IJ	17	14	18	144	31++i	20++aFIJ	167++AFIJ	155++	199++	17++	7	13	16	13+	83++B	159--
	10%	29%	52%	46%	74%	100%	24%	49%	54%	15%	18%	25%	22%	43%	66%	19%	17%	8%
A social media website (e.g. Facebook)	225	32++j	15	10	15	40++IJ	28++	20	71++ij	175++	182++	12+	6	14	10	16++	62+b	163-
	9%	25%	45%	33%	62%	28%	21%	49%	23%	17%	17%	17%	21%	46%	43%	23%	12%	9%
Your main bank account provider	223	46++ehIJ	17	20	17	29++	33++	21++EFHIJ	70++	194++	201++	21++	8	16	10	24++	84++B	140--
	9%	36%	51%	65%	72%	20%	26%	50%	23%	19%	18%	31%	28%	55%	44%	35%	17%	7%
Virgin Media (TV)	212	33++IJ	18	18	19	30++i	131	17++eIJ	150++AEIJ	136++	178++	15++	6	12	12	15++	75++B	138--
	9%	26%	53%	59%	81%	21%	100%	41%	49%	14%	16%	22%	21%	40%	49%	22%	15%	7%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Travel companies/hotels	200 8%	35++iJ 27%	14 42%	14 44%	17 71%	35++j 24%	31++ 24%	15++hIJ 37%	65++ 21%	175++ 17%	183++ 17%	14++ 20%	7 24%	14 47%	14 59%	13++ 19%	70++B 14%	129-- 7%
Airlines	178 7%	30++ij 23%	13 39%	12 39%	17 70%	33++ij 23%	26++ 20% ++AEFHIJ	22 53%	63++ij 20%	142++ 14%	155++ 14%	11+ 16%	8 26%	11 39%	13 55%	12++ 17%	65++B 13%	112-- 6%
ITV	155 6%	28++IJ 22%	33 100%	15 49%	15 64%	19++i 13%	21++IJ 16% ++aEFHIJ	16 39%	57++IJ 18%	66 7%	86+ 8%	11++ 16%	5 17%	12 40%	12 49%	10+ 14%	55++B 11%	100-- 5%
Netflix	130 5%	18++i 14%	12 36%	12 37%	15 62%	22++ij 15%	21++IJ 16% ++AEFHIJ	41 100%	66++IJ 21%	79++ 8%	94++ 9%	7 10%	3 10%	9 29%	10 43%	7 10%	46++B 9%	84-- 4%
Channel 4	107 4%	27++IJ 21%	12 36%	31 100%	13 54%	22++IJ 15%	16++i 12% ++AEFHIJ	17 43%	54++IJ 18%	61++ 6%	74++ 7%	9++ 13%	6 20%	12 39%	12 51%	10++ 15%	49++B 10%	58-- 3%
Channel 5	78 3%	13++IJ 10%	11 34%	12 40%	24 100%	14++IJ 10%	15++IJ 11% ++AEFHIJ	14 35%	38++IJ 12%	40 4%	52++ 5%	4 6%	2 6%	7 24%	7 29%	3 5%	39++B 8%	39-- 2%
NET: OTHER MEDIA	547 23%	67++IJ 52%	33 100%	31 100%	24 100%	144++AIJ 100%	131++AIJ 100%	41++AIJ 100%	308++AIJ 100%	318++ 32%	403++i 37%	35++ 51%	14 47%	18 61%	19 82%	32++ 46%	154++B 31%	393-- 21%
NET: OTHER TYPES OF ORGANISATION	1203 50%	111++ 86%	28 84%	26 84%	23 96%	120++ 83%	106++ 81%	40++efh 97%	252++ 82%	1004 100% ++AEFGHJ	1034++AEFH 94%	54++ 79%	28 93%	28 95%	23 96%	59++ 85%	306++B 62%	897-- 47%
NET: ANY ORGANISATION	1370 57%	129++ 100%	33 100%	31 100%	24 100%	144++ 100%	131++ 100%	41++ 100%	308++ 100%	1004++ 100%	1100++ 100%	69++ 100%	30 100%	30 100%	24 100%	69++ 100%	340++B 68%	1030-- 54%
NET: ANY ORGANISATION - 1 mentions	483 20%	9-- 7%	- -%	- -%	- -%	20 14%	19 15%	1-- 3%	41-- 13%	287 29% ++AEFGH	336++AEFGH 31%	8 12%	1 3%	- -%	- -%	5- 7%	83 17%	400 21%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
NET: ANY ORGANISATION - 2 mentions	325 13%	19 15%	5 14%	4 13%	- -%	14 9%	28+e 21%	5 12%	54+e 17%	255+++aEh 25%	271+++aEh 25%	11 16%	7 22%	1 5%	1 4%	14 20%	67 14%	258 13%
NET: ANY ORGANISATION - 3 mentions	195 8%	17g 13%	6 18%	1 4%	- -%	35+++aGij 24%	22+++g 17%	* 1%	57+++G 19%	156+++g 16%	165+++g 15%	10 15%	3 11%	3 11%	1 4%	7 10%	55+b 11%	139- 7%
NET: ANY ORGANISATION - 4+ mentions	368 15%	84+++eFhIJ 65%	23 68%	26 82%	24 100%	75+++IJ 52%	62+++IJ 47%	35 85%	157+++IJ 51%	307++ 31%	327++ 30%	40++ 58%	19 64%	25 84%	22 91%	44++ 63%	135++B 27%	233-- 12%
NET: ANY ORGANISATION - AT LEAST ONE	1370 57%	129++ 100%	33 100%	31 100%	24 100%	144++ 100%	131++ 100%	41++ 100%	308++ 100%	1004++ 100%	1100++ 100%	69++ 100%	30 100%	30 100%	24 100%	69++ 100%	340++B 68%	1030-- 54%
NET: ANY MEDIA - 1 mentions	417 17%	61+++gIJ 48%	3 9%	3 11%	- -%	83+++GIJ 58%	69+++GIJ 53%	11 26%	169+++GIJ 55%	250++ 25%	306++ 28%	33++ 49%	16 53%	12 39%	4 18%	37++ 54%	116++B 23%	301-- 16%
NET: ANY MEDIA - 2 mentions	124 5%	33+++gIJ 25%	8 24%	8 25%	3 13%	25+++IJ 17%	29+++IJ 22%	4 10%	62+++IJ 20%	72++ 7%	94++ 9%	20++ 30%	7 22%	5 18%	4 16%	16++ 22%	30 6%	94 5%
NET: ANY MEDIA - 3 mentions	66 3%	15+++IJ 12%	6 19%	4 14%	5 21%	21+++IJ 15%	16+++IJ 12%	10+++IJ 23%	42+++IJ 14%	45++ 5%	53++ 5%	8++ 11%	5 17%	2 7%	3 14%	12++ 17%	26++B 5%	40-- 2%
NET: ANY MEDIA - 4+ mentions	68 3%	20+++IJ 16%	16 48%	16 50%	16 66%	15+++IJ 10%	17+++IJ 13%	17 40%	35+++IJ 11%	37+ 4%	48++ 4%	7++ 10%	3 8%	10 35%	12 51%	5 7%	35++B 7%	33-- 2%
NET: ANY MEDIA - AT LEAST ONE	674 28%	129+++IJ 100%	33 100%	31 100%	24 100%	144+++IJ 100%	131+++IJ 100%	41+++IJ 100%	308+++IJ 100%	404++ 40%	500++i 45%	69++ 100%	30 100%	30 100%	24 100%	69++ 100%	207++B 42%	467-- 24%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
An online shop or retailer	512 21%	2-- 2%	158A 21%	136A 19%	212++ABC 28%	199 20%	159 21%	51 24%	96 23%	103 18%	142++Ad 26%	41 25%	220 20%	235++B 27%	119-- 16%
Your phone or broadband provider	489 20%	9-- 6%	134a 18%	153A 21%	192++AB 25%	193 19%	152 20%	53 25%	90 21%	125 22%	114 21%	45+D 28%	197- 18%	233++B 27%	113-- 15%
Energy companies	362 15%	7- 5%	102 14%	118a 16%	134+a 18%	140 14%	108 14%	43+ab 21%	66 16%	92 16%	94d 17%	36+D 22%	135-- 12%	169++B 20%	73-- 10%
Your local council	349 14%	4- 2%	113a 15%	100a 14%	130+A 17%	125- 12%	105 14%	41+a 20%	72a 17%	71 12%	91d 17%	45++ABD 27%	136- 12%	175++B 20%	63-- 8%
A local shop or supermarket	320 13%	19 13%	101 14%	81 11%	117c 15%	136 14%	93 12%	38+ 18%	50 12%	79 14%	88+D 16%	32+D 20%	116-- 11%	127B 15%	73-- 10%
BBC	304 13%	9 6%	100 13%	86 12%	105 14%	122 12%	88 12%	36 17%	55 13%	67 12%	82d 15%	32++aD 20%	118- 11%	172++B 20%	57-- 8%
Sky	241 10%	-- -%	86A 12%	63a 9%	92A 12%	96 10%	71 10%	34++abd 16%	40 9%	54 9%	75++D 14%	26+aD 16%	82-- 7%	105+B 12%	50-- 7%
A social media website (e.g. Facebook)	225 9%	-- -%	63a 8%	52-a 7%	109++ABC 14%	70-- 7%	72 10%	34++Abd 16%	44 10%	49 9%	61d 11%	26++aD 16%	84- 8%	111++B 13%	39-- 5%
Your main bank account provider	223 9%	*- *%	68a 9%	62a 9%	93++Ac 12%	74- 7%	68 9%	31++Ab 15%	45 11%	39 7%	70++AD 13%	20a 12%	87 8%	113++B 13%	44-- 6%
Virgin Media (TV)	212 9%	-- -%	63a 9%	68a 9%	81a 11%	73- 7%	64 9%	40++ABD 19%	35 8%	47 8%	51 9%	28++AbD 17%	82 7%	103++B 12%	48- 6%
Travel companies/hotels	200 8%	-- -%	61a 8%	49a 7%	87++AC 11%	78 8%	56 7%	35++ABD 17%	28 7%	49 9%	58+D 11%	20D 12%	68-- 6%	103++B 12%	35-- 5%
Airlines	178 7%	-- -%	59a 8%	45 6%	73+ac 10%	61 6%	46 6%	29++AB 14%	41ab 10%	32 6%	56++aD 10%	20+aD 12%	67- 6%	83++B 10%	31-- 4%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
ITV	155 6%	15 10%	61+c 8%	33- 5%	43 6%	74d 7%	41 6%	24++BD 12%	15- 4%	43d 8%	37 7%	19++D 12%	51-- 5%	68+ 8%	41 5%
Netflix	130 5%	- -%	48 6%	37 5%	43 6%	38- 4%	35 5%	30++ABD 14%	26 6%	24 4%	34 6%	21++AbD 13%	46- 4%	67++B 8%	23-- 3%
Channel 4	107 4%	1 *%	43 6%	29 4%	33 4%	35 3%	31 4%	21++ABd 10%	19 4%	24 4%	33D 6%	15++aD 9%	30-- 3%	58++B 7%	15-- 2%
Channel 5	78 3%	1 *%	38++C 5%	13- 2%	26 3%	23 2%	17 2%	21++ABD 10%	15 3%	11 2%	31++AD 6%	11+AD 7%	21-- 2%	38+B 5%	12-- 2%
NET: OTHER MEDIA	547 23%	15- 10%	174a 23%	159a 22%	195a 25%	221 22%	160 21%	73++ABD 35%	88 21%	135 24%	130 24%	58++ABD 35%	214-- 19%	237++B 28%	141-- 19%
NET: OTHER TYPES OF ORGANISATION	1203 50%	32-- 22%	348-A 47%	360A 50%	452++ABC 59%	485 48%	368 49%	120+a 57%	218 52%	289 50%	304++D 56%	101++aD 62%	494-- 45%	519++B 61%	297-- 39%
NET: ANY ORGANISATION	1370 57%	45-- 31%	399-A 54%	407A 56%	504++ABC 66%	556 55%	420 56%	140++ABd 67%	242 57%	332 58%	334+D 62%	109+D 67%	579-- 53%	584++B 68%	350-- 46%
NET: ANY ORGANISATION - 1 mentions	483 20%	27 19%	133 18%	157 22%	155 20%	211 21%	144 19%	46 22%	78 18%	117 20%	120 22%	27 17%	214 19%	177 21%	148 20%
NET: ANY ORGANISATION - 2 mentions	325 13%	14 10%	101 13%	90 12%	116 15%	134 13%	109 15%	21 10%	60 14%	85 15%	65 12%	27 16%	148 13%	141++b 17%	88 12%
NET: ANY ORGANISATION - 3 mentions	195 8%	3 2%	57 8%	51 7%	83++ac 11%	84 8%	61 8%	18 8%	31 7%	46 8%	50 9%	13 8%	82 7%	74 9%	49 6%
NET: ANY ORGANISATION - 4+ mentions	368 15%	*-- *%	109A 15%	108A 15%	149++Abc 20%	127-- 13%	106 14%	55++ABd 26%	73a 17%	83 15%	99D 18%	43++AbD 26%	135-- 12%	192++B 22%	65-- 9%
NET: ANY ORGANISATION - AT LEAST ONE	1370 57%	45-- 31%	399-A 54%	407A 56%	504++ABC 66%	556 55%	420 56%	140++ABd 67%	242 57%	332 58%	334+D 62%	109+D 67%	579-- 53%	584++B 68%	350-- 46%

95% lower case or +, 99% UPPER CASE or ++

Table 10 (continuation)

A2. Had a reason to complain about the following companies or organisations in the past year?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
NET: ANY MEDIA - 1 mentions	417 17%	7- 5%	135a 18%	120a 17%	150A 20%	182 18%	122 16%	37 18%	70 17%	104 18%	93 17%	36 22%	180 16%	175++b 20%	118 16%
NET: ANY MEDIA - 2 mentions	124 5%	8 6%	32 4%	39 5%	45 6%	49 5%	35 5%	16 7%	24 6%	34 6%	29 5%	12 7%	48 4%	60++b 7%	28 4%
NET: ANY MEDIA - 3 mentions	66 3%	* *%	17 2%	25 3%	23 3%	17- 2%	23 3%	13++A 6%	12 3%	11 2%	20 4%	8ad 5%	24 2%	35++B 4%	8-- 1%
NET: ANY MEDIA - 4+ mentions	68 3%	* *%	34++C 5%	10- 1%	23 3%	23 2%	16 2%	18++ABD 9%	10 2%	12 2%	24+D 4%	11++AD 7%	17-- 2%	39++B 5%	9-- 1%
NET: ANY MEDIA - AT LEAST ONE	674 28%	16-- 11%	218A 29%	194a 27%	240+A 31%	271 27%	196 26%	84++ABD 40%	116 27%	161 28%	166d 31%	68++AbD 42%	269-- 24%	309++B 36%	164-- 22%

95% lower case or +, 99% UPPER CASE or ++

Table 11

A3_R1. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to BBC?

by

Base: All that had reason to complain about BBC

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	313	247	66	210	100	126	88	98	94	78	66	75	229	28	32	24	264	49
Effective sample size	241	204	38	162	77	98	71	74	76	58	50	58	197	21	14	17	208	34
Weighted Total	304	246	58	212	89	106	100	97	103	72	58	70	257	24	16	7	258	46
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	129 42%	121++B 49%	8-- 14%	98b 46%	28- 32%	28-- 26%	48A 48%	53+A 54%	60++BcD 58%	24 33%	23 39%	23 32%	111 43%	12 50%	4 27%	2 26%	113 44%	16 34%
Complained to another organisation (e.g. a regulator or ombudsman)	40 13%	38+b 15%	2- 4%	34 16%	6 7%	23++C 21%	12 12%	5- 5%	15 14%	10 14%	8 13%	8 11%	36 14%	3 12%	- -%	1 19%	37 14%	3 7%
Complained about them to my friends/followers on social media	64 21%	62++B 25%	2-- 4%	49 23%	15 17%	31+C 30%	20 20%	13- 13%	24 23%	14 19%	14 24%	12 17%	56 22%	4 16%	2 15%	2 23%	57 22%	7 15%
Complained to friends or family	131 43%	103 42%	28 49%	89 42%	40 45%	49 47%	37 37%	45 46%	43 42%	32 44%	25 43%	31 44%	113 44%	8 33%	6 39%	4 48%	115 45%	16 35%
Complained to someone else (please specify)	4 1%	3 1%	2 3%	2 1%	1 1%	1 1%	1 1%	3 3%	3 3%	1 1%	- -%	1 1%	4 2%	* *%	- -%	- -%	4 2%	* *%
I didn't complain to anyone	41 13%	20-- 8%	21++A 36%	22- 11%	18+a 21%	13 12%	20+c 20%	8 8%	13 12%	11 15%	5 8%	13 18%	34 13%	1 5%	6 35%	1 8%	30 12%	10 22%
I can't remember	5 2%	5 2%	- -%	1 1%	3 4%	1 1%	3 3%	- -%	3 3%	2 3%	- -%	- -%	5 2%	- -%	- -%	- -%	5 2%	- -%
NET: Complained about them to my friends/ followers on social media or Complained to friends or family	158 52%	129 52%	28 49%	110 52%	46 51%	66+b 62%	44 44%	48 50%	50 48%	39 54%	33 57%	36 51%	137 53%	9 39%	7 43%	5 64%	138 53%	20 44%

95% lower case or +, 99% UPPER CASE or ++

Table 11 (continuation)

A3_R1. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to BBC?

by

Base: All that had reason to complain about BBC

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	313	250	59	29	19	171	132	93	208	75	226	18	75	164	56
Effective sample size	241	199	42	21	17	141	97	72	159	63	169	10	55	129	48
Weighted Total	304	256	41	23	10	195	102	90	200	78	216	16	66	163	60
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	129 42%	107 42%	16 40%	11 50%	2 24%	90 46%	36 35%	35 38%	91 46%	37 48%	89 41%	5 29%	25 38%	70 43%	28 48%
Complained to another organisation (e.g. a regulator or ombudsman)	40 13%	29- 11%	11++A 27%	5 22%	4 38%	32+ 16%	8 8%	18 20%	21 10%	16+b 21%	19-- 9%	* 3%	4 6%	20 12%	15++Bc 26%
Complained about them to my friends/followers on social media	64 21%	46-- 18%	18++A 45%	8 34%	5 49%	46 24%	17 17%	21 23%	42 21%	18 23%	44 20%	- -%	11 17%	32 20%	21++bc 35%
Complained to friends or family	131 43%	108 42%	20 48%	10 45%	4 40%	84 43%	45 44%	31 34%	95 47%	37 48%	91 42%	3 17%	24 37%	79 49%	25 41%
Complained to someone else (please specify)	4 1%	3 1%	- -%	- -%	- -%	1 1%	3 3%	1 1%	3 2%	1 1%	4 2%	* *%	- -%	4 3%	- -%
I didn't complain to anyone	41 13%	35 13%	4 10%	3 13%	1 9%	24 12%	16 16%	16 18%	22 11%	8 10%	33 15%	7 43%	12 18%	16 10%	6 10%
I can't remember	5 2%	--- -%	5++A 11%	3 13%	2 16%	3 2%	1 1%	2 2%	2 1%	2 3%	2 1%	2 10%	- -%	3 2%	- -%
NET: Complained about them to my friends/ followers on social media or Complained to friends or family	158 52%	129 50%	25 62%	12 52%	6 62%	102 52%	53 52%	43 48%	109 54%	43 54%	111 51%	3 17%	30 46%	91 56%	34 57%

95% lower case or +, 99% UPPER CASE or ++

Table 11 (continuation)

A3_R1. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to BBC?

by

Base: All that had reason to complain about BBC

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	313	313	94	68	48	82	78	74	183	244	313
Effective sample size	241	241	69	54	39	68	62	61	141	194	241
Weighted Total	304	304	88	66	47	82	77	67	176	243	304
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	129 42%	129g 42%	28- 32%	27 41%	13- 28%	37g 45%	33 43%	18-- 28%	67 38%	111+bdg 46%	129g 42%
Complained to another organisation (e.g. a regulator or ombudsman)	40 13%	40 13%	18+ 20%	16++aij 25%	14++aij 29%	17+ 20%	21++AIJ 28%	20++AIJ 30%	31+ 18%	33 14%	40 13%
Complained about them to my friends/followers on social media	64 21%	64 21%	29++aij 33%	24++aij 37%	16+ 33%	23 28%	23+ 30%	23++aij 34%	44 25%	48 20%	64 21%
Complained to friends or family	131 43%	131 43%	42 48%	24 37%	17 35%	34 41%	33 44%	24 36%	79 45%	103 42%	131 43%
Complained to someone else (please specify)	4 1%	4 1%	1 1%	1 1%	- -%	- -%	1 1%	- -%	2 1%	2 1%	4 1%
I didn't complain to anyone	41 13%	41 13%	15 17%	10 15%	10 22%	8 9%	8 10%	11 17%	23 13%	29 12%	41 13%
I can't remember	5 2%	5 2%	2 3%	2 4%	2+ 5%	2 3%	2 3%	1 2%	2 1%	5 2%	5 2%
NET: Complained about them to my friends/ followers on social media or Complained to friends or family	158 52%	158 52%	55+ 63%	34 52%	25 53%	45 55%	43 56%	36 55%	98 56%	125 51%	158 52%

95% lower case or +, 99% UPPER CASE or ++

Table 11 (continuation)

A3_R1. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to BBC?

by

Base: All that had reason to complain about BBC

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	313	118	23	20	11	31	37	22	85	184	218	61	30	27	25	59	109	204
Effective sample size	241	100	19	17	10	26	30	19	70	149	179	50	25	24	21	51	89	152
Weighted Total	304	129	24	20	12	33	39	22	88	191	227	69	30	30	24	69	113	191
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	129 42%	129++FHIJ 100%	22 92%	18 89%	8 64%	25 75%	23+ 59%	9 40%	51++ 58%	102++ 53%	129++ 57%	69++ 100%	30 100%	30 100%	24 100%	69++ 100%	68++B 61%	60-- 31%
Complained to another organisation (e.g. a regulator or ombudsman)	40 13%	21 16%	11 47%	9 44%	7 61%	11 32%	11+ 28%	10 45%	24++ij 28%	26 14%	32 14%	6 8%	4 12%	12 39%	7 32%	13 19%	25++B 22%	15-- 8%
Complained about them to my friends/followers on social media	64 21%	20 16%	12 53%	10 48%	8 64%	8 24%	14+a 35%	10 45%	23 26%	39 20%	46 20%	8- 11%	5 15%	8 27%	7 29%	9 13%	37++B 33%	27-- 14%
Complained to friends or family	131 43%	41-- 32%	13 56%	11 52%	7 58%	16 48%	18 45%	12 56%	39 44%	87a 46%	97 43%	18-- 26%	12 39%	11 38%	8 33%	20- 29%	48 42%	83 44%
Complained to someone else (please specify)	4 1%	1 1%	- -%	1 5%	- -%	- -%	- -%	- -%	1 1%	2 1%	2 1%	1 1%	- -%	- -%	- -%	- -%	1 1%	3 2%
I didn't complain to anyone	41 13%	--- -%	1 6%	- -%	- -%	2 7%	*- 1%	1 6%	4--a 5%	15--A 8%	16--A 7%	--- -%	- -%	- -%	- -%	--- -%	5-- 5%	35++A 18%
I can't remember	5 2%	- -%	- -%	- -%	- -%	- -%	1 4%	1 7%	1 2%	2 1%	4 2%	- -%	- -%	- -%	- -%	- -%	- -%	5 2%

95% lower case or +, 99% UPPER CASE or ++

Table 11 (continuation)

A3_R1. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to BBC?

by

Base: All that had reason to complain about BBC

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	313	118	23	20	11	31	37	22	85	184	218	61	30	27	25	59	109	204
Effective sample size	241	100	19	17	10	26	30	19	70	149	179	50	25	24	21	51	89	152
Weighted Total	304	129	24	20	12	33	39	22	88	191	227	69	30	30	24	69	113	191
NET: Complained about them to my friends/ followers on social media or Complained to friends or family	158 52%	43-- 33%	14 60%	11 56%	8 70%	16 48%	22a 55%	14 66%	44a 51%	101A 53%	113A 50%	18-- 26%	12 41%	12 41%	8 34%	21-- 31%	62 55%	95 50%

95% lower case or +, 99% UPPER CASE or ++

Table 11 (continuation)

A3_R1. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to BBC?

by

Base: All that had reason to complain about BBC

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	313	13	103	89	106	119	85	45	60	68	79	38	122	166	66
Effective sample size	241	5	79	74	83	94	65	36	46	50	64	30	93	133	45
Weighted Total	304	9	100	86	105	122	88	36	55	67	82	32	118	172	57
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	129 42%	- -%	39 39%	44 52%	45 43%	61c 50%	34 39%	10 27%	22 39%	32 47%	46++CD 56%	9 28%	41- 34%	82+ 48%	18 32%
Complained to another organisation (e.g. a regulator or ombudsman)	40 13%	- -%	8 8%	11 13%	19b 18%	14 12%	9 10%	6 17%	11 20%	6 8%	13 15%	7 21%	14 12%	28 16%	4 6%
Complained about them to my friends/followers on social media	64 21%	- -%	25 25%	15 17%	24 23%	24 20%	23 27%	6 18%	10 18%	15 22%	15 18%	10 29%	23 20%	46+B 27%	4- 8%
Complained to friends or family	131 43%	5 52%	44 43%	48+D 55%	35- 33%	52 42%	42 48%	10 28%	25 46%	36c 53%	35 42%	9 29%	51 43%	80 46%	18 32%
Complained to someone else (please specify)	4 1%	- -%	2 2%	1 1%	1 1%	* *%	2 2%	1 2%	2 3%	1 1%	- -%	- -%	3 3%	3 1%	1 1%
I didn't complain to anyone	41 13%	4 48%	15c 15%	4-- 4%	17c 16%	19 15%	10 12%	5 14%	6 11%	11b 16%	4- 5%	3 8%	23+B 19%	15- 9%	17++A 29%
I can't remember	5 2%	- -%	1 1%	2 2%	2 2%	1 1%	- -%	3++aB 9%	1 1%	- -%	1 1%	1 5%	2 2%	1 1%	2 3%
NET: Complained about them to my friends/ followers on social media or Complained to friends or family	158 52%	5 52%	56 55%	51d 60%	46 44%	60 49%	52 59%	17 46%	28 51%	38 57%	41 50%	18 55%	58 49%	96b 56%	21- 37%

95% lower case or +, 99% UPPER CASE or ++

Table 12

A3_r2. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to ITV?

by

Base: All that had reason to complain about ITV

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	161	109	52	90	71	80	47	33	35	57	34	35	118	17	11	15	140	20
Effective sample size	121	91	33	69	52	65	36	21	27	42	27	25	101	11	3	11	109	12
Weighted Total	155	104	51	85	70	74	50	30	35	55	30	35	131	14	6	5	136	19
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	33 21%	29+b 28%	4- 8%	19 23%	14 20%	16 22%	13 26%	4 14%	11 32%	9 15%	5 17%	8 24%	29 22%	3 20%	* 7%	1 23%	33 24%	- -%
Complained to another organisation (e.g. a regulator or ombudsman)	29 19%	29++B 28%	*-- 1%	20 23%	9 13%	19 25%	7 15%	3 10%	10 28%	9 17%	6 21%	4 10%	29 22%	- -%	* 5%	* 1%	28 21%	1 5%
Complained about them to my friends/followers on social media	37 24%	33++B 31%	4-- 7%	24 28%	13 18%	20 27%	11 22%	5 17%	11 31%	10 19%	13 41%	3 8%	31 24%	5 33%	- -%	1 25%	35 26%	1 8%
Complained to friends or family	58 37%	30-- 29%	28++A 55%	32 38%	26 37%	32 43%	15 31%	11 35%	16 47%	19 34%	10 33%	13 38%	52 40%	3 24%	* 8%	2 49%	53 39%	5 24%
Complained to someone else (please specify)	2 1%	1 1%	1 2%	2 2%	* *%	1 1%	- -%	1 4%	* *%	* *%	- -%	2 5%	2 1%	* *%	- -%	* 2%	2 1%	* *%
I didn't complain to anyone	33 21%	16- 15%	17+a 33%	16 19%	17 24%	9- 12%	17+A 34%	7 23%	4 10%	14 25%	4 13%	12 34%	25 19%	3 23%	4 67%	1 18%	22 16%	11 55%
I can't remember	9 6%	9 8%	- -%	6 7%	2 4%	1 2%	4 8%	2 7%	1 3%	8++ 14%	- -%	- -%	8 6%	- -%	1 13%	- -%	7 5%	1 8%

95% lower case or +, 99% UPPER CASE or ++

Table 12 (continuation)

A3_r2. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to ITV?

by

Base: All that had reason to complain about ITV

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	161	121	39	17	15	91	67	51	101	51	102	17	35	81	28
Effective sample size	121	92	30	13	12	77	42	39	74	43	72	10	24	63	25
Weighted Total	155	123	30	14	9	100	54	51	94	56	94	17	33	77	29
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	33 21%	24 19%	9 31%	5 37%	2 26%	27+b 27%	6- 10%	14 27%	18 19%	16 29%	16 17%	3 19%	6 19%	11 15%	13 44%
Complained to another organisation (e.g. a regulator or ombudsman)	29 19%	21 17%	8 28%	4 27%	3 30%	26++B 26%	3-- 6%	10 20%	17 18%	13 23%	14 15%	2 9%	4 11%	14 18%	10 35%
Complained about them to my friends/followers on social media	37 24%	24- 20%	12+a 41%	4 27%	4 37%	29 29%	8 15%	12 24%	24 25%	13 23%	24 25%	* 3%	5 16%	19 24%	12 42%
Complained to friends or family	58 37%	46 38%	12 39%	3 22%	3 30%	29-- 29%	29++A 54%	14 28%	44++ 47%	23 41%	32 34%	5 28%	14 43%	30 38%	10 34%
Complained to someone else (please specify)	2 1%	2 1%	- -%	- -%	- -%	- -%	2 3%	- -%	2 2%	1 1%	1 1%	* *%	* *%	1 1%	1 4%
I didn't complain to anyone	33 21%	25 20%	6 20%	4 31%	2 17%	21 21%	12 22%	12 24%	16 17%	10 19%	22 23%	7 44%	7 20%	16 21%	3 9%
I can't remember	9 6%	5 4%	4 12%	3 18%	1 11%	8 8%	- -%	5b 10%	1- 2%	4 6%	5 5%	- -%	2 8%	6 8%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 12 (continuation)

A3_r2. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to ITV?

by

Base: All that had reason to complain about ITV

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	161	94	161	50	49	58	52	52	161	114	161
Effective sample size	121	69	121	40	41	49	43	43	121	92	121
Weighted Total	155	88	155	47	47	55	50	48	155	112	155
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	33 21%	24 27%	33 21%	12 25%	11 24%	17+ 32%	18+ 35%	12 25%	33 21%	28 25%	33 21%
Complained to another organisation (e.g. a regulator or ombudsman)	29 19%	21 24%	29 19%	15++ 33%	15+ 32%	16+ 30%	18++bhi 35%	15+ 30%	29 19%	21 19%	29 19%
Complained about them to my friends/followers on social media	37 24%	27+ 30%	37 24%	12 25%	12 25%	20+ 36%	13 25%	15 30%	37 24%	31 27%	37 24%
Complained to friends or family	58 37%	29 33%	58 37%	16 34%	11- 24%	14- 26%	15 30%	13 27%	58 37%	32 29%	58 37%
Complained to someone else (please specify)	2 1%	2 2%	2 1%	- -%	- -%	- -%	1 1%	- -%	2 1%	1 1%	2 1%
I didn't complain to anyone	33 21%	22 25%	33 21%	11 24%	13 27%	7 13%	9 18%	11 22%	33 21%	24 21%	33 21%
I can't remember	9 6%	3 4%	9 6%	4 8%	4 8%	4 7%	6+ 12%	3 6%	9 6%	9 8%	9 6%

95% lower case or +, 99% UPPER CASE or ++

Table 12 (continuation)

A3_r2. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to ITV?

by

Base: All that had reason to complain about ITV

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	161	28	36	15	14	18	21	16	58	66	86	11	5	12	13	8	58	103
Effective sample size	121	23	28	12	13	16	17	14	47	53	70	8	5	10	11	7	48	74
Weighted Total	155	28	33	15	15	19	21	16	57	66	86	11	5	12	12	10	55	100
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	33 21%	22 77%	33 100%	10 69%	9 61%	14 75%	12 55%	9 54%	33+++ij 58%	22++ 33%	33++ 39%	7 65%	4 81%	10 87%	9 81%	6 64%	20++B 36%	14-- 14%
Complained to another organisation (e.g. a regulator or ombudsman)	29 19%	15 53%	12 35%	9 62%	8 55%	9 49%	8 39%	6 40%	20++ 35%	17 25%	23+ 27%	4 38%	2 37%	9 73%	9 74%	4 43%	20++B 37%	9-- 9%
Complained about them to my friends/followers on social media	37 24%	13 47%	12 37%	9 57%	7 47%	8 45%	7 34%	6 39%	16 29%	21 31%	25 29%	4 40%	1 18%	8 66%	7 57%	3 31%	19+b 35%	17- 17%
Complained to friends or family	58 37%	12 43%	8 25%	6 39%	4 27%	5 28%	8 37%	7 45%	17 30%	23 35%	29 34%	7 65%	- %	5 42%	3 28%	7 77%	19 34%	39 39%
Complained to someone else (please specify)	2 1%	- %	- %	- %	- %	- %	- %	- %	- %	1 2%	1 1%	- %	- %	- %	- %	- %	- %	2 2%
I didn't complain to anyone	33 21%	- %	- %	- %	- %	- %	3 15%	- %	3-- 6%	10 15%	10-- 12%	- %	- %	- %	- %	- %	8 15%	25 25%
I can't remember	9 6%	- %	- %	1 10%	- %	- %	1 7%	1 9%	3 5%	2 3%	4 4%	- %	- %	- %	- %	- %	2 3%	7 7%

95% lower case or +, 99% UPPER CASE or ++

Table 12 (continuation)

A3_r2. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to ITV?

by

Base: All that had reason to complain about ITV

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	161	14	65	38	41	71	45	26	17	41	38	22	54	73	40
Effective sample size	121	7	51	29	35	53	34	21	12	29	32	17	39	54	29
Weighted Total	155	15	61	33	43	74	41	24	15	43	37	19	51	68	41
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	33 21%	* 3%	15 25%	8 26%	9 22%	14 19%	8 19%	6 24%	5 31%	7 16%	13+d 36%	5 27%	6 12%	19 28%	5 13%
Complained to another organisation (e.g. a regulator or ombudsman)	29 19%	- -%	12 20%	7 20%	10 23%	11 15%	12 28%	3 13%	3 19%	11 26%	7 19%	5 25%	5 10%	22++ 31%	1 2%
Complained about them to my friends/followers on social media	37 24%	2 15%	15 25%	8 24%	12 27%	17 23%	12 30%	4 17%	3 19%	10 23%	9 25%	4 23%	12 23%	25++ 37%	3 9%
Complained to friends or family	58 37%	6 44%	20 32%	16 50%	16 36%	27 37%	17 40%	7 27%	7 48%	15 34%	9 24%	5 27%	28++B 54%	22 33%	19 45%
Complained to someone else (please specify)	2 1%	* 1%	1 1%	1 3%	- -%	1 2%	- -%	1 3%	- -%	1 2%	* -%	- -%	1 1%	1 2%	1 2%
I didn't complain to anyone	33 21%	6 39%	12 20%	4 11%	8 18%	18 25%	10 24%	4 15%	1 8%	11 26%	7 20%	- -%	14 27%	11 16%	13 33%
I can't remember	9 6%	- -%	4 6%	2 5%	3 7%	3 4%	- -%	3 12%	3 17%	1 3%	2 6%	3 14%	2 4%	4 6%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 13

A3_r3. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Channel 4?

by

Base: All that had reason to complain about Channel 4

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	112	99	13	80	32	69	25	17	25	33	31	23	86	7	7	12	98	14
Effective sample size	89	83	6	66	23	58	19	12	22	27	24	16	75	6	4	9	79	10
Weighted Total	107	98	9	81	26	62	28	16	29	32	29	17	95	6	3	3	95	12
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	31 29%	31 31%	* 1%	24 30%	7 27%	16 26%	6 22%	9 54%	9 31%	11 34%	6 21%	5 29%	28 30%	1 17%	1 35%	1 24%	29 30%	2 20%
Complained to another organisation (e.g. a regulator or ombudsman)	24 22%	23 24%	* 1%	21 26%	2 9%	17 27%	7 25%	- -%	5 16%	8 24%	8 28%	3 17%	20 22%	2 35%	- -%	1 30%	23 24%	1 5%
Complained about them to my friends/followers on social media	30 28%	30 30%	* 6%	26 32%	4 16%	20 32%	11 38%	- -%	8 26%	11 36%	9 30%	2 14%	26 27%	2 30%	2 60%	1 38%	29 30%	2 15%
Complained to friends or family	35 33%	32 32%	4 42%	29 35%	7 26%	18 29%	12 43%	5 34%	12 42%	11 34%	6 22%	6 35%	30 32%	2 40%	2 62%	1 28%	31 32%	5 38%
Complained to someone else (please specify)	1 1%	1 1%	- -%	- -%	1 4%	- -%	- -%	1 6%	- -%	1 3%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%
I didn't complain to anyone	20 19%	16 16%	4 53%	8 10%	12 44%	9 15%	7 24%	4 24%	6 22%	5 14%	7 22%	3 15%	18 19%	- -%	1 38%	1 33%	17 18%	3 28%
I can't remember	5 5%	5 5%	- -%	4 5%	1 4%	2 4%	2 6%	- -%	1 3%	1 5%	- -%	3 17%	5 5%	- -%	- -%	* 9%	5 6%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 13 (continuation)

A3_r3. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Channel 4?

by

Base: All that had reason to complain about Channel 4

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	112	82	29	17	7	66	41	34	68	41	60	7	20	60	25
Effective sample size	89	64	24	14	6	54	32	28	53	35	45	5	14	48	22
Weighted Total	107	79	27	17	5	71	31	32	63	43	55	6	17	57	27
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	31 29%	20 26%	11 40%	6 37%	3 57%	22 31%	7 22%	13 39%	17 27%	13 29%	17 31%	1 25%	1 8%	17 29%	12 43%
Complained to another organisation (e.g. a regulator or ombudsman)	24 22%	15 19%	9 33%	6 35%	1 24%	17 24%	6 19%	9 27%	9- 15%	10 23%	11 20%	2 32%	3 16%	9 16%	10 36%
Complained about them to my friends/followers on social media	30 28%	20 25%	10 39%	5 28%	2 40%	24 33%	6 18%	11 33%	15 25%	16 38%	12 22%	* 7%	1 8%	19 34%	9 34%
Complained to friends or family	35 33%	26 32%	10 36%	6 34%	1 21%	23 33%	10 32%	9 28%	22 35%	14 31%	20 36%	2 30%	5 30%	20 36%	8 30%
Complained to someone else (please specify)	1 1%	1 1%	- -%	- -%	- -%	- -%	1 3%	1 3%	- -%	- -%	1 2%	- -%	- -%	1 2%	- -%
I didn't complain to anyone	20 19%	16 21%	4 13%	4 21%	- -%	14 20%	6 18%	6 20%	11 18%	12+ 29%	8 14%	1 21%	6 36%	9 16%	3 13%
I can't remember	5 5%	1 2%	3 11%	2 12%	1 22%	2 3%	1 3%	* 1%	4 6%	3 7%	1 2%	- -%	1 7%	4 7%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 13 (continuation)

A3_r3. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Channel 4?

by

Base: All that had reason to complain about Channel 4

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	112	68	50	112	47	55	46	52	112	91	112
Effective sample size	89	54	40	89	37	45	38	43	89	74	89
Weighted Total	107	66	47	107	42	54	44	45	107	89	107
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	31 29%	20 31%	15 32%	31 29%	12 30%	14 27%	18+ 41%	12 25%	31 29%	26 29%	31 29%
Complained to another organisation (e.g. a regulator or ombudsman)	24 22%	17 25%	12 27%	24 22%	13 32%	15 29%	16++ 37%	16++ 35%	24 22%	22 25%	24 22%
Complained about them to my friends/followers on social media	30 28%	20 30%	17 36%	30 28%	17+ 41%	21+ 39%	19++ 43%	19+ 42%	30 28%	29 32%	30 28%
Complained to friends or family	35 33%	21 32%	14 29%	35 33%	10 24%	15 27%	12 27%	13 28%	35 33%	27 31%	35 33%
Complained to someone else (please specify)	1 1%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	1 1%	1 1%	1 1%
I didn't complain to anyone	20 19%	11 16%	10 21%	20 19%	8 18%	8 15%	3- 8%	5 12%	20 19%	13 15%	20 19%
I can't remember	5 5%	3 4%	3 6%	5 5%	3 8%	5 9%	3 8%	3 6%	5 5%	5 6%	5 5%

95% lower case or +, 99% UPPER CASE or ++

Table 13 (continuation)

A3_r3. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Channel 4?

by

Base: All that had reason to complain about Channel 4

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	112	25	12	33	12	19	14	18	53	60	73	8	5	12	14	7	50	62
Effective sample size	89	21	9	28	11	17	12	16	45	49	60	7	4	10	12	6	41	48
Weighted Total	107	27	12	31	13	22	16	17	54	61	74	9	6	12	12	10	49	58
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	31 29%	18 68%	10 88%	31 100%	8 63%	11 51%	11 73%	7 38%	31++ 57%	24+ 39%	31 42%	6 67%	3 42%	10 82%	8 69%	7 66%	16 32%	15 26%
Complained to another organisation (e.g. a regulator or ombudsman)	24 22%	10 39%	8 69%	8 25%	7 55%	8 36%	4 28%	8 48%	16 30%	15 25%	19 26%	4 40%	1 16%	6 50%	8 65%	2 20%	20++B 40%	4-- 7%
Complained about them to my friends/followers on social media	30 28%	10 38%	7 60%	12 39%	7 51%	11 53%	8 48%	9 54%	22+ 40%	19 31%	23 31%	2 22%	2 40%	6 49%	4 30%	5 49%	22++B 45%	9-- 15%
Complained to friends or family	35 33%	7 25%	5 39%	9 29%	5 35%	7 31%	6 35%	4 23%	17 31%	21 34%	24 32%	2 22%	3 49%	2 15%	3 22%	4 39%	17 34%	19 32%
Complained to someone else (please specify)	1 1%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 2%	1 2%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%
I didn't complain to anyone	20 19%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	--- -%	7-h 11%	7h 9%	1 16%	- -%	- -%	- -%	- -%	6 12%	14 25%
I can't remember	5 5%	- -%	- -%	- -%	- -%	- -%	1 9%	1 8%	1 3%	2 3%	3 4%	- -%	- -%	- -%	- -%	- -%	- -%	5 9%

95% lower case or +, 99% UPPER CASE or ++

Table 13 (continuation)

A3_r3. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Channel 4?

by

Base: All that had reason to complain about Channel 4

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	112	3	43	34	30	40	29	21	20	25	33	17	32	61	17
Effective sample size	89	2	33	29	26	32	22	18	16	20	28	14	23	48	13
Weighted Total	107	1	43	29	33	35	31	21	19	24	33	15	30	58	15
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	31 29%	- -%	7- 16%	14 49%	10 30%	15+ 44%	5 17%	3 15%	6 32%	10 43%	10 30%	3 21%	6 21%	20 35%	5 31%
Complained to another organisation (e.g. a regulator or ombudsman)	24 22%	- -%	14+ 33%	4 16%	5 14%	6 17%	8 25%	6 28%	4 19%	6 26%	9 28%	4 29%	3 8%	14 24%	- -%
Complained about them to my friends/followers on social media	30 28%	- -%	13 29%	9 30%	9 27%	10 28%	9 30%	7 31%	4 20%	8 33%	9 28%	4 28%	7 24%	16 28%	3 20%
Complained to friends or family	35 33%	* 11%	14 34%	11 38%	10 30%	11 32%	12 39%	7 32%	4 23%	11 46%	7 20%	4 27%	13 41%	21 36%	3 21%
Complained to someone else (please specify)	1 1%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 5%	1 4%	- -%	- -%	- -%	1 2%	- -%
I didn't complain to anyone	20 19%	1 89%	10 22%	3 9%	6 18%	6 19%	7 23%	4 17%	3 14%	2 7%	9 27%	* 2%	8 28%	10 17%	4 27%
I can't remember	5 5%	- -%	2 6%	2 7%	1 2%	1 3%	1 3%	1 7%	2 9%	- -%	1 3%	1 10%	2 6%	3 5%	2 10%

95% lower case or +, 99% UPPER CASE or ++

Table 14

A3_r4. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Channel 5?

by

Base: All that had reason to complain about Channel 5

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	81	69	12	54	27	54	18	8	17	25	20	19	66	3	5	7	71	9
Effective sample size	64	59	5	45	19	45	14	4	15	19	17	13	57	3	2	5	57	7
Weighted Total	78	71	7	56	23	55	18	3	17	27	20	14	72	3	2	2	71	7
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	24 30%	24 33%	- -%	16 30%	7 32%	21 37%	2 8%	1 42%	9 54%	5 20%	6 31%	3 22%	22 31%	- -%	1 65%	* 22%	24 33%	- -%
Complained to another organisation (e.g. a regulator or ombudsman)	17 21%	17 23%	- -%	14 25%	3 11%	16 28%	1 5%	- -%	5 28%	5 17%	2 8%	6 40%	17 23%	- -%	- -%	- -%	15 21%	2 24%
Complained about them to my friends/followers on social media	24 31%	22 31%	2 30%	18 32%	6 28%	19 35%	5 26%	- -%	8 45%	4 16%	7 33%	5 38%	22 31%	* 14%	1 65%	1 36%	24 34%	- -%
Complained to friends or family	21 27%	20 28%	1 18%	15 28%	6 26%	16 30%	5 26%	* 2%	8 46%	4 14%	7 35%	3 19%	19 26%	1 39%	1 69%	* 22%	19 27%	2 34%
Complained to someone else (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I didn't complain to anyone	18 23%	14 20%	4 52%	9 16%	9 39%	6 12%	8 45%	2 56%	2 14%	7 24%	4 17%	5 37%	15 21%	1 48%	* 31%	1 42%	14 20%	3 42%
I can't remember	7 9%	7 10%	- -%	7 13%	- -%	4 8%	3 15%	- -%	1 6%	5 19%	- -%	1 7%	7 10%	- -%	- -%	- -%	7 10%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 14 (continuation)

A3_r4. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Channel 5?

by

Base: All that had reason to complain about Channel 5

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	81	60	18	7	6	50	25	31	42	27	45	6	14	37	24
Effective sample size	64	47	16	6	5	43	18	26	31	24	32	4	10	30	21
Weighted Total	78	57	16	7	4	57	17	29	40	30	40	5	10	38	25
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	24 30%	19 32%	5 33%	1 13%	1 13%	20 35%	3 18%	7 24%	16 40%	13 42%	10 26%	2 33%	- -%	8 20%	14 58%
Complained to another organisation (e.g. a regulator or ombudsman)	17 21%	12 21%	5 29%	2 32%	1 13%	13 23%	3 19%	8 27%	9 22%	8 27%	6 15%	- -%	2 21%	6 17%	8 32%
Complained about them to my friends/followers on social media	24 31%	19 33%	5 32%	2 24%	1 26%	18 31%	5 32%	5 18%	14 35%	15 49%	7- 18%	2 41%	1 13%	11 30%	9 38%
Complained to friends or family	21 27%	16 29%	5 31%	2 30%	1 26%	17 30%	3 19%	9 30%	7 19%	11 35%	9 22%	2 33%	2 16%	11 30%	7 27%
Complained to someone else (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I didn't complain to anyone	18 23%	12 21%	4 25%	2 30%	1 24%	13 23%	3 19%	9 32%	6 15%	5 18%	12 31%	* 1%	5 53%	8 20%	5 18%
I can't remember	7 9%	1 2%	2 16%	1 21%	1 24%	5 9%	- -%	1 5%	6 15%	1 5%	5 12%	- -%	1 13%	6 16%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 14 (continuation)

A3_r4. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Channel 5?

by

Base: All that had reason to complain about Channel 5

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	81	48	49	47	81	48	44	42	81	69	81
Effective sample size	64	39	41	37	64	40	36	35	64	57	64
Weighted Total	78	47	47	42	78	50	44	42	78	71	78
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	24 30%	12 25%	15 32%	13 30%	24 30%	18 35%	19 44%	15 35%	24 30%	23 32%	24 30%
Complained to another organisation (e.g. a regulator or ombudsman)	17 21%	11 23%	11 24%	11 27%	17 21%	12 25%	13 29%	12 27%	17 21%	16 22%	17 21%
Complained about them to my friends/followers on social media	24 31%	16 33%	14 29%	14 33%	24 31%	17 34%	17 39%	15 34%	24 31%	23 33%	24 31%
Complained to friends or family	21 27%	13 27%	11 24%	11 27%	21 27%	14 28%	13 29%	10 23%	21 27%	20 28%	21 27%
Complained to someone else (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I didn't complain to anyone	18 23%	11 23%	10 21%	8 19%	18 23%	7 15%	6 14%	6 14%	18 23%	12 17%	18 23%
I can't remember	7 9%	1 3%	3 6%	2 6%	7 9%	6 12%	3 6%	4 9%	7 9%	7 10%	7 9%

95% lower case or +, 99% UPPER CASE or ++

Table 14 (continuation)

A3_r4. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Channel 5?

by

Base: All that had reason to complain about Channel 5

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	81	12	11	13	22	12	14	14	37	38	50	3	2	7	7	2	41	40
Effective sample size	64	11	10	12	20	10	12	12	30	32	42	3	2	6	7	2	35	30
Weighted Total	78	13	11	12	24	14	15	14	38	40	52	4	2	7	7	3	39	39
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	24 30%	8 59%	9 82%	8 65%	24 100%	9 66%	11 74%	8 60%	24++ 62%	20++ 50%	24 45%	1 38%	1 50%	5 72%	5 75%	- -%	19 49%	5 12%
Complained to another organisation (e.g. a regulator or ombudsman)	17 21%	7 51%	5 46%	7 57%	7 31%	7 52%	6 39%	6 39%	12 30%	10 26%	13 25%	- -%	2 100%	5 65%	5 74%	1 48%	12 31%	4 11%
Complained about them to my friends/followers on social media	24 31%	8 58%	5 46%	7 52%	10 44%	6 42%	6 38%	6 42%	15 38%	14 34%	20 38%	2 62%	1 50%	4 59%	4 64%	2 52%	13 33%	11 29%
Complained to friends or family	21 27%	4 29%	4 33%	4 34%	9 37%	5 36%	4 24%	4 29%	10 27%	14 36%	15 29%	- -%	1 50%	3 38%	4 54%	- -%	11 29%	10 25%
Complained to someone else (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I didn't complain to anyone	18 23%	- -%	* 4%	- -%	- -%	- -%	* -%	- -%	*-- 1%	4-- 9%	4 7%	- -%	- -%	- -%	- -%	- -%	6 15%	12 30%
I can't remember	7 9%	- -%	- -%	- -%	- -%	2 18%	1 10%	1 10%	4 10%	3 9%	5 9%	- -%	- -%	- -%	- -%	- -%	- -%	7 19%

95% lower case or +, 99% UPPER CASE or ++

Table 14 (continuation)

A3_r4. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Channel 5?

by

Base: All that had reason to complain about Channel 5

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	81	3	40	16	21	28	18	21	11	15	27	13	21	40	13
Effective sample size	64	2	30	14	19	21	14	17	9	11	23	10	16	32	9
Weighted Total	78	1	38	13	26	23	17	21	15	11	31	11	21	38	12
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	24 30%	- -%	7- 19%	5 41%	11 44%	10 41%	4 22%	8 38%	2 10%	7 58%	8 25%	3 30%	4 19%	17+ 44%	1 12%
Complained to another organisation (e.g. a regulator or ombudsman)	17 21%	- -%	6 16%	4 31%	6 25%	6 25%	3 18%	5 23%	2 15%	3 29%	6 18%	4 36%	3 15%	12 31%	- -%
Complained about them to my friends/followers on social media	24 31%	- -%	11 29%	5 35%	9 34%	7 28%	7 41%	6 29%	4 25%	8 69%	8 25%	4 32%	4 20%	14 36%	2 19%
Complained to friends or family	21 27%	* 12%	11 29%	5 35%	6 23%	5 22%	6 33%	6 30%	3 18%	6 49%	8 25%	2 15%	4 22%	12 30%	1 10%
Complained to someone else (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I didn't complain to anyone	18 23%	* 88%	5 14%	1 8%	10 38%	8 34%	3 18%	2 12%	4 29%	* 2%	6 20%	1 13%	9 45%	4- 10%	7 59%
I can't remember	7 9%	- -%	6 17%	1 8%	- -%	- -%	1 6%	3 14%	2 17%	- -%	4 12%	1 13%	1 5%	3 7%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 15

A3_r5. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Sky?

by

Base: All that had reason to complain about Sky

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	241	216	25	137	104	134	72	34	69	71	48	53	193	15	14	19	210	31
Effective sample size	196	182	16	111	85	107	60	29	57	59	41	41	167	13	11	16	170	26
Weighted Total	241	213	28	141	100	123	79	38	79	71	47	44	214	14	7	5	207	34
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	144 60%	125 58%	19 68%	78 56%	65 65%	61-- 49%	56+A 70%	28 72%	53d 67%	48d 68%	24 52%	19- 42%	126 59%	8 54%	6 82%	4 71%	121 58%	23 67%
Complained to another organisation (e.g. a regulator or ombudsman)	20 8%	20 9%	- -%	13 9%	6 6%	13 11%	5 7%	1 4%	8 10%	3 4%	4 9%	5 12%	17 8%	3 20%	- -%	- -%	20 10%	- -%
Complained about them to my friends/followers on social media	46 19%	45 21%	2 6%	31 22%	16 16%	34++B 28%	8- 10%	5 12%	14 17%	7- 9%	18+++aBd 39%	8 17%	42 19%	2 16%	1 13%	2 32%	43 21%	4 11%
Complained to friends or family	70 29%	68 32%	2 9%	41 29%	29 29%	40 32%	17 22%	13 35%	24 31%	19 27%	11 23%	16 36%	61 28%	6 40%	2 21%	2 37%	60 29%	10 30%
Complained to someone else (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I didn't complain to anyone	19 8%	13 6%	6 21%	10 7%	9 9%	10 8%	7 9%	1 3%	7 8%	7 10%	* 1%	5c 12%	18 8%	- -%	1 8%	* 5%	18 9%	1 2%
I can't remember	5 2%	5 3%	- -%	5 4%	- -%	3 2%	3 4%	- -%	- -%	3 4%	- -%	3a 6%	5 3%	- -%	- -%	- -%	5 3%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 15 (continuation)

A3_r5. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Sky?

by

Base: All that had reason to complain about Sky

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	241	180	57	32	17	157	78	66	160	89	139	10	43	138	50
Effective sample size	196	149	48	27	16	135	62	52	131	75	110	9	34	112	42
Weighted Total	241	192	43	27	11	179	57	55	166	94	137	11	39	141	50
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	144 60%	121 63%	21 48%	13 49%	5 46%	117++B 65%	25-- 44%	25- 45%	107+a 64%	61 65%	81 59%	7 59%	24 62%	77 54%	36c 72%
Complained to another organisation (e.g. a regulator or ombudsman)	20 8%	13 7%	7+a 17%	3 13%	2 18%	16 9%	4 6%	7 12%	11 6%	10 11%	9 6%	- -%	2 4%	11 8%	7 15%
Complained about them to my friends/followers on social media	46 19%	34 18%	13 30%	4 14%	4 36%	35 19%	12 20%	19++B 35%	22-- 13%	20 21%	21 15%	* 4%	6 14%	27 19%	13 27%
Complained to friends or family	70 29%	52 27%	17 40%	8 29%	6 60%	49 27%	20 35%	14 26%	52 31%	25 27%	42 31%	3 24%	10 24%	42 30%	15 31%
Complained to someone else (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I didn't complain to anyone	19 8%	11- 6%	6a 15%	4 17%	2 17%	11 6%	7 12%	7 12%	11 7%	10 10%	10 7%	2 18%	3 7%	13 9%	2 4%
I can't remember	5 2%	3 2%	1 3%	1 6%	- -%	4 2%	1 1%	1 2%	4 2%	1 2%	3 2%	- -%	2 6%	3 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 15 (continuation)

A3_r5. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Sky?

by

Base: All that had reason to complain about Sky

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	241	82	58	55	48	241	70	66	241	193	241
Effective sample size	196	68	49	45	40	196	59	53	196	159	196
Weighted Total	241	82	55	54	50	241	67	58	241	196	241
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	144 60%	33-- 41%	19-- 34%	22-- 40%	14-- 28%	144ABcDfG 60%	30-- 44%	22-- 38%	144ABcDfG 60%	120ABcDfG 61%	144ABcDfG 60%
Complained to another organisation (e.g. a regulator or ombudsman)	20 8%	14+++ehj 18%	17+++EHlJ 31%	12+++EHlJ 22%	9+ 18%	20 8%	12+++ehj 18%	14+++EHlJ 24%	20 8%	17 9%	20 8%
Complained about them to my friends/followers on social media	46 19%	21 26%	19+++ehij 35%	17+ 32%	22+++EHlJ 43%	46 19%	20+ 30%	25+++aEHlJ 44%	46 19%	38 19%	46 19%
Complained to friends or family	70 29%	29 36%	15 28%	14 26%	16 33%	70 29%	20 30%	16 28%	70 29%	56 28%	70 29%
Complained to someone else (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I didn't complain to anyone	19 8%	8 10%	8 14%	8 14%	10+++ehij 19%	19 8%	8 12%	5 9%	19 8%	14 7%	19 8%
I can't remember	5 2%	2 2%	3+ 6%	4++ 7%	4++ 8%	5 2%	4++ 6%	2 4%	5 2%	5 3%	5 2%

95% lower case or +, 99% UPPER CASE or ++

Table 15 (continuation)

A3_r5. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Sky?

by

Base: All that had reason to complain about Sky

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	241	34	18	16	17	139	32	21	164	150	194	15	6	13	16	11	84	157
Effective sample size	196	30	15	14	15	114	27	18	135	123	160	13	6	11	14	10	72	125
Weighted Total	241	37	17	14	18	144	31	20	167	155	199	17	7	13	16	13	83	159
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	144 60%	25 68%	14 81%	11 77%	9 53%	144+++AHIJ 100%	22 70%	10 52%	144+++aiJ 86%	114++ 74%	144++ 72%	10 58%	4 56%	11 87%	11 72%	9 63%	46 56%	98 62%
Complained to another organisation (e.g. a regulator or ombudsman)	20 8%	8+++eiJ 21%	9 49%	5 34%	5 28%	11 7%	5 15%	9 45%	15 9%	13 8%	17 8%	1 4%	1 14%	6 48%	7 46%	1 5%	16+++B 19%	4-- 3%
Complained about them to my friends/followers on social media	46 19%	11e 29%	8 49%	8 53%	12 68%	17-- 12%	8 26%	10 51%	27 16%	27 18%	33-- 17%	1 9%	1 14%	8 65%	6 36%	4 27%	23+b 28%	23-- 15%
Complained to friends or family	70 29%	16EH 42%	4 24%	6 43%	8 45%	24-- 17%	10 31%	5 23%	34-- 20%	40 26%	50-- 25%	7 43%	4 58%	4 34%	8 50%	6 42%	25 30%	45 29%
Complained to someone else (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I didn't complain to anyone	19 8%	- -%	2 10%	- -%	2 10%	--- -%	1 2%	- -%	2-- 1%	7-e 5%	9--e 5%	- -%	- -%	- -%	- -%	- -%	6 7%	13 8%
I can't remember	5 2%	- -%	- -%	- -%	- -%	-- -%	2 7%	1 7%	2 1%	2 1%	3 2%	- -%	- -%	- -%	- -%	- -%	- -%	5 3%

95% lower case or +, 99% UPPER CASE or ++

Table 15 (continuation)

A3_r5. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Sky?

by

Base: All that had reason to complain about Sky

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	241	-	83	68	88	96	66	38	40	50	66	32	87	102	55
Effective sample size	196	-	68	56	71	80	54	31	31	40	58	25	69	84	43
Weighted Total	241	-	86	63	92	96	71	34	40	54	75	26	82	105	50
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	144 60%	- -%	38-- 44%	45+B 72%	61B 66%	64c 67%	43 61%	15 44%	21 54%	35 65%	42 56%	14 55%	50 61%	58 55%	34 69%
Complained to another organisation (e.g. a regulator or ombudsman)	20 8%	- -%	9 11%	6 10%	4 5%	10 10%	6 8%	4d 11%	- -%	8D 14%	8d 10%	3 10%	1-- 1%	11 10%	2 5%
Complained about them to my friends/followers on social media	46 19%	- -%	21 25%	8 13%	17 18%	21 22%	11 15%	6 19%	8 21%	10 19%	18 24%	4 15%	13 16%	23 22%	7 13%
Complained to friends or family	70 29%	- -%	20 24%	17 27%	32 35%	31 32%	17 24%	9 27%	13 33%	14 25%	19 26%	4 14%	32+ 39%	38 36%	13 25%
Complained to someone else (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I didn't complain to anyone	19 8%	- -%	9 10%	4 6%	6 6%	4 5%	6 9%	5 14%	4 9%	5 9%	8 11%	1 5%	4 5%	9 8%	3 7%
I can't remember	5 2%	- -%	4 4%	2 3%	- -%	- -%	2 2%	3+A 8%	1 2%	- -%	1 2%	2 8%	1 1%	4 4%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 16

A3_r6. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Virgin Media (TV)?

by

Base: All that had reason to complain about Virgin Media (TV)

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	214	200	14	128	86	118	56	39	45	77	42	50	178	13	7	16	209	5
Effective sample size	175	167	8	106	69	94	45	35	38	65	35	38	152	12	5	13	171	3
Weighted Total	212	201	12	135	78	107	58	46	48	83	41	40	190	14	3	5	209	3
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	131 62%	120 60%	11 92%	83 61%	48 62%	44-- 41%	45+A 77%	42++A 91%	29 59%	53 64%	23 55%	26 66%	115 61%	11 80%	1 36%	3 61%	129 62%	2 68%
Complained to another organisation (e.g. a regulator or ombudsman)	29 13%	29 14%	– –%	24+b 18%	5– 6%	16 15%	11c 19%	2– 3%	8 16%	10 12%	5 12%	6 15%	27 14%	1 10%	– –%	– –%	29 14%	– –%
Complained about them to my friends/followers on social media	36 17%	36 18%	– –%	25 18%	11 14%	23c 22%	11c 19%	1– 3%	13+b 28%	10 12%	7 17%	6 15%	33 17%	– –%	1 29%	2 34%	36 17%	– –%
Complained to friends or family	60 28%	59 29%	1 12%	34 25%	26 34%	36c 34%	17 29%	7– 15%	14 29%	21 25%	11 26%	15 37%	54 28%	4 30%	* 10%	2 33%	58 28%	2 47%
Complained to someone else (please specify)	3 1%	3 1%	– –%	1 *%	2 3%	3 2%	– –%	– –%	– –%	2 2%	– –%	1 2%	3 1%	– –%	– –%	– –%	3 1%	– –%
I didn't complain to anyone	12 5%	11 5%	1 8%	5 4%	7 9%	10+b 9%	* *%	1 2%	3 6%	6 8%	1 3%	1 2%	11 6%	– –%	* 2%	* 1%	11 5%	1 24%
I can't remember	8 4%	8 4%	– –%	7 5%	1 2%	5 4%	3 5%	1 2%	2 4%	5 6%	– –%	1 2%	7 4%	– –%	1 23%	– –%	8 4%	– –%

95% lower case or +, 99% UPPER CASE or ++

Table 16 (continuation)

A3_r6. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Virgin Media (TV)?

by

Base: All that had reason to complain about Virgin Media (TV)

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	214	158	54	27	17	131	77	75	128	72	136	7	47	109	51
Effective sample size	175	135	42	21	15	112	64	62	104	60	111	5	38	88	43
Weighted Total	212	169	39	21	9	151	57	74	128	79	128	7	43	110	52
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	131 62%	110b 65%	18- 48%	9 43%	5 52%	95 63%	34 59%	41 56%	86 67%	46 59%	82 64%	3 47%	26 61%	72 65%	30 57%
Complained to another organisation (e.g. a regulator or ombudsman)	29 13%	21 12%	8 20%	5 23%	1 7%	24 16%	5 9%	18++B 25%	10-- 8%	14 17%	14 11%	1 20%	2 5%	13 12%	12+b 23%
Complained about them to my friends/followers on social media	36 17%	26 15%	10 25%	4 21%	3 27%	26 17%	9 16%	10 13%	23 18%	19+ 24%	16 13%	* 6%	5 11%	15 14%	16++bc 30%
Complained to friends or family	60 28%	43 25%	17+a 45%	10 50%	5 50%	40 26%	20 36%	23 31%	34 26%	29+b 37%	28- 22%	2 30%	12 27%	29 26%	17 33%
Complained to someone else (please specify)	3 1%	1- *%	- -%	- -%	- -%	2 1%	1 1%	2 3%	1 1%	1 1%	2 2%	- -%	- -%	3 2%	- -%
I didn't complain to anyone	12 5%	8 5%	4 10%	- -%	1 14%	9 6%	2 3%	3 5%	7 6%	5 6%	7 5%	2 23%	4 9%	3 3%	3 5%
I can't remember	8 4%	5 3%	3 9%	3 17%	- -%	7 5%	1 1%	5 7%	3 2%	2 3%	6 5%	- -%	2 5%	6 5%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 16 (continuation)

A3_r6. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Virgin Media (TV)?

by

Base: All that had reason to complain about Virgin Media (TV)

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	214	78	52	46	44	70	214	63	214	179	214
Effective sample size	175	62	43	38	36	59	175	52	175	144	175
Weighted Total	212	77	50	44	44	67	212	56	212	176	212
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	131 62%	39- 51%	21-- 43%	16-- 36%	15-- 34%	31-- 46%	131bCDeG 62%	21-- 36%	131bCDeG 62%	106bCDG 60%	131bCDeG 62%
Complained to another organisation (e.g. a regulator or ombudsman)	29 13%	17++ 22%	15+++fhij 29%	13+++fhij 30%	11+ 24%	13 20%	29 13%	11 19%	29 13%	26 15%	29 13%
Complained about them to my friends/followers on social media	36 17%	23+++fhj 30%	19+++FHIJ 37%	17+++FHIJ 39%	17+++FHIJ 39%	17+ 26%	36 17%	20+++FHiJ 35%	36 17%	32 18%	36 17%
Complained to friends or family	60 28%	27 35%	18 35%	18+ 41%	13 29%	21 31%	60 28%	16 28%	60 28%	51 29%	60 28%
Complained to someone else (please specify)	3 1%	3+ 3%	1 1%	- -%	2+ 4%	2 3%	3 1%	- -%	3 1%	2 1%	3 1%
I didn't complain to anyone	12 5%	3 4%	3 7%	2 4%	3 8%	4 6%	12 5%	7+ 12%	12 5%	10 6%	12 5%
I can't remember	8 4%	2 3%	5+ 10%	1 2%	3 6%	4 6%	8 4%	4 8%	8 4%	8 5%	8 4%

95% lower case or +, 99% UPPER CASE or ++

Table 16 (continuation)

A3_r6. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Virgin Media (TV)?

by

Base: All that had reason to complain about Virgin Media (TV)

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	214	31	18	19	17	30	125	18	146	136	174	13	6	12	13	11	74	140
Effective sample size	175	26	14	16	15	26	104	16	121	111	144	10	5	10	12	10	63	112
Weighted Total	212	33	18	18	19	30	131	17	150	136	178	15	6	12	12	15	75	138
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	131 62%	23 69%	12 68%	11 63%	11 57%	22 74%	131++HIJ 100%	11 68%	131++IJ 87%	96++ 70%	131++ 73%	11 74%	5 74%	7 61%	6 50%	11 75%	46 62%	85 61%
Complained to another organisation (e.g. a regulator or ombudsman)	29 13%	13 39%	10 55%	6 35%	8 40%	9 30%	14 11%	6 39%	19 13%	22 16%	25 14%	5 35%	1 15%	7 56%	8 73%	4 29%	19++B 25%	10-- 7%
Complained about them to my friends/followers on social media	36 17%	15 44%	9 53%	12 65%	10 50%	10 35%	14-- 11%	6 37%	23 16%	27 20%	31 17%	4 29%	1 15%	9 79%	6 50%	7 48%	20++B 27%	15-- 11%
Complained to friends or family	60 28%	14 41%	8 47%	7 40%	4 22%	6 21%	27-- 21%	9 55%	34-- 23%	37 27%	45-- 25%	5 34%	3 49%	5 45%	4 36%	8 52%	25 33%	35 25%
Complained to someone else (please specify)	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	-- -%	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 2%
I didn't complain to anyone	12 5%	- -%	2 10%	- -%	2 9%	- -%	--- -%	- -%	2-- 1%	4- 3%	5-- 3%	- -%	- -%	- -%	- -%	- -%	2 2%	10 7%
I can't remember	8 4%	- -%	- -%	- -%	- -%	1 2%	--- -%	- -%	1-- *%	2- 2%	3-- 2%	- -%	- -%	- -%	- -%	- -%	2 3%	6 4%

95% lower case or +, 99% UPPER CASE or ++

Table 16 (continuation)

A3_r6. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Virgin Media (TV)?

by

Base: All that had reason to complain about Virgin Media (TV)

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	214	-	66	75	73	70	65	43	35	46	50	30	83	101	48
Effective sample size	175	-	54	62	60	60	52	36	27	37	43	26	65	79	41
Weighted Total	212	-	63	68	81	73	64	40	35	47	51	28	82	103	48
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	131 62%	- -%	32 51%	49+b 72%	50 61%	56++C 77%	41 65%	19- 47%	15 42%	41++BD 87%	28 55%	12 44%	49 60%	67 65%	36 74%
Complained to another organisation (e.g. a regulator or ombudsman)	29 13%	- -%	10 16%	7 10%	11 14%	12 16%	10 15%	6 14%	1 4%	7 16%	10d 19%	5 20%	5- 6%	20+b 19%	2- 3%
Complained about them to my friends/followers on social media	36 17%	- -%	14 21%	13 19%	9 11%	13 18%	10 16%	8 20%	4 11%	7 14%	7 13%	9 32%	12 14%	21 20%	6 13%
Complained to friends or family	60 28%	- -%	19 29%	20 29%	22 27%	17 24%	23 35%	10 25%	10 29%	13 27%	15 29%	8 29%	24 29%	29 28%	12 25%
Complained to someone else (please specify)	3 1%	- -%	1 1%	- -%	2 2%	- -%	- -%	1 2%	2 6%	- -%	- -%	- -%	3 3%	2 2%	1 1%
I didn't complain to anyone	12 5%	- -%	5 8%	3 4%	4 4%	3 5%	2 4%	2 6%	3 10%	* 1%	5 10%	- -%	6 7%	5 5%	4 8%
I can't remember	8 4%	- -%	4 6%	2 3%	2 3%	1 1%	1 2%	3 8%	2 7%	- -%	1 3%	1 3%	5 6%	4 4%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 17

A3_r8. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Netflix?

by

Base: All that had reason to complain about Netflix

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	154	146	8	92	61	116	31	7	35	53	31	35	124	7	10	13	139	15
Effective sample size	120	116	5	75	45	90	26	5	28	41	25	27	103	5	8	11	108	12
Weighted Total	130	124	6	85	44	94	31	5	29	46	28	28	116	5	5	4	117	13
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	41 31%	39 31%	2 32%	30 35%	11 26%	28 30%	12 38%	1 16%	10 36%	14 30%	10 36%	7 24%	36 31%	3 66%	2 32%	* 6%	38 32%	3 24%
Complained to another organisation (e.g. a regulator or ombudsman)	16 13%	16 13%	* 1%	13 16%	3 6%	14 15%	2 6%	* 1%	6 21%	2- 4%	3 12%	5 19%	16 14%	* 1%	* 7%	- -	16 13%	1 6%
Complained about them to my friends/followers on social media	33 25%	33 27%	* 1%	19 22%	14 33%	23 24%	10 32%	1 13%	11 38%	10 23%	5 19%	6 22%	30 26%	1 26%	1 15%	1 22%	29 25%	4 28%
Complained to friends or family	50 39%	47 38%	3 54%	31 37%	19 43%	41 43%	7 23%	2 45%	12 40%	18 39%	8 30%	12 44%	44 37%	1 22%	3 64%	2 59%	48 41%	2 14%
Complained to someone else (please specify)	1 1%	1 1%	- -	- -	1 3%	- -	1 4%	- -	- -	1 3%	- -	- -	1 1%	- -	- -	- -	- -	1 9%
I didn't complain to anyone	15 12%	14 11%	1 22%	9 11%	5 11%	10 10%	4 13%	1 27%	3 10%	4 8%	4 14%	5 16%	13 11%	* 9%	1 11%	1 24%	12 11%	3 20%
I can't remember	7 5%	7 6%	- -	6 7%	1 3%	6 6%	1 4%	- -	- -	6++ 13%	- -	1 3%	7 6%	- -	- -	- -	7 6%	- -

95% lower case or +, 99% UPPER CASE or ++

Table 17 (continuation)

A3_r8. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Netflix?

by

Base: All that had reason to complain about Netflix

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	154	96	57	21	23	98	54	47	99	55	89	4	26	84	40
Effective sample size	120	78	45	19	20	80	44	37	76	43	69	3	19	65	33
Weighted Total	130	90	38	17	11	96	33	41	81	46	77	4	18	72	36
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	41 31%	28 31%	13 35%	4 26%	5 44%	32 34%	9 26%	11 27%	27 33%	15 32%	23 30%	1 23%	4 22%	20 28%	16+ 45%
Complained to another organisation (e.g. a regulator or ombudsman)	16 13%	11 13%	5 13%	2 9%	2 16%	14 14%	2 7%	8 20%	7 9%	8 17%	7 9%	- -%	2 11%	6 9%	8 22%
Complained about them to my friends/followers on social media	33 25%	20 23%	13 33%	4 23%	3 31%	26 27%	7 20%	11 27%	21 26%	16b 36%	15 19%	* 10%	4 22%	19 27%	9 26%
Complained to friends or family	50 39%	28- 31%	22++A 58%	9 52%	7 62%	34 35%	16 49%	14 35%	33 41%	16 35%	32 42%	2 39%	7 39%	28 39%	13 38%
Complained to someone else (please specify)	1 1%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 2%	- -%	- -%	1 2%	- -%
I didn't complain to anyone	15 12%	13 15%	2 4%	1 5%	* 4%	10 11%	5 14%	5 13%	9 11%	6 13%	9 12%	2 37%	4 23%	5 6%	5 13%
I can't remember	7 5%	2- 3%	2 6%	2 13%	- -%	6 6%	1 3%	3 7%	4 5%	- -%	7+a 9%	- -%	1 5%	6 8%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 17 (continuation)

A3_r8. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Netflix?

by

Base: All that had reason to complain about Netflix

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	154	74	52	52	42	66	63	154	154	141	154
Effective sample size	120	61	43	43	35	53	52	120	120	111	120
Weighted Total	130	67	48	45	42	58	56	130	130	119	130
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	41 31%	22 32%	16 33%	17 39%	14 34%	20 35%	17 29%	41 31%	41 31%	40 33%	41 31%
Complained to another organisation (e.g. a regulator or ombudsman)	16 13%	12 18%	9 18%	7 16%	8 18%	11 19%	12+ 21%	16 13%	16 13%	16 14%	16 13%
Complained about them to my friends/followers on social media	33 25%	19 29%	15 32%	16 34%	18++ 42%	22++ 37%	20+ 36%	33 25%	33 25%	31 26%	33 25%
Complained to friends or family	50 39%	28 43%	19 39%	16 34%	12 27%	19 33%	23 41%	50 39%	50 39%	46 39%	50 39%
Complained to someone else (please specify)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	1 1%	- -%	1 1%
I didn't complain to anyone	15 12%	7 11%	8 16%	6 14%	6 15%	5 8%	5 9%	15 12%	15 12%	13 11%	15 12%
I can't remember	7 5%	2 3%	3 6%	2 4%	4 9%	6 10%	5 8%	7 5%	7 5%	7 6%	7 5%

95% lower case or +, 99% UPPER CASE or ++

Table 17 (continuation)

A3_r8. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Netflix?

by

Base: All that had reason to complain about Netflix

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	154	19	13	14	14	25	23	48	75	95	110	7	3	9	12	5	52	102
Effective sample size	120	17	11	12	12	19	20	39	59	74	86	6	3	8	11	5	44	77
Weighted Total	130	18	12	12	15	22	21	41	66	79	94	7	3	9	10	7	46	84
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	41 31%	9 47%	9 71%	7 58%	8 58%	10 48%	11 55%	41+++HIJ 100%	41+++ij 62%	33++ 41%	41++ 44%	3 42%	- -%	6 68%	5 53%	2 34%	17 37%	24 28%
Complained to another organisation (e.g. a regulator or ombudsman)	16 13%	6 31%	5 41%	4 32%	5 33%	5 23%	6 29%	7 16%	8 13%	11 14%	12 13%	1 11%	- -%	5 57%	5 49%	1 10%	11++B 24%	5-- 6%
Complained about them to my friends/followers on social media	33 25%	11 59%	6 51%	9 78%	7 48%	10 47%	9 45%	7 17%	18 27%	23 29%	27 29%	2 34%	1 31%	8 88%	6 55%	4 54%	17+b 37%	16-- 19%
Complained to friends or family	50 39%	9 46%	4 36%	6 54%	6 40%	10 47%	10 50%	10-- 25%	22 33%	36g 45%	38 41%	1 14%	2 69%	5 62%	5 47%	4 55%	15 33%	35 42%
Complained to someone else (please specify)	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%
I didn't complain to anyone	15 12%	- -%	2 14%	- -%	2 11%	- -%	- -%	--- -%	2-- 3%	2-- 3%	4-- 4%	- -%	- -%	- -%	- -%	- -%	3 8%	12 14%
I can't remember	7 5%	1 5%	- -%	- -%	- -%	3 15%	- -%	- -%	3 5%	3 4%	3 4%	1 13%	- -%	- -%	1 8%	- -%	1 3%	6 7%

95% lower case or +, 99% UPPER CASE or ++

Table 17 (continuation)

A3_r8. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Netflix?

by

Base: All that had reason to complain about Netflix

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	154	-	53	47	51	42	45	36	28	26	37	25	57	76	30
Effective sample size	120	-	43	38	38	36	34	30	20	22	29	20	41	62	22
Weighted Total	130	-	48	37	43	38	35	30	26	24	34	21	46	67	23
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	41 31%	- -%	15 31%	13 36%	13 29%	18+ 46%	14 39%	6 21%	3 12%	15 62%	12 34%	8 38%	6-- 14%	21 32%	8 37%
Complained to another organisation (e.g. a regulator or ombudsman)	16 13%	- -%	6 13%	5 14%	5 11%	8 21%	4 13%	3 10%	* *%	5 20%	6 17%	5 26%	*-- 1%	11 16%	1 6%
Complained about them to my friends/followers on social media	33 25%	- -%	15 32%	8 21%	10 22%	10 25%	8 24%	6 19%	9 36%	7 28%	11 33%	3 15%	10 21%	20 29%	2 11%
Complained to friends or family	50 39%	- -%	13 28%	15 40%	22+b 51%	10 27%	13 36%	16 54%	11 42%	8 31%	8 24%	8 39%	24+ 53%	31 46%	8 34%
Complained to someone else (please specify)	1 1%	- -%	- -%	1 3%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%
I didn't complain to anyone	15 12%	- -%	5 11%	4 12%	4 10%	7 18%	4 11%	2 8%	2 7%	1 6%	3 9%	2 8%	8 18%	6 9%	5 22%
I can't remember	7 5%	- -%	5 10%	- -%	2 5%	- -%	- -%	2 7%	5 19%	- -%	2 7%	- -%	3 6%	3 5%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 18

A3_r9. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your main bank account provider?

by

Base: All that had reason to complain about main bank account provider

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	226	205	21	130	96	114	69	43	73	76	39	38	179	14	16	17	195	31
Effective sample size	181	170	12	106	75	91	58	34	60	61	33	29	153	11	12	15	157	25
Weighted Total	223	203	20	136	87	100	75	48	80	75	37	30	198	11	9	5	188	35
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	165 74%	146 72%	18 91%	95 70%	70 80%	63-- 63%	58 77%	43++A 91%	70++BC 87%	50 67%	23 62%	21 69%	149 75%	6 55%	6 72%	3 63%	136 72%	29 82%
Complained to another organisation (e.g. a regulator or ombudsman)	27 12%	25 12%	2 10%	19 14%	7 9%	11 11%	13 17%	3 7%	11 13%	10 14%	3 8%	3 9%	25 13%	1 12%	- -	1 11%	21 11%	6 16%
Complained about them to my friends/followers on social media	36 16%	36 18%	- -	25 19%	11 13%	21 21%	12 16%	4 8%	13 16%	12 16%	4 12%	7 24%	33 17%	1 11%	2 20%	1 12%	32 17%	5 13%
Complained to friends or family	59 26%	55 27%	4 20%	32 23%	27 31%	31 31%	13 17%	15 31%	23 29%	20 27%	8 21%	7 23%	52 26%	3 27%	2 21%	2 30%	49 26%	10 28%
Complained to someone else (please specify)	6 2%	6 3%	- -	1 1%	4 5%	2 2%	1 2%	2 5%	* %	4 6%	- -	1 3%	5 3%	- -	- -	* 6%	6 3%	- -
I didn't complain to anyone	12 5%	10 5%	2 9%	9 7%	3 3%	7 7%	2 3%	2 4%	2 3%	5 7%	3 7%	1 5%	10 5%	1 6%	1 7%	* 5%	11 6%	1 2%
I can't remember	7 3%	7 4%	- -	5 3%	3 3%	3 3%	4 5%	* 1%	- -	4 6%	1 4%	2 6%	7 4%	- -	* 6%	- -	7 4%	- -

95% lower case or +, 99% UPPER CASE or ++

Table 18 (continuation)

A3_r9. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your main bank account provider?

by

Base: All that had reason to complain about main bank account provider

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	226	163	59	30	22	139	78	71	143	65	157	5	46	124	51
Effective sample size	181	135	46	23	21	118	60	57	113	54	124	4	33	102	42
Weighted Total	223	172	44	23	14	156	57	70	139	65	155	6	42	125	50
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	165 74%	131 76%	28 64%	13 56%	10 71%	118 76%	40 70%	45- 64%	111+a 80%	46 70%	118 76%	3 50%	31 74%	91 73%	39 79%
Complained to another organisation (e.g. a regulator or ombudsman)	27 12%	21 12%	6 14%	3 14%	1 9%	23+b 15%	1- 2%	9 14%	14 10%	14++B 22%	12-- 8%	- -	4 8%	15 12%	8 16%
Complained about them to my friends/followers on social media	36 16%	23 14%	12+a 27%	7 31%	3 18%	25 16%	9 16%	13 19%	19 14%	17+b 26%	19- 12%	* 7%	3 7%	19 15%	14+b 28%
Complained to friends or family	59 26%	37-- 22%	19++A 42%	6 27%	9 61%	37 24%	20 35%	17 24%	40 29%	18 28%	40 26%	2 33%	12 29%	26 21%	18c 37%
Complained to someone else (please specify)	6 2%	2 1%	1 3%	1 6%	- -	3 2%	1 2%	6++B 8%	--- -	* 1%	5 3%	- -	- -	5 4%	* 1%
I didn't complain to anyone	12 5%	11 6%	1 2%	* 2%	- -	7 5%	4 6%	1 1%	11 8%	4 7%	7 5%	3 43%	1 1%	6 5%	2 5%
I can't remember	7 3%	5 3%	2 5%	2 10%	- -	6 4%	1 2%	5 7%	2 2%	2 4%	5 3%	- -	2 6%	5 4%	- -

95% lower case or +, 99% UPPER CASE or ++

Table 18 (continuation)

A3_r9. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your main bank account provider?

by

Base: All that had reason to complain about main bank account provider

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	226	81	51	47	41	67	66	59	115	226	226
Effective sample size	181	67	44	39	36	58	54	50	96	181	181
Weighted Total	223	88	52	45	43	67	65	58	115	223	223
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	165 74%	58bDg 66%	24-- 45%	26-- 57%	16-- 39%	37-- 56%	38-- 57%	27-- 47%	72--d 62%	165 BcDefGh 74%	165BcDefGh 74%
Complained to another organisation (e.g. a regulator or ombudsman)	27 12%	14 16%	15++IJ 29%	11+ 24%	8 18%	15++ 22%	10 16%	11 18%	20+ 18%	27 12%	27 12%
Complained about them to my friends/followers on social media	36 16%	25+++ij 28%	20+++IJ 38%	16+++IJ 35%	14+++ij 33%	17+ 26%	19+++ij 29%	19+++ij 33%	27++ 24%	36 16%	36 16%
Complained to friends or family	59 26%	25 28%	14 26%	13 30%	9 21%	16 25%	16 24%	16 27%	27 23%	59 26%	59 26%
Complained to someone else (please specify)	6 2%	4 5%	1 3%	1 2%	3+ 8%	3 5%	4 6%	1 2%	5 4%	6 2%	6 2%
I didn't complain to anyone	12 5%	6 7%	5 10%	2 5%	4 9%	4 6%	4 6%	6 10%	9 8%	12 5%	12 5%
I can't remember	7 3%	2 3%	6+++ij 11%	3 7%	4++ 11%	5+ 8%	6++ 9%	5+ 8%	7+ 6%	7 3%	7 3%

95% lower case or +, 99% UPPER CASE or ++

Table 18 (continuation)

A3_r9. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your main bank account provider?

by

Base: All that had reason to complain about main bank account provider

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	226	38	16	23	16	30	34	21	74	193	201	16	7	15	12	18	80	146
Effective sample size	181	32	13	19	14	26	28	19	61	155	161	13	6	13	10	16	65	116
Weighted Total	223	46	17	20	17	29	33	21	70	194	201	21	8	16	10	24	84	140
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	165 74%	40+ 88%	12 71%	17 84%	11 62%	26 87%	27 81%	15 71%	54 78%	165 85%	165 82%	20 94%	6 72%	14 89%	7 67%	22 94%	62 74%	103 74%
Complained to another organisation (e.g. a regulator or ombudsman)	27 12%	12++ 26%	9 53%	8 42%	4 22%	11 38%	6 18%	6 28%	15++ 21%	25 13%	26 13%	2 11%	2 28%	7 44%	6 60%	6 23%	13 16%	14 10%
Complained about them to my friends/followers on social media	36 16%	15+++ij 32%	11 65%	9 43%	7 39%	9 29%	12 35%	8 40%	18+ 26%	30 15%	32 16%	4 21%	- -%	10 63%	8 74%	4 17%	20+b 24%	16- 12%
Complained to friends or family	59 26%	14 30%	7 41%	7 33%	6 36%	7 22%	11 34%	9 43%	18 26%	52 27%	52 26%	7 34%	- -%	6 39%	5 46%	5 20%	25 30%	34 24%
Complained to someone else (please specify)	6 2%	- -%	- -%	1 5%	- -%	- -%	* 1%	- -%	1 2%	4 2%	4 2%	- -%	- -%	- -%	- -%	- -%	1 2%	4 3%
I didn't complain to anyone	12 5%	- -%	2 10%	- -%	2 10%	* 1%	- -%	- -%	2 3%	4 2%	6 3%	- -%	- -%	- -%	- -%	- -%	3 4%	9 6%
I can't remember	7 3%	- -%	- -%	- -%	1 5%	- -%	1 4%	1 7%	2 3%	1 1%	3 1%	- -%	- -%	- -%	- -%	- -%	2 2%	6 4%

95% lower case or +, 99% UPPER CASE or ++

Table 18 (continuation)

A3_r9. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your main bank account provider?

by

Base: All that had reason to complain about main bank account provider

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	226	1	70	68	87	72	65	33	51	39	64	21	95	109	47
Effective sample size	181	1	57	55	70	60	51	27	39	33	54	17	71	89	37
Weighted Total	223	*	68	62	93	74	68	31	45	39	70	20	87	113	44
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	165 74%	* 100%	39-- 58%	51B 82%	74B 80%	60 82%	56 81%	14 45%	31 71%	33 85%	53 75%	11 57%	66 75%	87 76%	33 75%
Complained to another organisation (e.g. a regulator or ombudsman)	27 12%	- -%	5 8%	10 16%	12 12%	11 15%	8 12%	3 11%	4 8%	5 13%	12 17%	3 13%	7 8%	15 13%	6 14%
Complained about them to my friends/followers on social media	36 16%	- -%	12 18%	13 21%	11 12%	13 18%	11 17%	6 21%	3 7%	8 21%	9 13%	7 36%	10 11%	24 21%	5 11%
Complained to friends or family	59 26%	- -%	15 23%	17 28%	26 28%	22 30%	17 24%	7 22%	13 29%	14 36%	14 20%	4 22%	24 28%	31 27%	15 34%
Complained to someone else (please specify)	6 2%	- -%	1 2%	2 4%	2 2%	* *%	- -%	1 4%	3 6%	1 3%	- -%	- -%	4 5%	5 4%	- -%
I didn't complain to anyone	12 5%	- -%	5 8%	2 4%	4 5%	2 3%	4 6%	3 9%	3 6%	1 2%	5 7%	- -%	6 7%	3 3%	4 9%
I can't remember	7 3%	- -%	6++c 9%	- -%	1 2%	1 1%	1 2%	3 9%	2 5%	- -%	1 2%	1 7%	3 3%	4 3%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 19

A3_r10. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your local council?

by

Base: All that had reason to complain about local council

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	352	291	61	189	160	147	117	87	88	104	78	82	255	29	38	30	313	39
Effective sample size	282	243	40	156	124	117	96	70	70	88	62	64	224	24	30	27	254	28
Weighted Total	349	291	57	203	143	128	127	93	98	104	73	73	296	24	19	10	313	36
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	214 61%	175 60%	39 68%	129 63%	84 59%	52-- 41%	88+A 70%	74++A 80%	68b 69%	55 53%	40 54%	52b 71%	178 60%	17 69%	13 68%	6 66%	194 62%	20 57%
Complained to another organisation (e.g. a regulator or ombudsman)	33 9%	31 11%	2 3%	28++B 14%	5-- 3%	21++bC 17%	8 6%	3 4%	8 9%	8 7%	8 10%	9 12%	28 9%	4 16%	1 4%	* 1%	31 10%	1 4%
Complained about them to my friends/followers on social media	44 13%	41 14%	3 5%	30 15%	14 10%	23+c 18%	15 12%	7 7%	16 16%	11 11%	12 17%	5 7%	37 12%	4 15%	1 8%	2 23%	40 13%	4 12%
Complained to friends or family	100 29%	89 31%	11 19%	47- 23%	53+a 37%	46+ 36%	34 26%	21 22%	27 27%	37 36%	21 29%	15 21%	89 30%	3 12%	5 28%	3 29%	92 29%	8 23%
Complained to someone else (please specify)	11 3%	7 2%	4 6%	4 2%	7 5%	1 1%	4 3%	6 6%	4 4%	2 1%	2 2%	4 6%	9 3%	1 5%	* *%	* 3%	11 3%	- -%
I didn't complain to anyone	36 10%	25- 9%	11+a 19%	20 10%	17 12%	13 10%	18 14%	5 5%	8 8%	12 11%	8 10%	9 12%	33 11%	2 7%	1 6%	* 3%	31 10%	6 16%
I can't remember	7 2%	7 2%	- -%	3 2%	4 3%	5 4%	3 2%	- -%	2 2%	5 5%	1 1%	- -%	7 2%	1 3%	- -%	- -%	7 2%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 19 (continuation)

A3_r10. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your local council?

by

Base: All that had reason to complain about local council

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	352	282	66	29	24	215	126	128	204	101	241	15	77	191	69
Effective sample size	282	231	51	23	21	178	102	104	163	77	198	12	60	154	56
Weighted Total	349	289	52	26	14	239	102	120	206	92	248	16	77	189	66
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	214 61%	181 63%	26 49%	12 44%	9 61%	141 59%	68 67%	80 66%	125 61%	54 59%	157 63%	5 30%	40 52%	133++b 70%	37 56%
Complained to another organisation (e.g. a regulator or ombudsman)	33 9%	24 8%	8 16%	1 5%	3 18%	31++B 13%	2-- 2%	15 12%	13-- 7%	9 10%	21 8%	1 9%	4 5%	13 7%	14++BC 21%
Complained about them to my friends/followers on social media	44 13%	38 13%	6 11%	1 5%	1 11%	31 13%	12 12%	14 12%	26 13%	13 14%	30 12%	* 3%	10 13%	23 12%	11 17%
Complained to friends or family	100 29%	75-- 26%	25++A 48%	13 48%	8 55%	66 28%	34 34%	33 27%	63 31%	26 28%	75 30%	6 35%	22 29%	54 28%	19 28%
Complained to someone else (please specify)	11 3%	7 3%	1 2%	* 2%	1 6%	5 2%	6 6%	4 3%	7 4%	2 2%	9 4%	1 5%	1 1%	5 3%	4 6%
I didn't complain to anyone	36 10%	31 11%	6 11%	2 8%	2 14%	26 11%	8 8%	7 6%	28+ 13%	12 13%	23 9%	5 30%	12c 15%	10-- 6%	9c 14%
I can't remember	7 2%	5 2%	3 5%	3 10%	-- --%	7 3%	1 1%	4 3%	1 1%	4 4%	3 1%	2 10%	1 1%	5 2%	-- --%

95% lower case or +, 99% UPPER CASE or ++

Table 19 (continuation)

A3_r10. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your local council?

by

Base: All that had reason to complain about local council

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	352	114	50	42	35	75	77	63	152	352	352
Effective sample size	282	95	44	35	31	62	62	51	122	282	282
Weighted Total	349	117	50	43	38	77	75	57	148	349	349
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	214 61%	63BCG 54%	14-- 28%	12-- 27%	13-- 34%	36--bcg 47%	33--g 45%	14-- 25%	72--bcG 49%	214 BCDefGh 61%	214BCDefGh 61%
Complained to another organisation (e.g. a regulator or ombudsman)	33 9%	21++ij 18%	13++IJ 27%	12++IJ 28%	11++IJ 30%	16++IJ 21%	20++IJ 26%	18++IJ 31%	27++ij 18%	33 9%	33 9%
Complained about them to my friends/followers on social media	44 13%	25++ij 21%	12++ij 25%	15+++fhIJ 35%	12++IJ 31%	18++ij 23%	13 17%	15++ij 26%	27+ 18%	44 13%	44 13%
Complained to friends or family	100 29%	33 28%	12 23%	12 28%	8 20%	19 25%	19 25%	16 28%	38 26%	100 29%	100 29%
Complained to someone else (please specify)	11 3%	3 2%	- -%	1 2%	- -%	* 1%	2 3%	- -%	3 2%	11 3%	11 3%
I didn't complain to anyone	36 10%	11 10%	13++aiJ 25%	6 13%	6 16%	9 12%	12 16%	10 18%	21 14%	36 10%	36 10%
I can't remember	7 2%	4 3%	4++ij 8%	2 5%	1 4%	2 3%	3 4%	4+ 7%	6 4%	7 2%	7 2%

95% lower case or +, 99% UPPER CASE or ++

Table 19 (continuation)

A3_r10. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your local council?

by

Base: All that had reason to complain about local council

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	352	48	14	15	13	43	41	20	92	295	304	20	14	14	10	24	109	243
Effective sample size	282	42	13	13	12	35	33	17	74	237	244	17	12	13	9	22	89	193
Weighted Total	349	56	14	14	15	46	41	20	93	290	301	25	16	16	10	28	118	231
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	214 61%	44+ 78%	6 45%	7 50%	8 56%	32 70%	29 71%	10 49%	60 65%	214++ 74%	214++ 71%	22 90%	13 83%	8 54%	5 46%	24 84%	80 68%	135 58%
Complained to another organisation (e.g. a regulator or ombudsman)	33 9%	13++Ij 23%	9 60%	5 33%	6 39%	11++ij 23%	9++ij 23%	11 54%	19++IJ 20%	25 9%	28 9%	4 14%	2 13%	7 46%	6 64%	6 22%	17+b 14%	16- 7%
Complained about them to my friends/followers on social media	44 13%	10 17%	5 34%	6 41%	8 53%	11+ij 24%	7 16%	5 24%	18 19%	33 11%	34- 11%	2 6%	2 11%	6 40%	4 39%	2 8%	21 18%	23 10%
Complained to friends or family	100 29%	17 30%	5 33%	5 34%	4 26%	11 24%	11 26%	5 23%	21 22%	81 28%	83 28%	6 23%	7 46%	4 24%	4 40%	7 25%	25 22%	75 32%
Complained to someone else (please specify)	11 3%	3 5%	- -%	1 6%	- -%	* 1%	2 5%	- -%	3 3%	10 3%	10 3%	1 5%	1 9%	- -%	- -%	- -%	1 1%	10 4%
I didn't complain to anyone	36 10%	-- -%	1 10%	- -%	- -%	-- -%	6ae 14%	3 14%	7 8%	16-- 6%	21-- 7%	- -%	- -%	- -%	- -%	- -%	9 8%	27 12%
I can't remember	7 2%	2 4%	- -%	1 11%	- -%	1 3%	- -%	- -%	1 2%	4 1%	5 2%	- -%	- -%	2 14%	1 6%	1 5%	2 1%	6 2%

95% lower case or +, 99% UPPER CASE or ++

Table 19 (continuation)

A3_r10. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your local council?

by

Base: All that had reason to complain about local council

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	352	5	111	102	131	126	108	43	69	68	87	49	141	167	72
Effective sample size	282	3	92	83	101	104	83	35	55	54	73	39	111	135	57
Weighted Total	349	4	113	100	130	125	105	41	72	71	91	45	136	175	63
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	214 61%	* 7%	69 61%	57 58%	87 67%	85C 68%	71C 68%	15-- 38%	39 54%	48c 68%	53 59%	21- 46%	89c 65%	114 65%	39 63%
Complained to another organisation (e.g. a regulator or ombudsman)	33 9%	- -%	9 8%	9 9%	15 12%	15 12%	7 7%	2 6%	7 10%	6 9%	11 12%	6 13%	9 7%	18 10%	4 6%
Complained about them to my friends/followers on social media	44 13%	- -%	16 14%	16 16%	12 10%	18 14%	9 8%	11+bd 26%	6 9%	12d 17%	13 14%	9d 20%	9- 6%	26 15%	6 9%
Complained to friends or family	100 29%	2 48%	27 24%	35 35%	37 28%	36 29%	32 31%	10 25%	20 27%	22 31%	30 33%	9 19%	39 29%	51 29%	20 32%
Complained to someone else (please specify)	11 3%	- -%	4 4%	6 6%	1 1%	6 5%	3 3%	* 1%	1 1%	4 5%	- -%	- -%	7b 5%	7 4%	2 4%
I didn't complain to anyone	36 10%	2 52%	15 13%	8 8%	11 8%	8 7%	12 11%	8a 19%	9 12%	5 7%	12 13%	7 15%	11 8%	18 10%	5 8%
I can't remember	7 2%	- -%	2 2%	1 1%	5 4%	- -%	- -%	2ab 6%	4+ab 6%	- -%	1 1%	2 5%	5 3%	1- *%	1 1%

95% lower case or +, 99% UPPER CASE or ++

Table 20

A3_r11. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your phone or broadband provider?

by

Base: All that had reason to complain about phone or broadband provider

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	493	420	73	258	233	251	135	107	133	158	92	110	387	36	34	35	426	67
Effective sample size	387	348	48	209	176	193	113	84	106	119	74	89	322	29	29	25	343	44
Weighted Total	489	406	83	271	216	218	153	118	143	159	87	101	427	32	19	10	427	62
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	366 75%	296 73%	70 84%	208 77%	156 72%	140-- 64%	126+A 82%	100+A 85%	118+cd 83%	119 75%	58 67%	71 70%	321 75%	23 70%	14 72%	8 82%	320 75%	46 74%
Complained to another organisation (e.g. a regulator or ombudsman)	34 7%	33 8%	1 2%	22 8%	12 5%	20 9%	9 6%	4 4%	7 5%	12 8%	5 6%	10 10%	29 7%	2 6%	3 16%	- -%	31 7%	3 6%
Complained about them to my friends/followers on social media	41 8%	39 10%	2 3%	28 10%	13 6%	29++C 13%	11 7%	2-- 2%	15 10%	11 7%	7 8%	9 9%	38 9%	1 4%	1 4%	1 13%	40 9%	1 2%
Complained to friends or family	128 26%	121++B 30%	7-- 9%	56-- 21%	71++A 33%	69+c 32%	36 23%	23 19%	41 29%	41 26%	25 29%	21 20%	112 26%	6 19%	5 28%	3 33%	113 26%	15 24%
Complained to someone else (please specify)	4 1%	2 1%	1 2%	- -%	4+ 2%	1 1%	- -%	2 2%	1 1%	- -%	1 2%	1 1%	4 1%	- -%	- -%	- -%	2 1%	1 2%
I didn't complain to anyone	26 5%	17 4%	8 10%	13 5%	13 6%	13 6%	10 7%	3 3%	4 3%	12 7%	4 4%	7 7%	22 5%	4 11%	- -%	* 5%	21 5%	4 7%
I can't remember	3 1%	3 1%	- -%	2 1%	1 *%	2 1%	- -%	1 1%	1 1%	1 1%	1 1%	- -%	3 1%	- -%	- -%	- -%	3 1%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 20 (continuation)

A3_r11. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your phone or broadband provider?

by

Base: All that had reason to complain about phone or broadband provider

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	493	367	124	62	46	298	181	142	335	159	328	22	117	258	96
Effective sample size	387	300	92	47	34	253	127	116	266	128	254	15	87	208	77
Weighted Total	489	394	90	49	27	339	137	135	335	165	319	20	115	260	94
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	366 75%	302b 77%	59- 66%	33 67%	18 68%	257 76%	102 74%	95 70%	257 77%	124 75%	241 75%	13 64%	86 75%	199 77%	67 71%
Complained to another organisation (e.g. a regulator or ombudsman)	34 7%	22- 6%	12++A 14%	5 11%	2 9%	27 8%	6 4%	16+B 12%	15-- 4%	12 7%	20 6%	1 7%	1- 1%	20b 8%	11B 12%
Complained about them to my friends/followers on social media	41 8%	22-- 6%	17++A 19%	8+A 17%	3 12%	27 8%	14 10%	12 9%	26 8%	20 12%	21 7%	2 12%	6 5%	23 9%	11 11%
Complained to friends or family	128 26%	91-- 23%	37++A 41%	19+a 39%	12++A 47%	85 25%	38 28%	36 27%	91 27%	46 28%	80 25%	4 22%	30 26%	68 26%	26 27%
Complained to someone else (please specify)	4 1%	4 1%	- -%	- -%	- -%	1 *%	- -%	- -%	4 1%	1 1%	2 1%	1 7%	- -%	1 1%	1 1%
I didn't complain to anyone	26 5%	20 5%	6 7%	4 9%	2 7%	17 5%	8 6%	8 6%	16 5%	8 5%	18 6%	2 9%	9 8%	11 4%	3 4%
I can't remember	3 1%	3 1%	1 1%	1 2%	- -%	1 *%	2 2%	2 1%	1 *%	1 1%	2 1%	- -%	- -%	3 1%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 20 (continuation)

A3_r11. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your phone or broadband provider?

by

Base: All that had reason to complain about phone or broadband provider

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	493	128	62	55	44	118	115	84	235	493	493
Effective sample size	387	106	51	46	37	97	97	66	190	387	387
Weighted Total	489	132	62	56	46	118	116	73	231	489	489
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	366 75%	83--BCDG 63%	23-- 38%	22-- 40%	17-- 37%	72--BcdG 61%	70--BcdG 61%	29-- 40%	151--BCDG 66%	366 aBCDEFGH 75%	366aBCDEFGH 75%
Complained to another organisation (e.g. a regulator or ombudsman)	34 7%	16+ 12%	12++IJ 19%	13+++hIJ 23%	11+++hIJ 24%	14+ 12%	21++IJ 18%	14++IJ 20%	25++ 11%	34 7%	34 7%
Complained about them to my friends/followers on social media	41 8%	17 13%	10+ 17%	14+++hIJ 26%	8+ 17%	16+ 14%	19+++ij 16%	17+++hIJ 23%	27+ 12%	41 8%	41 8%
Complained to friends or family	128 26%	33 25%	22 36%	16 28%	10 21%	29 25%	33 28%	23 31%	60 26%	128 26%	128 26%
Complained to someone else (please specify)	4 1%	1 1%	- -%	- -%	- -%	1 1%	1 1%	- -%	2 1%	4 1%	4 1%
I didn't complain to anyone	26 5%	8 6%	10+++afhIJ 17%	5 9%	8+++afhIJ 17%	8 7%	6 5%	6 8%	13 6%	26 5%	26 5%
I can't remember	3 1%	1 1%	2 3%	1 1%	2+ 3%	2 2%	1 1%	1 2%	2 1%	3 1%	3 1%

95% lower case or +, 99% UPPER CASE or ++

Table 20 (continuation)

A3_r11. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your phone or broadband provider?

by

Base: All that had reason to complain about phone or broadband provider

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	493	52	16	17	16	74	68	30	152	422	436	28	10	14	16	20	139	354
Effective sample size	387	45	13	14	14	59	57	25	122	330	343	23	9	13	14	18	112	275
Weighted Total	489	61	15	17	17	72	70	27	147	425	440	32	13	16	16	27	140	349
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	366 75%	43 70%	7 48%	9 54%	8 47%	57 78%	57 81%	12 45%	113 77%	366++Ah 86%	366++a 83%	28 87%	8 66%	7 41%	10 60%	17 65%	102 72%	264 76%
Complained to another organisation (e.g. a regulator or ombudsman)	34 7%	10+ij 16%	8 56%	8 50%	6 34%	10+i 14%	9 13%	7 24%	17+ 12%	27 6%	30 7%	2 6%	- -%	8 47%	5 34%	4 16%	14 10%	20 6%
Complained about them to my friends/followers on social media	41 8%	9 15%	4 30%	5 29%	4 22%	9 12%	10 14%	6 21%	17 11%	30- 7%	33- 8%	4 12%	3 23%	2 15%	2 15%	7 25%	20++B 14%	21-- 6%
Complained to friends or family	128 26%	15 24%	6 40%	6 33%	4 26%	15 21%	17 25%	8 30%	31 21%	97-- 23%	100-- 23%	8 26%	3 23%	3 20%	2 11%	8 29%	32 23%	96 27%
Complained to someone else (please specify)	4 1%	1 2%	- -%	- -%	- -%	- -%	1 2%	- -%	1 1%	1-- *%	2 1%	- -%	1 10%	- -%	- -%	1 5%	1 1%	2 1%
I didn't complain to anyone	26 5%	4 7%	2 14%	- -%	1 6%	1 1%	3 4%	3 9%	3 2%	12-- 3%	16-- 4%	2 5%	- -%	3 15%	1 7%	3 12%	5 3%	21 6%
I can't remember	3 1%	- -%	- -%	- -%	2 9%	1 1%	- -%	1 3%	2 2%	2 *%	2 1%	- -%	- -%	- -%	- -%	- -%	2 1%	2 *%

95% lower case or +, 99% UPPER CASE or ++

Table 20 (continuation)

A3_r11. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Your phone or broadband provider?

by

Base: All that had reason to complain about phone or broadband provider

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	493	5	142	149	195	182	151	60	98	109	110	50	213	220	121
Effective sample size	387	3	112	123	154	150	113	48	75	85	90	41	166	171	94
Weighted Total	489	9	134	153	192	193	152	53	90	125	114	45	197	233	113
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	366 75%	9 100%	92 69%	116 76%	147 77%	158++CD 82%	118cd 77%	33- 62%	57- 64%	106+Cd 85%	89 78%	28 63%	139 70%	179 77%	87 77%
Complained to another organisation (e.g. a regulator or ombudsman)	34 7%	- -%	13 10%	8 5%	14 7%	15 8%	8 5%	3 6%	7 7%	7 6%	11 10%	4 9%	11 6%	17b 7%	1-- 1%
Complained about them to my friends/followers on social media	41 8%	- -%	11 8%	14 9%	16 9%	15 8%	15 10%	5 10%	7 8%	9 7%	8 7%	3 7%	20 10%	17 7%	10 9%
Complained to friends or family	128 26%	* 3%	33 25%	41 26%	53 27%	52 27%	34 22%	14 26%	27 30%	30 24%	25 22%	11 25%	59 30%	57 25%	31 28%
Complained to someone else (please specify)	4 1%	- -%	1 1%	1 1%	1 1%	2 1%	- -%	- -%	1 2%	1 1%	- -%	- -%	3 1%	- -%	3+a 2%
I didn't complain to anyone	26 5%	- -%	13+c 10%	5 3%	8 4%	5- 2%	6 4%	7++Ab 14%	7a 8%	5 4%	6 5%	2 5%	11 6%	13 6%	8 7%
I can't remember	3 1%	- -%	2 1%	1 1%	1 *%	- -%	2 1%	1 1%	1 1%	1 1%	- -%	1 2%	1 *%	- -%	1 1%

95% lower case or +, 99% UPPER CASE or ++

Table 21

A3_r12. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Airlines?

by

Base: All that had reason to complain about Airlines

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	180	166	14	102	77	110	42	28	61	64	31	24	145	15	7	12	164	16
Effective sample size	146	138	8	86	59	88	36	23	50	53	24	19	124	12	6	9	134	13
Weighted Total	178	167	11	111	66	99	48	31	62	64	29	22	157	13	4	3	162	16
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	104 59%	96 58%	8 73%	61 55%	43 64%	48-- 49%	31 65%	25 81%	44+b 72%	33 52%	15 52%	11 51%	93 59%	7 55%	2 47%	2 57%	96 59%	8 53%
Complained to another organisation (e.g. a regulator or ombudsman)	27 15%	25 15%	2 19%	21 19%	6 8%	18 19%	5 12%	3 10%	8 12%	10 15%	5 16%	5 21%	24 15%	3 25%	- -%	- -%	26 16%	1 6%
Complained about them to my friends/followers on social media	36 20%	35 21%	* 4%	25 23%	10 16%	25 25%	10 21%	1 3%	15 24%	15 23%	2 8%	3 16%	33 21%	2 14%	- -%	1 41%	34 21%	1 7%
Complained to friends or family	63 35%	59 35%	4 34%	36 33%	25 38%	40 41%	14 29%	8 27%	20 33%	26 40%	11 39%	5 24%	54 34%	5 37%	3 66%	1 47%	58 36%	5 31%
Complained to someone else (please specify)	6 3%	6 4%	* *%	3 3%	3 4%	2 2%	3 6%	1 4%	2 3%	3 5%	1 3%	* *%	5 3%	- -%	1 14%	* *%	6 4%	* *%
I didn't complain to anyone	9 5%	9 5%	- -%	5 5%	4 6%	5 5%	3 6%	1 3%	3 4%	3 4%	* 1%	3 15%	8 5%	- -%	- -%	- -%	9 6%	- -%
I can't remember	5 3%	5 3%	- -%	2 2%	2 4%	3 3%	1 3%	- -%	2 4%	1 1%	1 4%	1 2%	4 3%	1 5%	- -%	- -%	4 2%	1 4%

95% lower case or +, 99% UPPER CASE or ++

Table 21 (continuation)

A3_r12. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Airlines?

by

Base: All that had reason to complain about Airlines

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	180	125	53	19	23	127	49	44	127	61	111	6	38	98	38
Effective sample size	146	106	41	15	20	106	40	36	103	51	88	5	30	81	31
Weighted Total	178	134	40	15	13	138	35	42	124	63	108	6	34	101	37
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	104 59%	77 58%	24 61%	8 51%	8 64%	86+b 63%	15- 42%	21 49%	78 63%	35 55%	69 64%	* 8%	13-- 37%	66B 65%	25b 69%
Complained to another organisation (e.g. a regulator or ombudsman)	27 15%	16- 12%	9 22%	3 18%	2 15%	25 18%	2 6%	5 11%	18 15%	8 12%	18 16%	1 26%	3 10%	13 13%	9 24%
Complained about them to my friends/followers on social media	36 20%	23 17%	11 27%	4 26%	3 19%	29 21%	7 19%	13 30%	20 16%	16 26%	15- 14%	* 8%	2- 7%	25b 25%	8 22%
Complained to friends or family	63 35%	46 34%	14 37%	5 33%	7 50%	43- 31%	17 47%	9 22%	47 38%	25 40%	37 34%	4 67%	14 39%	30 30%	15 41%
Complained to someone else (please specify)	6 3%	3 2%	1 3%	1 9%	- -%	5 3%	1 4%	4+b 9%	2 2%	- -%	6 6%	- -%	1 4%	4 4%	1 2%
I didn't complain to anyone	9 5%	5 4%	4 10%	2 16%	1 9%	5 4%	4 10%	2 4%	7 6%	3 5%	6 6%	- -%	6++C 17%	2- 2%	1 3%
I can't remember	5 3%	3 2%	2 4%	- -%	1 4%	3 2%	2 5%	2 5%	1- 1%	4+b 6%	-- -%	- -%	3+c 9%	1 1%	1 3%

95% lower case or +, 99% UPPER CASE or ++

Table 21 (continuation)

A3_r12. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Airlines?

by

Base: All that had reason to complain about Airlines

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	180	55	38	37	34	66	52	54	107	180	180
Effective sample size	146	46	33	31	30	57	43	45	88	146	146
Weighted Total	178	59	39	37	39	68	53	52	105	178	178
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	104 59%	28 48%	13-- 34%	13-- 36%	13 34%	29-- 43%	24-- 46%	18-- 34%	51-- 48%	104BceG 59%	104BceG 59%
Complained to another organisation (e.g. a regulator or ombudsman)	27 15%	11 19%	8 20%	11+ 28%	6 16%	14 20%	9 16%	10 19%	17 16%	27 15%	27 15%
Complained about them to my friends/followers on social media	36 20%	15 26%	15++ij 39%	16++IJ 44%	11 28%	17 24%	16+ 31%	17+ 33%	29++ 27%	36 20%	36 20%
Complained to friends or family	63 35%	16 27%	10 26%	11 29%	13 32%	25 36%	13 25%	16 31%	35 33%	63 35%	63 35%
Complained to someone else (please specify)	6 3%	5++ 9%	1 3%	- -%	3 8%	5+ 8%	3 6%	1 3%	5 5%	6 3%	6 3%
I didn't complain to anyone	9 5%	3 5%	4 9%	2 7%	3 7%	5 7%	4 8%	5 10%	7 7%	9 5%	9 5%
I can't remember	5 3%	2 4%	2 4%	1 2%	2 4%	1 2%	2 3%	1 2%	2 2%	5 3%	5 3%

95% lower case or +, 99% UPPER CASE or ++

Table 21 (continuation)

A3_r12. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Airlines?

by

Base: All that had reason to complain about Airlines

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	180	27	12	13	14	33	27	25	66	140	152	10	6	11	13	9	63	117
Effective sample size	146	23	11	11	13	29	22	21	55	114	125	8	5	10	11	8	54	92
Weighted Total	178	30	13	12	17	33	26	22	63	142	155	11	8	11	13	12	65	112
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	104 59%	21 70%	6 47%	7 59%	10 60%	24 72%	18 68%	7 32%	38 60%	104++ 73%	104 67%	8 80%	7 88%	6 50%	5 38%	12 100%	36 55%	68 61%
Complained to another organisation (e.g. a regulator or ombudsman)	27 15%	7 24%	5 42%	5 38%	4 22%	8 24%	4 15%	8 36%	13 20%	21 15%	24 15%	2 19%	- -%	5 47%	5 40%	1 6%	12 18%	15 13%
Complained about them to my friends/followers on social media	36 20%	8 27%	2 12%	3 28%	2 14%	8 23%	4 17%	5 22%	13 20%	27 19%	29 19%	1 7%	4 57%	3 26%	3 20%	6 49%	20+b 31%	15- 14%
Complained to friends or family	63 35%	11 37%	4 32%	2 19%	8 47%	11 34%	6 24%	8 38%	20 31%	51 36%	55 35%	5 47%	3 44%	2 22%	3 22%	4 36%	24 36%	39 35%
Complained to someone else (please specify)	6 3%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 1%	5 3%	5 3%	- -%	- -%	- -%	- -%	- -%	1 2%	5 4%
I didn't complain to anyone	9 5%	- -%	- -%	- -%	- -%	1 2%	1 6%	3 13%	3 5%	2-- 2%	4 3%	- -%	- -%	- -%	- -%	- -%	1 1%	8 7%
I can't remember	5 3%	2 6%	1 8%	- -%	1 6%	- -%	2 6%	1 5%	2 3%	2 1%	3 2%	- -%	- -%	2 15%	2 13%	- -%	4 5%	1 1%

95% lower case or +, 99% UPPER CASE or ++

Table 21 (continuation)

A3_r12. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Airlines?

by

Base: All that had reason to complain about Airlines

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	180	-	56	46	78	59	47	30	43	31	52	20	73	83	36
Effective sample size	146	-	48	39	59	49	37	25	35	24	46	17	56	67	28
Weighted Total	178	-	59	45	73	61	46	29	41	32	56	20	67	83	31
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	104 59%	- -%	25-- 42%	32B 70%	47b 65%	46++d 75%	26 56%	11 38%	21 51%	22 66%	34 61%	8 40%	40 59%	50 60%	21 66%
Complained to another organisation (e.g. a regulator or ombudsman)	27 15%	- -%	12 20%	5 11%	10 14%	9 15%	11 24%	1 3%	6 14%	9 28%	8 14%	4 19%	5 8%	10 13%	3 8%
Complained about them to my friends/followers on social media	36 20%	- -%	10 16%	11 24%	15 20%	10 16%	11 25%	8 26%	7 17%	9 27%	11 19%	2 11%	13 20%	18 21%	2 8%
Complained to friends or family	63 35%	- -%	22 37%	17 37%	24 32%	22 35%	13 27%	11 39%	17 42%	12 36%	18 33%	2 11%	31+ 46%	27 33%	12 40%
Complained to someone else (please specify)	6 3%	- -%	1 2%	1 1%	4 6%	1 2%	1 3%	1 5%	2 5%	- -%	1 2%	- -%	5 7%	5+ 7%	* *%
I didn't complain to anyone	9 5%	- -%	6 10%	1 1%	3 4%	1 2%	1 3%	5 16%	2 4%	1 3%	2 4%	3 16%	2 3%	6 8%	1 2%
I can't remember	5 3%	- -%	3 5%	1 1%	1 1%	1 2%	1 3%	2 8%	- -%	1 3%	1 1%	2 10%	1 2%	2 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 22

A3_r13. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Energy companies?

by
Base: All that had reason to complain about Energy companies

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	348	288	60	193	152	141	120	87	103	97	74	74	269	30	25	24	301	46
Effective sample size	277	248	34	153	123	112	101	66	82	79	54	62	230	23	20	20	240	36
Weighted Total	362	303	59	214	145	133	133	96	112	98	76	76	316	25	13	8	319	42
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	253 70%	202- 67%	51+a 87%	150 70%	103 71%	77-- 58%	100A 75%	77+A 79%	84 75%	64 66%	47 62%	57 75%	216 68%	22 86%	12 91%	4 47%	222 70%	30 70%
Complained to another organisation (e.g. a regulator or ombudsman)	46 13%	45+b 15%	1- 2%	32 15%	14 10%	18 14%	16 12%	12 13%	11 10%	19+d 20%	11 14%	5 7%	44+ 14%	1 3%	1 5%	* 6%	43 13%	3 7%
Complained about them to my friends/followers on social media	40 11%	40+b 13%	-- -%	26 12%	14 9%	21+b 16%	10 7%	9 9%	12 11%	12 13%	10 13%	5 7%	37 12%	1 5%	* 3%	1 15%	37 12%	2 6%
Complained to friends or family	104 29%	96+b 32%	8- 14%	49-- 23%	55++A 38%	44 33%	42 31%	19- 20%	38d 34%	30 30%	22 29%	15 19%	97+ 31%	2 9%	1 11%	3 42%	90 28%	14 33%
Complained to someone else (please specify)	6 2%	6 2%	- -%	1 *%	5 3%	3 3%	- -%	2 2%	1 1%	2 2%	1 2%	1 2%	6 2%	- -%	- -%	- -%	6 2%	- -%
I didn't complain to anyone	21 6%	20 6%	2 3%	9 4%	11 8%	10 8%	7 6%	4 4%	4 3%	7 7%	4 5%	7 10%	19 6%	1 6%	1 4%	- -%	17 5%	4 9%
I can't remember	8 2%	8 3%	- -%	7 3%	* *%	5 4%	3 2%	- -%	2 2%	5 5%	- -%	1 1%	8 2%	- -%	- -%	- -%	8 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 22 (continuation)

A3_r13. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Energy companies?

by

Base: All that had reason to complain about Energy companies

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	348	279	65	28	23	235	102	102	228	120	220	20	79	188	61
Effective sample size	277	229	47	20	17	196	74	77	184	97	174	13	61	155	52
Weighted Total	362	301	53	21	16	265	89	104	235	125	231	24	71	205	62
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	253 70%	215 72%	32 60%	11 53%	13 82%	181 68%	64 73%	63- 61%	175+a 74%	92 74%	159 69%	18 77%	45 63%	146 71%	44 70%
Complained to another organisation (e.g. a regulator or ombudsman)	46 13%	33 11%	11 21%	5 22%	3 20%	37 14%	8 9%	20b 19%	22- 9%	15 12%	27 12%	1 5%	5 7%	26 13%	13b 21%
Complained about them to my friends/followers on social media	40 11%	27- 9%	10+a 19%	6 27%	1 9%	30 11%	10 11%	15 15%	21 9%	17 14%	22 9%	* 2%	3 5%	25 12%	11b 18%
Complained to friends or family	104 29%	84 28%	18 33%	4 21%	6 34%	78 29%	26 30%	30 29%	68 29%	41 33%	62 27%	4 18%	27 38%	54 26%	19 30%
Complained to someone else (please specify)	6 2%	4 1%	- -%	- -%	- -%	5 2%	1 1%	4+b 4%	1 1%	- -%	6 3%	- -%	1 1%	5 2%	- -%
I didn't complain to anyone	21 6%	17 6%	4 7%	2 11%	1 4%	18 7%	2 2%	6 5%	14 6%	3 3%	18 8%	4 16%	10++Cd 14%	6- 3%	2 3%
I can't remember	8 2%	5 2%	3 5%	3 12%	- -%	6 2%	2 2%	1 1%	6 3%	4 3%	4 2%	- -%	1 2%	5 2%	2 3%

95% lower case or +, 99% UPPER CASE or ++

Table 22 (continuation)

A3_r13. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Energy companies?

by
Base: All that had reason to complain about Energy companies

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	348	107	54	48	42	91	73	69	159	348	348
Effective sample size	277	87	44	39	35	76	61	56	131	277	277
Weighted Total	362	111	54	48	43	93	75	61	159	362	362
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	253 70%	62--g 56%	26-- 48%	18-- 38%	16-- 38%	51--g 55%	33-- 45%	23-- 37%	88--g 56%	253 aBCDeFGH 70%	253aBCDeFGH 70%
Complained to another organisation (e.g. a regulator or ombudsman)	46 13%	20 18%	9 16%	10 20%	9 22%	14 15%	15 19%	14+ij 23%	23 14%	46 13%	46 13%
Complained about them to my friends/followers on social media	40 11%	15 13%	12+ij 22%	11+ij 22%	9 20%	18++ 19%	17+++ij 22%	13+++ij 21%	24 15%	40 11%	40 11%
Complained to friends or family	104 29%	31 28%	18 33%	17 35%	13 31%	21 22%	23 31%	21 35%	45 28%	104 29%	104 29%
Complained to someone else (please specify)	6 2%	4+ 4%	- -%	- -%	2 5%	5++ 5%	2 3%	- -%	5 3%	6 2%	6 2%
I didn't complain to anyone	21 6%	7 6%	2 3%	2 4%	1 2%	4 5%	2 3%	3 6%	9 6%	21 6%	21 6%
I can't remember	8 2%	5+ 5%	5+++ij 9%	4+ 7%	4+++IJ 10%	6+++ij 6%	8+++IJ 10%	5+++IJ 9%	8++ 5%	8 2%	8 2%

95% lower case or +, 99% UPPER CASE or ++

Table 22 (continuation)

A3_r13. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Energy companies?

by

Base: All that had reason to complain about Energy companies

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	348	45	16	15	15	53	41	28	99	300	311	19	10	16	11	25	105	243
Effective sample size	277	38	13	12	13	45	35	23	82	237	247	15	8	15	9	21	84	193
Weighted Total	362	50	16	14	16	55	43	25	99	314	327	21	10	18	12	27	109	253
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	253 70%	35 71%	11 68%	8 59%	10 61%	41 74%	25 58%	12 48%	66 67%	253++Fh 81%	253++f 77%	16 77%	8 73%	11 62%	7 61%	20 75%	77 71%	176 70%
Complained to another organisation (e.g. a regulator or ombudsman)	46 13%	12+i 25%	7 43%	6 40%	4 28%	9 16%	8 19%	7 28%	15 16%	39 12%	42 13%	3 15%	2 22%	7 38%	5 43%	5 20%	21+b 19%	25- 10%
Complained about them to my friends/followers on social media	40 11%	7 14%	4 28%	4 29%	4 25%	13++ij 23%	7 16%	6 24%	17+ 17%	35 11%	35 11%	4 17%	1 10%	2 13%	4 30%	3 13%	16 15%	24 9%
Complained to friends or family	104 29%	12 23%	7 47%	4 31%	7 46%	11 20%	16 38%	11 42%	29 30%	83- 26%	87- 27%	3 13%	5 51%	4 19%	3 24%	8 29%	28 26%	76 30%
Complained to someone else (please specify)	6 2%	2 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 1%	6 2%	1 5%	1 13%	- -%	- -%	2 9%	1 1%	5 2%
I didn't complain to anyone	21 6%	4 9%	- -%	- -%	- -%	2 3%	1 3%	1 4%	3 3%	9-- 3%	10-- 3%	3 14%	- -%	2 9%	1 12%	2 6%	5 4%	17 7%
I can't remember	8 2%	1 3%	- -%	1 10%	- -%	3 5%	2 6%	1 6%	5 5%	4- 1%	6 2%	- -%	- -%	1 8%	- -%	1 5%	- -%	8 3%

95% lower case or +, 99% UPPER CASE or ++

Table 22 (continuation)

A3_r13. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Energy companies?

by
Base: All that had reason to complain about Energy companies

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	348	5	101	116	124	127	101	46	69	82	86	40	133	158	69
Effective sample size	277	2	83	94	102	98	85	38	54	69	72	33	100	124	58
Weighted Total	362	7	102	118	134	140	108	43	66	92	94	36	135	169	73
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	253 70%	7 100%	63 62%	85 72%	98 73%	108c 77%	77 71%	24- 56%	41 62%	76++bCd 83%	62 66%	20- 54%	93 69%	124 73%	52 71%
Complained to another organisation (e.g. a regulator or ombudsman)	46 13%	- -%	16 16%	16 13%	14 11%	14 10%	14 13%	6 14%	10 15%	15 16%	12 13%	4 10%	16 12%	29+ 17%	5 7%
Complained about them to my friends/followers on social media	40 11%	- -%	10 10%	16 14%	13 10%	14 10%	13 12%	5 12%	7 10%	14d 16%	11 11%	6 15%	8- 6%	25+ 15%	6 8%
Complained to friends or family	104 29%	- -%	27 26%	34 29%	43 32%	42 30%	31 28%	12 28%	20 30%	30 33%	27 29%	12 33%	34 25%	48 28%	21 29%
Complained to someone else (please specify)	6 2%	- -%	3 2%	1 1%	2 1%	1 1%	3 2%	- -%	2 3%	- -%	3 3%	- -%	3 2%	3 2%	1 2%
I didn't complain to anyone	21 6%	- -%	7 7%	4 4%	10 7%	4 3%	8 7%	3 8%	6 9%	-- -%	4 5%	5+A 15%	11a 8%	3-- 2%	8+A 11%
I can't remember	8 2%	- -%	3 3%	1 1%	4 3%	- -%	2 2%	4+++A 9%	1 2%	- -%	1 1%	3+a 8%	4 3%	5 3%	1 1%

95% lower case or +, 99% UPPER CASE or ++

Table 23

A3_r14. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Travel companies/hotels?

by

Base: All that had reason to complain about Travel companies/hotels

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	199	170	29	122	76	112	50	36	67	68	32	32	157	16	10	15	175	24
Effective sample size	159	143	18	98	61	91	41	29	53	55	27	26	134	11	8	10	141	18
Weighted Total	200	170	30	128	71	102	57	39	71	68	30	31	175	12	6	5	178	22
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	133 67%	113 66%	21 70%	79 62%	53 74%	57-- 56%	49++A 85%	28 70%	49 69%	49 72%	18 60%	18 57%	118 68%	8 70%	4 55%	2 42%	119 67%	14 65%
Complained to another organisation (e.g. a regulator or ombudsman)	19 10%	17 10%	3 8%	14 11%	6 8%	12 12%	6 11%	1 2%	7 10%	5 7%	4 13%	4 13%	17 10%	1 12%	- -	* 9%	19 11%	- -
Complained about them to my friends/followers on social media	32 16%	29 17%	4 12%	20 16%	12 17%	23+ 22%	7 12%	2 6%	10 14%	8 11%	6 21%	8 26%	30 17%	- -	2 24%	1 23%	30 17%	3 12%
Complained to friends or family	49 25%	48 28%	2 5%	28 22%	20 28%	29 29%	10 18%	9 24%	14 19%	19 28%	8 27%	8 27%	42 24%	4 34%	2 27%	2 32%	44 25%	5 24%
Complained to someone else (please specify)	9 4%	3 2%	5 18%	4 3%	4 6%	1 1%	2 3%	6 15%	4 6%	- -	1 3%	4 13%	9 5%	- -	- -	- -	6 4%	2 11%
I didn't complain to anyone	10 5%	7 4%	3 9%	7 5%	3 5%	7 6%	2 4%	- -	3 5%	4 6%	* 1%	2 7%	8 5%	- -	1 16%	1 10%	9 5%	1 3%
I can't remember	8 4%	8 5%	- -	5 4%	3 4%	3 3%	3 5%	2 5%	3 4%	2 3%	2 6%	1 4%	7 4%	1 5%	1 13%	- -	8 4%	1 3%

95% lower case or +, 99% UPPER CASE or ++

Table 23 (continuation)

A3_r14. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Travel companies/hotels?

by

Base: All that had reason to complain about Travel companies/hotels

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	199	142	55	25	21	135	55	50	138	63	126	8	39	105	47
Effective sample size	159	116	45	20	19	110	45	42	110	52	99	7	30	84	39
Weighted Total	200	152	44	23	13	150	43	45	143	70	121	9	37	103	51
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	133 67%	102 67%	28 64%	16 70%	7 56%	109++B 73%	20-- 47%	19-- 44%	107++A 75%	47 67%	84 69%	3 35%	25 67%	69 67%	36 71%
Complained to another organisation (e.g. a regulator or ombudsman)	19 10%	12 8%	7 17%	3 12%	1 11%	15 10%	4 9%	10++B 23%	9- 6%	7 11%	11 9%	3 33%	1 4%	4- 4%	11++C 21%
Complained about them to my friends/followers on social media	32 16%	25 16%	7 17%	2 7%	4 27%	25 17%	7 15%	6 13%	22 15%	15 21%	16 13%	4 48%	6 17%	10- 10%	11 22%
Complained to friends or family	49 25%	37 24%	13 28%	3 14%	6 44%	42+ 28%	6 14%	7 16%	38 27%	17 25%	29 24%	2 22%	7 18%	26 25%	15 28%
Complained to someone else (please specify)	9 4%	9 6%	- -%	- -%	- -%	3-- 2%	6++A 13%	3 6%	6 4%	2 2%	7 6%	- -%	4 12%	3 3%	1 3%
I didn't complain to anyone	10 5%	9 6%	1 3%	- -%	1 10%	6 4%	3 7%	4 9%	5 3%	2 3%	8 6%	2 18%	2 6%	3 3%	3 5%
I can't remember	8 4%	3-- 2%	5++A 12%	3 12%	2 13%	4 3%	3 7%	2 4%	6 4%	3 5%	4 4%	- -%	2 5%	7 6%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 23 (continuation)

A3_r14. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Travel companies/hotels?

by

Base: All that had reason to complain about Travel companies/hotels

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	199	69	42	41	36	64	64	52	109	199	199
Effective sample size	159	57	37	34	32	55	52	44	88	159	159
Weighted Total	200	69	43	39	38	67	61	46	103	200	200
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	133 67%	39D 57%	16-- 38%	15-- 40%	11-- 28%	36-d 54%	27-- 44%	22-- 47%	62bcd 60%	133BCDFg 67%	133BCDFg 67%
Complained to another organisation (e.g. a regulator or ombudsman)	19 10%	14+++ij 20%	10+++ij 23%	7 19%	6 16%	11+ 17%	12+++ij 21%	11+++ij 23%	16+ 15%	19 10%	19 10%
Complained about them to my friends/followers on social media	32 16%	14 21%	14+++ij 32%	9 24%	14+++IJ 37%	19++ 28%	20+++IJ 33%	13+ 27%	26++ 25%	32 16%	32 16%
Complained to friends or family	49 25%	17 25%	12 29%	11 29%	11 29%	22 33%	16 27%	12 26%	26 26%	49 25%	49 25%
Complained to someone else (please specify)	9 4%	2 3%	- -%	- -%	- -%	1 1%	- -%	- -%	1- 1%	9 4%	9 4%
I didn't complain to anyone	10 5%	4 5%	3 7%	2 5%	3 8%	4 5%	5 8%	3 6%	6 5%	10 5%	10 5%
I can't remember	8 4%	2 3%	1 3%	2 5%	2 6%	3 5%	1 2%	1 3%	4 4%	8 4%	8 4%

95% lower case or +, 99% UPPER CASE or ++

Table 23 (continuation)

A3_r14. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Travel companies/hotels?

by

Base: All that had reason to complain about Travel companies/hotels

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	199	34	14	16	14	31	31	17	67	170	179	12	7	15	15	11	71	128
Effective sample size	159	28	12	13	13	27	26	14	54	137	144	10	6	13	13	10	55	104
Weighted Total	200	35	14	14	17	35	31	15	65	175	183	14	7	14	14	13	70	129
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	133 67%	23 66%	6 41%	4 29%	6 37%	25 73%	20 63%	6 42%	43 67%	133 76%	133 73%	13 95%	5 72%	5 34%	7 47%	12 89%	44 62%	90 69%
Complained to another organisation (e.g. a regulator or ombudsman)	19 10%	11 32%	7 53%	4 30%	5 28%	7 19%	8 26%	7 47%	12++ 19%	17 10%	19 10%	3 20%	1 8%	8 57%	8 57%	3 21%	14++B 20%	5-- 4%
Complained about them to my friends/followers on social media	32 16%	9 25%	7 51%	6 42%	8 50%	9 27%	9 31%	3 22%	18++i 28%	26 15%	29 16%	3 20%	2 28%	4 29%	3 19%	5 36%	17+b 24%	15-- 12%
Complained to friends or family	49 25%	10 27%	2 17%	6 43%	6 34%	11 32%	10 32%	6 39%	19 29%	43 25%	44 24%	5 34%	1 13%	4 28%	3 23%	5 37%	20 29%	29 22%
Complained to someone else (please specify)	9 4%	1 3%	- -%	- -%	- -%	1 2%	- -%	- -%	1 1%	8 4%	8 4%	- -%	1 15%	- -%	- -%	- -%	-- -%	9+a 7%
I didn't complain to anyone	10 5%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* -%	3 2%	3 2%	- -%	- -%	- -%	- -%	- -%	1 2%	9 7%
I can't remember	8 4%	1 2%	- -%	- -%	- -%	- -%	1 5%	1 10%	1 2%	4 3%	7 4%	- -%	- -%	1 5%	1 5%	- -%	2 3%	6 5%

95% lower case or +, 99% UPPER CASE or ++

Table 23 (continuation)

A3_r14. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to Travel companies/hotels?

by

Base: All that had reason to complain about Travel companies/hotels

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	199	-	61	54	82	73	57	35	31	44	59	21	69	98	39
Effective sample size	159	-	49	43	67	60	43	29	25	35	49	16	55	80	29
Weighted Total	200	-	61	49	87	78	56	35	28	49	58	20	68	103	35
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	133 67%	- -%	34- 55%	35 70%	64 73%	54 70%	43 77%	16 47%	19 67%	36 74%	35 61%	11 56%	48 71%	70 68%	24 69%
Complained to another organisation (e.g. a regulator or ombudsman)	19 10%	- -%	5 8%	5 10%	10 11%	6 7%	8 15%	3 7%	3 10%	4 9%	5 8%	2 11%	7 11%	11 11%	4 11%
Complained about them to my friends/followers on social media	32 16%	- -%	11 18%	9 18%	12 14%	12 15%	10 18%	8 24%	2 5%	6 12%	13 22%	4 18%	9 14%	19 18%	6 16%
Complained to friends or family	49 25%	- -%	14 22%	12 24%	24 27%	20 26%	12 21%	10 28%	7 24%	12 24%	14 24%	2 8%	21 30%	24 23%	15 43%
Complained to someone else (please specify)	9 4%	- -%	1 2%	2 3%	6 7%	6 7%	- -%	2 5%	1 5%	1 2%	5 8%	- -%	3 4%	5 4%	2 5%
I didn't complain to anyone	10 5%	- -%	4 6%	2 4%	4 4%	1 1%	3 5%	4 12%	2 7%	1 2%	4 6%	* 1%	5 7%	7 7%	2 6%
I can't remember	8 4%	- -%	5 8%	2 4%	2 2%	2 3%	- -%	4 11%	1 4%	3 7%	1 2%	1 7%	1 2%	2 2%	1 4%

95% lower case or +, 99% UPPER CASE or ++

Table 24

A3_r15. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to A local shop or supermarket?

by

Base: All that had reason to complain about A local shop or supermarket

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	318	264	54	162	156	148	97	72	96	94	57	71	242	22	30	23	276	42
Effective sample size	244	223	33	130	115	119	80	51	77	76	42	49	201	16	24	20	211	34
Weighted Total	320	255	65	174	147	132	103	84	98	98	59	66	278	19	16	7	277	43
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	203 63%	160 63%	44 67%	105 60%	98 67%	63-- 48%	74A 72%	66++A 79%	70d 72%	58 60%	41 71%	33- 51%	172 62%	14 73%	12 74%	5 74%	175 63%	28 65%
Complained to another organisation (e.g. a regulator or ombudsman)	21 7%	19 8%	2 3%	19++B 11%	2-- 2%	12 9%	8 8%	1 2%	7 7%	10 10%	3 5%	2 2%	17 6%	2 10%	2 14%	- -%	19 7%	2 5%
Complained about them to my friends/followers on social media	34 11%	33+b 13%	1- 1%	24 14%	10 7%	20+C 15%	12c 12%	1- 2%	9 9%	10 10%	8 13%	8 12%	32 12%	1 4%	- -%	1 19%	33 12%	1 2%
Complained to friends or family	94 29%	84+b 33%	10- 16%	44 25%	50 34%	51++c 39%	27 26%	16- 19%	30 31%	36 37%	14 24%	14 21%	86 31%	2 10%	4 23%	2 29%	82 30%	12 28%
Complained to someone else (please specify)	11 4%	10 4%	2 3%	4 3%	7 5%	2 1%	3 3%	6 8%	1 1%	6 6%	1 2%	3 4%	11 4%	1 4%	- -%	- -%	9 3%	2 5%
I didn't complain to anyone	23 7%	13- 5%	10+a 16%	12 7%	12 8%	11 8%	6 5%	6 7%	5 5%	2- 2%	5 8%	12++aB 18%	22 8%	1 3%	* 1%	* 7%	20 7%	3 7%
I can't remember	7 2%	7 3%	- -%	5 3%	2 2%	2 1%	4 4%	1 1%	3 3%	1 1%	- -%	3 5%	7 3%	- -%	- -%	* 4%	7 3%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 24 (continuation)

A3_r15. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to A local shop or supermarket?

by

Base: All that had reason to complain about A local shop or supermarket

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	318	243	72	34	26	188	118	90	210	101	207	16	72	159	71
Effective sample size	244	189	58	28	21	160	75	66	170	84	153	10	57	128	59
Weighted Total	320	261	55	29	18	208	102	88	210	106	205	26	69	155	70
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	203 63%	167 64%	35 64%	16 57%	12 66%	128 62%	69 67%	58 66%	137 65%	63 59%	135 66%	15 58%	41 59%	99 64%	48 69%
Complained to another organisation (e.g. a regulator or ombudsman)	21 7%	14- 5%	8+a 14%	3 10%	3 18%	15 7%	5 5%	6 7%	11 5%	9 9%	9 5%	2 6%	1 1%	13 8%	6 9%
Complained about them to my friends/followers on social media	34 11%	25 10%	9 16%	6 22%	2 11%	30++b 15%	4- 4%	9 11%	22 10%	17 16%	17 8%	1 4%	3 5%	19 12%	11 15%
Complained to friends or family	94 29%	76 29%	17 31%	10 34%	6 31%	66 32%	25 25%	21 24%	69 33%	40+ 38%	54 26%	4 17%	18 26%	47 30%	25 36%
Complained to someone else (please specify)	11 4%	8 3%	1 2%	1 5%	- -%	8 4%	3 3%	8++B 10%	3- 1%	1 1%	10 5%	- -%	2 2%	10+ 6%	- -%
I didn't complain to anyone	23 7%	17 6%	6 12%	3 11%	3 16%	13 6%	9 9%	4 5%	13 6%	7 6%	17 8%	5 17%	10+C 14%	5- 3%	4 6%
I can't remember	7 2%	3-- 1%	5++A 9%	4 13%	1 6%	4 2%	2 2%	5+b 6%	2 1%	1 1%	6 3%	2 6%	3 4%	3 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 24 (continuation)

A3_r15. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to A local shop or supermarket?

by

Base: All that had reason to complain about A local shop or supermarket

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	318	98	51	51	45	78	72	63	148	318	318
Effective sample size	244	78	43	43	39	64	59	53	119	244	244
Weighted Total	320	96	55	56	49	82	72	58	149	320	320
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	203 63%	45--dg 47%	18-- 32%	23-- 40%	12-- 25%	42-Dg 51%	29-- 40%	17-- 30%	74--Dg 49%	203 aBCDFGh 63%	203aBCDFGh 63%
Complained to another organisation (e.g. a regulator or ombudsman)	21 7%	15+++ij 15%	10+++IJ 18%	13+++IJ 23%	8+++ij 16%	12+++ij 15%	10++ 14%	11+++IJ 18%	18++ 12%	21 7%	21 7%
Complained about them to my friends/followers on social media	34 11%	20+++ij 21%	14+++IJ 26%	16+++IJ 28%	14+++IJ 28%	17+++ij 21%	17+++ij 23%	16+++IJ 28%	25++ 17%	34 11%	34 11%
Complained to friends or family	94 29%	28 29%	19 34%	12 22%	12 24%	15- 18%	24e 33%	15 26%	42 28%	94 29%	94 29%
Complained to someone else (please specify)	11 4%	3 3%	1 2%	- -%	3 7%	3 4%	4 6%	1 2%	4 3%	11 4%	11 4%
I didn't complain to anyone	23 7%	9 9%	6 12%	5 9%	5 10%	4 4%	6 8%	8+ 14%	10 7%	23 7%	23 7%
I can't remember	7 2%	3 3%	2 4%	2 4%	3 6%	5+ 6%	3 4%	2 4%	6 4%	7 2%	7 2%

95% lower case or +, 99% UPPER CASE or ++

Table 24 (continuation)

A3_r15. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to A local shop or supermarket?

by

Base: All that had reason to complain about A local shop or supermarket

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	318	39	14	15	17	43	31	24	86	265	274	18	8	13	13	15	91	227
Effective sample size	244	33	12	13	15	35	25	20	69	207	215	15	6	12	12	12	74	171
Weighted Total	320	40	16	15	18	46	31	21	86	262	273	20	7	13	13	17	89	231
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	203 63%	30 74%	10 63%	10 67%	9 48%	35 78%	23 74%	9 41%	60 70%	203++ 77%	203++ 74%	15 76%	6 90%	8 62%	8 63%	12 72%	59 66%	145 63%
Complained to another organisation (e.g. a regulator or ombudsman)	21 7%	9++IJ 22%	5 33%	6 40%	4 22%	7+i 15%	5 16%	7 33%	14++Ij 16%	15 6%	19 7%	4 18%	* %	5 38%	3 24%	6 33%	12++B 13%	9-- 4%
Complained about them to my friends/followers on social media	34 11%	9+i 22%	4 28%	5 36%	3 19%	8 17%	6 21%	5 22%	13 15%	26 10%	28 10%	5 25%	- %	4 30%	2 18%	4 25%	15+b 17%	19- 8%
Complained to friends or family	94 29%	11 28%	6 40%	5 36%	9 50%	7- 15%	12 38%	5 23%	23 26%	74 28%	76 28%	7 34%	1 10%	4 29%	3 20%	6 33%	29 32%	65 28%
Complained to someone else (please specify)	11 4%	- %	- %	- %	- %	- %	- %	- %	- %	7 3%	7- 2%	- %	- %	- %	- %	- %	3 3%	9 4%
I didn't complain to anyone	23 7%	- %	1 9%	- %	- %	- %	1 5%	3 13%	3 3%	5-- 2%	7-- 3%	- %	- %	- %	- %	- %	--- %	23++A 10%
I can't remember	7 2%	- %	- %	- %	- %	- %	- %	- %	- %	3- 1%	3-- 1%	- %	- %	- %	- %	- %	1 1%	6 3%

95% lower case or +, 99% UPPER CASE or ++

Table 24 (continuation)

A3_r15. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to A local shop or supermarket?

by

Base: All that had reason to complain about A local shop or supermarket

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	318	10	101	90	115	125	94	44	52	68	85	37	122	131	72
Effective sample size	244	6	83	75	93	93	76	33	42	53	71	30	87	97	52
Weighted Total	320	19	101	81	117	136	93	38	50	79	88	32	116	127	73
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	203 63%	12 62%	56 55%	60+b 74%	74 63%	106++BCd 78%	53 57%	14-- 38%	29 58%	57c 73%	54 61%	16 49%	75 65%	78 61%	54 75%
Complained to another organisation (e.g. a regulator or ombudsman)	21 7%	- -%	9 9%	7 9%	5 4%	6 4%	8 9%	2 5%	4 8%	5 6%	9 10%	- -%	7 6%	8 6%	4 5%
Complained about them to my friends/followers on social media	34 11%	- -%	15 15%	6 7%	14 12%	9 7%	9 10%	7a 20%	8 16%	7 9%	9 10%	6 19%	12 10%	19b 15%	2- 3%
Complained to friends or family	94 29%	3 15%	22 22%	29b 36%	40 34%	33 24%	31 33%	16a 42%	13 26%	16 21%	29 33%	10 31%	37 32%	39 30%	19 27%
Complained to someone else (please specify)	11 4%	- -%	3 3%	2 3%	6 5%	4 3%	4 4%	1 3%	2 4%	1 1%	4 5%	1 3%	5 5%	7 5%	2 3%
I didn't complain to anyone	23 7%	5 24%	8 8%	3 3%	8 7%	10 7%	5 6%	5 12%	4 8%	5 6%	5 5%	4 11%	10 8%	9 7%	7 9%
I can't remember	7 2%	- -%	4 4%	1 2%	2 2%	1 1%	- -%	3+ab 8%	2b 5%	1 2%	1 2%	- -%	3 2%	3 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 25

A3_r16. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to An online shop or retailer?

by

Base: All that had reason to complain about online shop or retailer

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	527	473	54	263	260	276	142	109	154	184	92	97	404	41	43	37	457	70
Effective sample size	423	388	38	214	206	213	121	93	121	148	76	80	344	34	36	33	367	56
Weighted Total	512	454	58	271	237	227	161	124	156	180	90	87	438	38	23	11	443	70
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	396 77%	346 76%	49 85%	203 75%	190 80%	147-- 64%	140++A 87%	109++A 88%	136+++bC 87%	134 74%	59-- 66%	67 77%	336 77%	31 81%	17 75%	9 85%	344 78%	52 75%
Complained to another organisation (e.g. a regulator or ombudsman)	36 7%	36 8%	* *%	28++B 10%	8-- 3%	22+ 10%	7 5%	6 5%	8 5%	13 7%	10 11%	5 6%	32 7%	3 8%	* 1%	1 6%	31 7%	5 7%
Complained about them to my friends/followers on social media	40 8%	40 9%	* 1%	25 9%	15 6%	25+c 11%	11 7%	4- 3%	12 8%	10 5%	9 10%	10 11%	35 8%	2 6%	1 6%	2 14%	39 9%	1 2%
Complained to friends or family	128 25%	122+b 27%	6- 10%	56- 21%	70+a 29%	81++BC 36%	30- 18%	17-- 13%	31 20%	56+a 31%	22 24%	19 22%	112 26%	8 20%	5 24%	3 24%	110 25%	18 25%
Complained to someone else (please specify)	11 2%	7- 2%	4+a 7%	4 2%	7 3%	3 1%	3 2%	4 3%	3 2%	3 1%	1 2%	4 4%	9 2%	1 2%	1 4%	1 5%	9 2%	1 2%
I didn't complain to anyone	22 4%	19 4%	4 6%	16 6%	7 3%	13 6%	4 3%	5 4%	5 3%	6 3%	7 7%	4 5%	20 4%	2 6%	* 2%	- -%	18 4%	4 6%
I can't remember	9 2%	9 2%	- -%	4 2%	5 2%	5 2%	5 3%	- -%	2 2%	6 3%	- -%	1 1%	7 2%	1 2%	2++A 8%	- -%	8 2%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 25 (continuation)

A3_r16. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to An online shop or retailer?

by

Base: All that had reason to complain about online shop or retailer

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	527	391	128	56	51	311	199	161	342	150	367	14	105	315	93
Effective sample size	423	329	94	41	44	262	157	130	273	122	292	12	82	255	74
Weighted Total	512	410	88	43	27	349	149	149	337	154	349	15	99	314	84
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	396 77%	323bD 79%	59-- 67%	29 67%	17- 61%	275 79%	112 75%	118 80%	262 78%	116 75%	277 79%	7 48%	72 72%	255+ 81%	62 74%
Complained to another organisation (e.g. a regulator or ombudsman)	36 7%	24 6%	12+a 13%	5 12%	4+a 15%	30 8%	6 4%	15 10%	19 6%	14 9%	19 5%	4 26%	6 6%	13-- 4%	13++C 15%
Complained about them to my friends/followers on social media	40 8%	25-- 6%	15++A 17%	6 13%	6++A 21%	34+b 10%	6 4%	13 9%	23 7%	20++B 13%	18-- 5%	1 8%	3 3%	28 9%	8 9%
Complained to friends or family	128 25%	96 23%	32++a 36%	12 28%	14++Ac 53%	82 23%	42 28%	40 27%	81 24%	44 28%	80 23%	1 6%	22 22%	83 27%	22 26%
Complained to someone else (please specify)	11 2%	10 2%	* 1%	* 1%	- -%	7 2%	2 2%	1 *%	10 3%	2 1%	8 2%	1 9%	6+c 6%	3 1%	* *%
I didn't complain to anyone	22 4%	19 5%	3 4%	2 4%	1 4%	16 5%	6 4%	4 3%	17 5%	5 3%	17 5%	1 6%	9+c 9%	9 3%	3 4%
I can't remember	9 2%	5 1%	4+a 5%	3++A 7%	1 4%	5 2%	1 1%	- -%	8 2%	4 3%	5 2%	- -%	2 2%	6 2%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 25 (continuation)

A3_r16. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to An online shop or retailer?

by

Base: All that had reason to complain about online shop or retailer

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	527	117	58	56	43	96	89	83	202	527	527
Effective sample size	423	95	49	46	37	83	72	66	164	423	423
Weighted Total	512	117	59	56	46	103	90	69	197	512	512
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	396 77%	74--bcDG 63%	25-- 43%	24-- 43%	16-- 35%	66--bcDG 64%	53--dg 58%	27-- 39%	128--BCDG 65% ABCDeFGH	396 77%	396ABCDeFGH 77%
Complained to another organisation (e.g. a regulator or ombudsman)	36 7%	20++IJ 17%	19++aeHIJ 32%	15++hIJ 27%	13++hIJ 27%	17++IJ 17%	18++IJ 20%	16++IJ 23%	25++ij 13%	36 7%	36 7%
Complained about them to my friends/followers on social media	40 8%	12 11%	14++aIJ 24%	10+ij 17%	12++aIJ 25%	16++ij 16%	13+ 15%	15++IJ 21%	27++ij 14%	40 8%	40 8%
Complained to friends or family	128 25%	32 27%	16 27%	18 32%	12 27%	25 24%	24 27%	21 31%	51 26%	128 25%	128 25%
Complained to someone else (please specify)	11 2%	3 3%	1 1%	1 2%	- -%	5 5%	1 1%	* 1%	6 3%	11 2%	11 2%
I didn't complain to anyone	22 4%	9+ 8%	6+ 10%	4 7%	3 7%	5 5%	6 7%	6+ 9%	14+ 7%	22 4%	22 4%
I can't remember	9 2%	3 3%	3 5%	2 4%	3++ij 8%	3 3%	2 3%	3 4%	5 3%	9 2%	9 2%

95% lower case or +, 99% UPPER CASE or ++

Table 25 (continuation)

A3_r16. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to An online shop or retailer?

by

Base: All that had reason to complain about online shop or retailer

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	527	55	18	20	16	52	49	31	122	463	475	26	9	20	15	26	145	382
Effective sample size	423	47	15	17	14	45	40	25	100	375	384	22	8	18	12	23	120	303
Weighted Total	512	62	19	20	18	55	50	26	122	458	470	29	11	22	15	33	149	363
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	396 77%	48 76%	9 46%	12 58%	9 51%	46 83%	38 75%	12 47%	94 77%	396++h 86%	396++ 84%	24 81%	9 81%	15 68%	8 53%	27 81%	104- 70%	292+a 80%
Complained to another organisation (e.g. a regulator or ombudsman)	36 7%	14++IJ 22%	13 67%	10 48%	6 35%	9++ij 16%	8+i 16%	7 28%	21++IJ 17%	30 7%	33 7%	5 16%	- -%	9 42%	7 48%	7 21%	16 11%	20 5%
Complained about them to my friends/followers on social media	40 8%	8 12%	6 31%	4 18%	5 28%	7 13%	6 12%	4 17%	16+ij 13%	31- 7%	32-- 7%	3 10%	1 6%	4 17%	4 27%	3 9%	18+b 12%	22- 6%
Complained to friends or family	128 25%	16 25%	5 27%	8 37%	6 34%	13 23%	15 29%	8 32%	28 23%	105-- 23%	107-- 23%	7 25%	5 43%	4 18%	1 9%	10 29%	40 27%	88 24%
Complained to someone else (please specify)	11 2%	2 3%	- -%	- -%	- -%	3 5%	1 2%	- -%	4 3%	7- 2%	9 2%	- -%	2 18%	- -%	- -%	2 6%	3 2%	8 2%
I didn't complain to anyone	22 4%	1 2%	1 7%	1 4%	- -%	1 2%	2 4%	3 12%	5 4%	11-- 2%	14-- 3%	1 5%	- -%	- -%	1 10%	- -%	5 4%	17 5%
I can't remember	9 2%	- -%	- -%	1 5%	1 6%	- -%	1 3%	1 6%	2 2%	4-- 1%	6-- 1%	- -%	- -%	- -%	- -%	- -%	2 2%	7 2%

95% lower case or +, 99% UPPER CASE or ++

Table 25 (continuation)

A3_r16. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to An online shop or retailer?

by

Base: All that had reason to complain about online shop or retailer

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	527	1	156	144	221	185	167	61	107	94	136	52	237	235	129
Effective sample size	423	1	131	118	169	158	132	46	81	81	116	38	183	188	105
Weighted Total	512	2	158	136	212	199	159	51	96	103	142	41	220	235	119
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	396 77%	- -%	105-- 67%	112B 82%	175+B 83%	166+C 83%	124C 78%	29-- 58%	73c 76%	85C 82%	106c 75%	23-- 55%	180+C 82%	179 76%	100 84%
Complained to another organisation (e.g. a regulator or ombudsman)	36 7%	- -%	18+d 12%	8 6%	9 4%	14 7%	9 6%	5 10%	7 8%	8 8%	16+D 11%	4 10%	7-- 3%	21b 9%	3- 2%
Complained about them to my friends/followers on social media	40 8%	- -%	14 9%	8 6%	18 9%	13 7%	16 10%	7d 13%	3 3%	8 7%	14 10%	5 11%	13 6%	23 10%	7 6%
Complained to friends or family	128 25%	2 100%	34 22%	33 24%	57 27%	45 23%	41 26%	16 31%	24 25%	23 22%	37 26%	11 28%	55 25%	65 28%	23 19%
Complained to someone else (please specify)	11 2%	- -%	3 2%	4 3%	4 2%	4 2%	2 1%	1 1%	4 4%	3 3%	- -%	1 1%	7b 3%	7 3%	3 2%
I didn't complain to anyone	22 4%	- -%	11 7%	3 2%	9 4%	8 4%	7 4%	4 9%	3 3%	3 3%	7 5%	3 8%	8 4%	10 4%	6 5%
I can't remember	9 2%	- -%	5 3%	3 2%	1 1%	3 1%	2 1%	1 3%	1 1%	2 2%	1 1%	1 4%	3 2%	6 2%	2 1%

95% lower case or +, 99% UPPER CASE or ++

Table 26

A3_r17. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to A social media website (e.g. Facebook)?

by

Base: All that had reason to complain about social media website (e.g. Facebook)

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	262	234	28	147	113	168	61	33	67	89	48	58	197	16	28	21	238	24
Effective sample size	197	183	16	113	82	123	49	27	48	67	38	45	160	13	20	18	181	15
Weighted Total	225	199	26	132	91	127	67	31	59	73	43	51	194	14	11	6	207	18
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	103 46%	93 47%	10 39%	60 45%	41 45%	48-- 37%	33 49%	22 72%	30 52%	31 43%	17 41%	24 47%	81-- 42%	11 83%	7 60%	4 64%	96 47%	7 36%
Complained to another organisation (e.g. a regulator or ombudsman)	19 8%	19 9%	- -%	10 8%	9 9%	14 11%	3 5%	1 4%	7 12%	5 7%	2 5%	4 8%	17 9%	* 3%	1 7%	* 4%	17 8%	1 6%
Complained about them to my friends/followers on social media	53 24%	50 25%	3 10%	32 24%	21 23%	37+b 29%	9- 14%	7 21%	14 24%	18 25%	9 21%	12 24%	48 25%	2 12%	2 17%	1 21%	49 24%	4 23%
Complained to friends or family	96 43%	84 42%	12 45%	48- 37%	46+a 51%	60 47%	24 37%	11 36%	26 44%	32 44%	18 43%	20 39%	85 44%	2 17%	7 59%	2 31%	84 40%	12 67%
Complained to someone else (please specify)	2 1%	2 1%	- -%	- -%	2 2%	2 2%	- -%	- -%	- -%	2 3%	- -%	- -%	2 1%	- -%	- -%	- -%	2 1%	- -%
I didn't complain to anyone	17 7%	12 6%	4 17%	10 8%	6 7%	7 5%	7 11%	3 8%	3 6%	5 7%	3 7%	5 10%	16 8%	* *%	* 2%	* 4%	16 8%	1 4%
I can't remember	5 2%	5 3%	- -%	4 3%	1 1%	4 3%	1 2%	- -%	1 2%	3 4%	- -%	1 1%	5 3%	- -%	- -%	- -%	5 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 26 (continuation)

A3_r17. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to A social media website (e.g. Facebook)?

by

Base: All that had reason to complain about social media website (e.g. Facebook)

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	262	179	79	32	34	138	113	101	152	78	179	6	56	130	70
Effective sample size	197	143	53	23	29	110	86	78	112	60	133	5	39	99	54
Weighted Total	225	169	49	21	16	142	72	87	125	73	147	7	46	112	59
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	103 46%	77 46%	19 38%	6 28%	7 44%	62 44%	34 46%	47b 54%	50 40%	32 44%	70 48%	4 54%	15 32%	54 48%	30 51%
Complained to another organisation (e.g. a regulator or ombudsman)	19 8%	9-- 5%	9++A 19%	3 13%	3 19%	15 10%	3 4%	8 9%	10 8%	8 11%	10 7%	1 10%	2 5%	8 7%	8 13%
Complained about them to my friends/followers on social media	53 24%	39 23%	14 28%	3 13%	7 42%	30 21%	21 29%	17 20%	29 23%	17 23%	33 22%	3 42%	7 15%	28 25%	15 25%
Complained to friends or family	96 43%	70 41%	24 49%	9 42%	9 54%	57 40%	36 50%	31 36%	58 46%	32 44%	64 43%	* 7%	22 48%	50 45%	23 39%
Complained to someone else (please specify)	2 1%	-- -%	- -%	- -%	- -%	2 1%	- -%	2 2%	- -%	- -%	2 1%	- -%	- -%	2 2%	- -%
I didn't complain to anyone	17 7%	13 8%	4 7%	2 10%	1 4%	12 8%	4 6%	9 11%	7 6%	1- 1%	16+a 11%	1 14%	8+C 16%	3- 3%	5 8%
I can't remember	5 2%	3 2%	2 4%	2 10%	- -%	4 3%	1 2%	- -%	5 4%	4 5%	1 1%	- -%	1 1%	4 3%	1 1%

95% lower case or +, 99% UPPER CASE or ++

Table 26 (continuation)

A3_r17. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to A social media website (e.g. Facebook)?

by

Base: All that had reason to complain about social media website (e.g. Facebook)

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	262	99	49	38	38	78	67	72	142	262	262
Effective sample size	197	75	40	31	34	65	53	57	111	197	197
Weighted Total	225	83	45	37	43	78	61	61	127	225	225
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	103 46%	29- 34%	13- 29%	10- 26%	12- 28%	27- 34%	24 38%	21- 34%	51 40%	103bc 46%	103bc 46%
Complained to another organisation (e.g. a regulator or ombudsman)	19 8%	12+ 14%	7 15%	7+ 18%	5 13%	8 11%	12++ij 20%	16++ehIJ 26%	17++ 13%	19 8%	19 8%
Complained about them to my friends/followers on social media	53 24%	26+ 32%	17+ 38%	15+ij 41%	17+ij 40%	23 29%	19 31%	19 30%	36 28%	53 24%	53 24%
Complained to friends or family	96 43%	38 46%	17 37%	15 40%	15 35%	28 36%	22 36%	19 32%	47 37%	96 43%	96 43%
Complained to someone else (please specify)	2 1%	2 2%	- -%	- -%	2++ 5%	2 3%	2+ 3%	- -%	2 2%	2 1%	2 1%
I didn't complain to anyone	17 7%	6 8%	4 9%	1 3%	5 12%	7 9%	6 9%	4 6%	10 8%	17 7%	17 7%
I can't remember	5 2%	4+ 5%	3+ 7%	3+ 8%	3+ 7%	5++ 6%	4+ 6%	4++ 7%	5 4%	5 2%	5 2%

95% lower case or +, 99% UPPER CASE or ++

Table 26 (continuation)

A3_r17. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to A social media website (e.g. Facebook)?

by

Base: All that had reason to complain about social media website (e.g. Facebook)

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	262	35	16	11	12	40	31	24	78	197	204	15	8	12	12	15	67	195
Effective sample size	197	28	13	9	11	33	25	19	61	151	156	10	6	11	10	12	54	142
Weighted Total	225	32	15	10	15	40	28	20	71	175	182	12	6	14	10	16	62	163
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	103 46%	19 60%	10 63%	6 54%	6 40%	20 49%	11 40%	9 46%	37 51%	103++ 59%	103++ 56%	8 63%	4 67%	7 54%	5 47%	11 69%	32 52%	71 43%
Complained to another organisation (e.g. a regulator or ombudsman)	19 8%	7 21%	5 31%	4 38%	3 22%	7+ 18%	7 26%	4 22%	9 12%	15 9%	15 8%	2 13%	1 9%	5 34%	6 55%	1 8%	9+b 15%	10- 6%
Complained about them to my friends/followers on social media	53 24%	6 18%	6 40%	4 35%	9 60%	9 24%	7 24%	7 37%	18 25%	36- 20%	40 22%	* 3%	1 16%	4 32%	3 27%	1 7%	16 25%	37 23%
Complained to friends or family	96 43%	11 34%	4 27%	3 26%	7 46%	12 29%	12 42%	7 33%	21-- 29%	68 39%	68-- 38%	3 21%	4 60%	5 33%	3 34%	5 32%	20 32%	76 47%
Complained to someone else (please specify)	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%
I didn't complain to anyone	17 7%	2 6%	- -%	- -%	- -%	3 7%	1 4%	1 4%	4 5%	6-- 3%	7-- 4%	* 2%	- -%	2 11%	- -%	2 10%	3 5%	14 8%
I can't remember	5 2%	2 7%	- -%	1 14%	- -%	3+ 7%	1 5%	1 7%	4+ 6%	3 2%	5 3%	1 6%	- -%	1 11%	1 7%	1 10%	1 1%	4 3%

95% lower case or +, 99% UPPER CASE or ++

Table 26 (continuation)

A3_r17. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to A social media website (e.g. Facebook)?

by

Base: All that had reason to complain about social media website (e.g. Facebook)

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	262	-	69	68	123	74	90	42	51	49	67	36	104	128	53
Effective sample size	197	-	56	52	89	58	64	32	39	38	55	27	73	97	38
Weighted Total	225	-	63	52	109	70	72	34	44	49	61	26	84	111	39
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	103 46%	- -%	23 37%	26 50%	54 49%	36c 51%	33 46%	9- 27%	20 46%	21 43%	32 53%	9 33%	40 47%	58 52%	20 53%
Complained to another organisation (e.g. a regulator or ombudsman)	19 8%	- -%	3 5%	6 11%	10 9%	8 12%	5 7%	2 5%	3 7%	5 10%	6 10%	4 14%	2- 3%	10 9%	1 3%
Complained about them to my friends/followers on social media	53 24%	- -%	15 24%	14 27%	24 22%	15 21%	20 28%	7 21%	10 24%	14 28%	13 22%	5 21%	19 22%	28 25%	4 11%
Complained to friends or family	96 43%	- -%	24 38%	26 51%	44 41%	30 43%	30 41%	13 38%	22 50%	25 51%	22 37%	7 25%	39 47%	44 39%	14 35%
Complained to someone else (please specify)	2 1%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	2++ 4%	- -%	- -%	- -%	2 2%	2 2%	- -%
I didn't complain to anyone	17 7%	- -%	5 8%	1 3%	10 9%	5 7%	4 5%	6+ 16%	2 5%	3 6%	2 4%	3 11%	8 10%	10 9%	5 13%
I can't remember	5 2%	- -%	2 3%	1 1%	2 2%	- -%	- -%	3+ab 8%	2 5%	1 2%	1 1%	2 8%	1 2%	1 1%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 27

A3. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to other media?

by

Base: All causes for complaint about other media

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	963	839	124	581	381	571	249	138	226	316	206	215	765	62	54	82	867	94
Effective sample size	763	697	72	470	292	458	200	105	185	252	168	159	654	49	28	65	693	69
Weighted Total	924	812	113	582	341	516	264	140	237	313	197	177	818	56	26	25	834	89
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	404 44%	368+b 45%	36- 32%	251 43%	153 45%	186-- 36%	133+A 50%	85++A 61%	121+cd 51%	140 45%	75 38%	68 38%	357 44%	26 46%	11 43%	9 38%	372 45%	31 35%
Complained to another organisation (e.g. a regulator or ombudsman)	134 14%	134++B 16%	*-- *%	106++B 18%	28-- 8%	95++C 18%	33c 13%	6-- 4%	41 17%	36 11%	29 15%	29 16%	126+d 15%	6 11%	1 2%	1- 4%	130+b 16%	4- 5%
Complained about them to my friends/followers on social media	206 22%	198++B 24%	8-- 7%	142 24%	64 19%	139++C 27%	55C 21%	12-- 9%	64bd 27%	53- 17%	59++BD 30%	30 17%	183 22%	10 18%	5 20%	7 30%	195+b 23%	11- 12%
Complained to friends or family	295 32%	255 31%	40 36%	182 31%	113 33%	183+ 35%	73 28%	39 28%	86 36%	91 29%	54 27%	64 36%	259 32%	18 32%	8 32%	10 40%	270 32%	25 28%
Complained to someone else (please specify)	7 1%	5 1%	1 1%	2 *%	4 1%	3 1%	1 *%	2 1%	* *%	4 1%	- -%	2 1%	6 1%	* *%	- -%	* *%	5 1%	1 1%
I didn't complain to anyone	116 13%	83-- 10%	34++A 30%	58-- 10%	58++A 17%	53- 10%	43+a 16%	16 12%	25 10%	42 13%	19 10%	30 17%	100 12%	5 9%	7 26%	4 17%	95-- 11%	21++A 24%
I can't remember	42 5%	42+b 5%	-- -%	35+B 6%	6-- 2%	21 4%	15 6%	3 2%	5 2%	28++AC 9%	--- -%	8C 5%	40 5%	- -%	2 6%	* 1%	40 5%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 27 (continuation)

A3. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to other media?

by

Base: All causes for complaint about other media

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	963	697	254	121	85	593	342	304	598	335	571	51	185	509	218
Effective sample size	763	564	204	100	73	500	256	244	468	278	437	35	138	406	185
Weighted Total	924	711	192	103	49	655	249	282	572	348	529	51	160	496	218
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	404 44%	321 45%	78 41%	39 38%	20 41%	312++B 48%	83-- 33%	110 39%	271++a 47%	164 47%	228 43%	17 34%	62 39%	204 41%	120++aBC 55%
Complained to another organisation (e.g. a regulator or ombudsman)	134 14%	92- 13%	42++A 22%	22+a 21%	9 18%	110++B 17%	24- 9%	60++B 21%	63-- 11%	62+b 18%	60-- 11%	5 10%	14- 9%	60- 12%	55++aBC 25%
Complained about them to my friends/followers on social media	206 22%	143-- 20%	63++Ac 33%	22 22%	16+a 33%	156 24%	46 18%	68 24%	119 21%	99++B 29%	95-- 18%	4- 9%	22-- 14%	111b 22%	69++ABc 32%
Complained to friends or family	295 32%	211- 30%	83++A 43%	38 37%	23++A 46%	192-- 29%	99++A 40%	83 30%	192 34%	118 34%	163 31%	15 29%	49 31%	161 32%	71 32%
Complained to someone else (please specify)	7 1%	5 1%	- -%	- -%	- -%	3 *%	3 1%	3 1%	4 1%	1 *%	5 1%	* *%	* *%	5 1%	1 *%
I didn't complain to anyone	116 13%	85 12%	25 13%	16 15%	6 13%	79 12%	34 14%	44 15%	61- 11%	48 14%	68 13%	14++CD 28%	29+cd 18%	53 11%	20 9%
I can't remember	42 5%	18-- 2%	16++A 8%	13++A 13%	3 6%	33b 5%	3-- 1%	16 6%	23 4%	12 3%	27 5%	- -%	11D 7%	31+D 6%	--- -%

95% lower case or +, 99% UPPER CASE or ++

Table 27 (continuation)

A3. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to other media?

by

Base: All causes for complaint about other media

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	963	444	422	362	311	538	489	429	963	787	963
Effective sample size	763	353	335	291	253	440	402	345	763	637	763
Weighted Total	924	426	403	339	304	526	474	380	924	762	924
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	404 44%	150-- 35%	120-- 30%	110-- 33%	90-- 30%	244ABCDG 46%	232 ++ABCDG 49%	121-- 32%	404ABCDG 44%	342ABCDG 45%	404ABCDG 44%
Complained to another organisation (e.g. a regulator or ombudsman)	134 14%	92++HiJ 22%	93++eHIJ 23%	83++eHIJ 24%	72++eHIJ 24%	88+ 17%	99++HiJ 21%	83++HiJ 22%	134 14%	119 16%	134 14%
Complained about them to my friends/followers on social media	206 22%	126+++HJ 29%	121+++HiJ 30%	106+++HiJ 31%	109 ++eFHIJ 36%	143++ 27%	124++ 26%	126+++fHIJ 33%	206 22%	184+ 24%	206 22%
Complained to friends or family	295 32%	147 34%	135 33%	111 33%	83 27%	153 29%	143 30%	118 31%	295 32%	232 30%	295 32%
Complained to someone else (please specify)	7 1%	5 1%	3 1%	1 *%	2 1%	2 *%	3 1%	1 *%	7 1%	4 1%	7 1%
I didn't complain to anyone	116 13%	62ef 15%	71+++EFhIj 18%	55+EFi 16%	57 ++EFghIj 19%	50-- 10%	43-- 9%	49 13%	116 13%	86- 11%	116 13%
I can't remember	42 5%	14 3%	25+ 6%	18 5%	25+++Ahj 8%	30 6%	29+ 6%	24 6%	42 5%	42++ 5%	42 5%

95% lower case or +, 99% UPPER CASE or ++

Table 27 (continuation)

A3. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to other media?

by

Base: All causes for complaint about other media

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	963	149	108	110	96	243	229	135	533	545	687	57	27	65	75	44	359	604
Effective sample size	763	127	88	93	85	201	191	115	437	441	561	47	24	57	66	40	301	463
Weighted Total	924	156	103	103	103	250	234	125	531	537	683	63	29	64	68	58	346	578
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	404	104++	87++ADgIJ	79++IJ	70++	210	198	86++ij	404+++aIJ	308++	404++	38+	16	49++	45++	35+	164	240
	44%	67%	85%	77%	68%	84%	85%	69%	76%	57%	59%	61%	55%	77%	67%	60%	47%	41%
Complained to another organisation (e.g. a regulator or ombudsman)	134	58++EFHIJ	48++EFHIJ	39++EFHIJ	40++EFHIJ	49+	43	42++EFHIJ	90+	88	108	14	7	37+++A	42++B	13	98++B	36--
	14%	37%	46%	38%	39%	20%	18%	34%	17%	16%	16%	23%	23%	58%	62%	23%	28%	6%
Complained about them to my friends/followers on social media	206	67++EFHIJ	48++EFHIJ	56	53	63	52	45	120	131	159	17	7	43+++A	32++	24++	114+++B	92--
	22%	43%	47%	54%	51%	25%	22%	36%	23%	24%	23%	27%	25%	67%	47%	42%	33%	16%
Complained to friends or family	295	60EfHj	33	39Eh	35e	58--	64	39	133--	171eh	201-	23	13	24	26	29+	111	184
	32%	39%	32%	38%	34%	23%	27%	31%	25%	32%	29%	36%	45%	38%	39%	49%	32%	32%
Complained to someone else (please specify)	7	-	-	1	-	-	-	-	1-	4	4	-	-	-	-	-	1	5
	1%	-%	-%	1%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%	1%
I didn't complain to anyone	116	1--	5-acEgh	---	5-cEg	---	4--	---	9--	33	39--acEfGH	1-	-	---	---	--	31-	86+a
	13%	1%	5%	-%	5%	-%	2%	-%	2%	6%	6%	2%	-%	-%	-%	-%	9%	15%
I can't remember	42	1-	--	1	--	7	6	6abd	14--	15--	21--	1	-	-	1	-	5--	36+++A
	5%	1%	-%	1%	-%	3%	3%	5%	3%	3%	3%	1%	-%	-%	1%	-%	2%	6%

95% lower case or +, 99% UPPER CASE or ++

Table 27 (continuation)

A3. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to other media?

by

Base: All causes for complaint about other media

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	963	20	350	278	304	347	268	185	151	203	251	139	334	453	203
Effective sample size	763	8	278	227	248	280	208	152	116	157	213	113	252	359	154
Weighted Total	924	16	339	242	318	339	260	170	148	203	262	120	313	440	188
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	404 44%	* 3%	114-- 34%	135++B 56%	154B 48%	177++CD 52%	115c 44%	57-- 33%	51- 34%	114++bCD 56%	113 43%	46 38%	122 39%	202 46%	90 48%
Complained to another organisation (e.g. a regulator or ombudsman)	134 14%	- -%	59 17%	34 14%	41 13%	53d 16%	43d 16%	26d 15%	10- 7%	41+D 20%	46D 17%	27+D 22%	17-- 5%	89++B 20%	6-- 3%
Complained about them to my friends/followers on social media	206 22%	2 14%	89 26%	50 21%	65 20%	77 23%	58 22%	37 22%	32 21%	49 24%	63 24%	28 23%	57 18%	118++B 27%	24-- 13%
Complained to friends or family	295 32%	7 42%	97 29%	84 35%	107 34%	102 30%	86 33%	55 32%	48 33%	65 32%	65-- 25%	31 26%	125++BC 40%	152 34%	55 29%
Complained to someone else (please specify)	7 1%	* 1%	1 *%	3 1%	2 1%	2 1%	- -%	1 1%	3b 2%	2 1%	* *%	- -%	5 1%	4 1%	1 1%
I didn't complain to anyone	116 13%	7 42%	46c 14%	18-- 7%	37 12%	47 14%	33 13%	19 11%	17 11%	20 10%	39C 15%	5-- 4%	50+C 16%	44- 10%	37++A 20%
I can't remember	42 5%	- -%	25++d 7%	9 4%	8 3%	5-- 2%	5- 2%	15++AB 9%	15++AB 10%	1-- 1%	12a 5%	8A 7%	14a 4%	20 5%	3 2%

95% lower case or +, 99% UPPER CASE or ++

Table 28

A3_r9. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to other type of organisation
by

Base: All causes for complaint about other organisations

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2905	2511	394	1566	1323	1467	833	602	842	934	543	586	2235	219	231	214	2545	359
Effective sample size	2294	2083	245	1264	1019	1146	695	475	666	745	427	461	1891	174	185	175	2025	269
Weighted Total	2857	2449	408	1638	1203	1268	923	664	879	918	523	537	2477	189	120	65	2514	342
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	1937 68%	1627-- 66%	310++A 76%	1089 66%	836 69%	695-- 55%	697++A 76%	545++AB 82%	670++BCD 76%	594- 65%	319-- 61%	353 66%	1664 67%	139 73%	85 71%	44 68%	1703 68%	233 68%
Complained to another organisation (e.g. a regulator or ombudsman)	261 9%	248++B 10%	13-- 3%	193++B 12%	68-- 6%	149++bC 12%	77 8%	36-- 5%	73 8%	92 10%	50 10%	46 9%	233d 9%	18 9%	8 6%	2- 4%	239 9%	22 7%
Complained about them to my friends/followers on social media	356 12%	343++B 14%	13-- 3%	235++B 14%	121-- 10%	224++BC 18%	97C 10%	36-- 5%	116 13%	106 12%	68 13%	67 12%	322+bc 13%	14- 7%	9- 8%	12+aBC 18%	334++B 13%	23-- 7%
Complained to friends or family	820 29%	757++B 31%	63-- 16%	396-- 24%	417++A 35%	453++BC 36%	229-- 25%	139-- 21%	250d 28%	297++D 32%	149 29%	124-- 23%	728+B 29%	35-- 19%	34b 28%	21B 32%	722 29%	98 29%
Complained to someone else (please specify)	65 2%	49 2%	16 4%	22-- 1%	43++A 4%	18- 1%	16 2%	31++AB 5%	16 2%	22 2%	9 2%	18 3%	60 2%	2 1%	2 1%	1 2%	57 2%	7 2%
I didn't complain to anyone	176 6%	133-- 5%	44++A 11%	100 6%	75 6%	86c 7%	60 6%	28- 4%	37- 4%	56 6%	33 6%	50++Ab 9%	159 6%	10 5%	4 3%	2 4%	153 6%	23 7%
I can't remember	60 2%	60+b 2%	-- -%	38 2%	22 2%	32c 3%	24c 3%	5- 1%	18 2%	28+c 3%	6 1%	9 2%	54 2%	3 1%	3 3%	* *%	57 2%	3 1%

95% lower case or +, 99% UPPER CASE or ++

Table 28 (continuation)

A3_r9. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to other type of organisation

by

Base: All causes for complaint about other organisations

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2905	2171	701	315	270	1786	1021	889	1879	898	1936	112	629	1568	596
Effective sample size	2294	1775	525	239	221	1493	749	704	1492	724	1513	78	478	1265	482
Weighted Total	2857	2283	515	250	159	1986	787	838	1853	914	1883	128	591	1564	573
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	1937 68%	1576++BC 69%	310-- 60%	143-- 57%	101 64%	1359 68%	524 67%	546 65%	1301++a 70%	609 67%	1309+ 69%	69-- 53%	367-- 62%	1112++AB 71%	390a 68%
Complained to another organisation (e.g. a regulator or ombudsman)	261 9%	174-- 8%	83++A 16%	31a 12%	23++A 15%	217++B 11%	37-- 5%	103++B 12%	132-- 7%	97b 11%	147-- 8%	15b 11%	28-- 5%	127b 8%	91++BC 16%
Complained about them to my friends/followers on social media	356 12%	248-- 11%	101++A 20%	43+A 17%	29++A 19%	260 13%	90 11%	112 13%	208- 11%	151++B 17%	191-- 10%	14 11%	44-- 8%	199B 13%	99++Bc 17%
Complained to friends or family	820 29%	612-- 27%	198++A 39%	81 32%	75++AbC 47%	556 28%	245 31%	224 27%	557 30%	289+ 32%	521 28%	28 22%	174 29%	438 28%	181 32%
Complained to someone else (please specify)	65 2%	47 2%	6 1%	5 2%	1 *%	39 2%	21 3%	31++B 4%	34- 2%	9-- 1%	56++A 3%	4 3%	15 3%	38 2%	8 1%
I didn't complain to anyone	176 6%	141 6%	35 7%	18 7%	12 7%	120 6%	49 6%	45 5%	118 6%	47 5%	128 7%	21++CD 17%	67++CD 11%	56-- 4%	32 6%
I can't remember	60 2%	34-- 1%	26++A 5%	20++Ad 8%	4 3%	40 2%	15 2%	21 3%	34 2%	27+b 3%	31- 2%	3 3%	14 2%	38d 2%	5- 1%

95% lower case or +, 99% UPPER CASE or ++

Table 28 (continuation)

A3_r9. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to other type of organisation

by

Base: All causes for complaint about other organisations

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2905	868	455	415	358	733	675	599	1369	2905	2905
Effective sample size	2294	706	384	343	311	616	554	488	1109	2294	2294
Weighted Total	2857	873	460	416	386	753	669	535	1334	2857	2857
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	1937 68%	482 --BCDfG 55%	173-- 38%	163-- 39%	128-- 33%	396--BCDG 53%	331--BCDG 49%	198-- 37%	749 --BCDfG 56%	1937 ABCDEFfGH 68%	1937ABCDEFfGH 68%
Complained to another organisation (e.g. a regulator or ombudsman)	261 9%	142++IJ 16%	102++aeHIJ 22%	97++AEHIJ 23%	79++HIJ 20%	122++IJ 16%	127++HIJ 19%	120 ++AeHIJ 22%	188++IJ 14%	261 9%	261 9%
Complained about them to my friends/followers on social media	356 12%	170++IJ 20%	128 ++AeHIJ 28%	122 ++AEfHIJ 29%	110 ++AeHIJ 29%	161++IJ 21%	152++hIJ 23%	142 ++AeHIJ 27%	247++IJ 18%	356 12%	356 12%
Complained to friends or family	820 29%	253 29%	140 30%	125 30%	102 27%	199 26%	191 29%	160 30%	371 28%	820 29%	820 29%
Complained to someone else (please specify)	65 2%	28+bcG 3%	5 1%	3- 1%	14bcG 4%	26+bcG 3%	19bcg 3%	4- 1%	33cg 2%	65g 2%	65g 2%
I didn't complain to anyone	176 6%	63 ++acEfHIJ 7%	53 11%	29 7%	38++ij 10%	51 7%	52 8%	52++IJ 10%	99+ 7%	176 6%	176 6%
I can't remember	60 2%	26+ 3%	28++ahIJ 6%	20++IJ 5%	26++AHIJ 7%	33++IJ 4%	31++IJ 5%	27++IJ 5%	45++ij 3%	60 2%	60 2%

95% lower case or +, 99% UPPER CASE or ++

Table 28 (continuation)

A3_r9. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to other type of organisation

by

Base: All causes for complaint about other organisations

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2905	373	136	145	133	399	353	220	836	2445	2536	164	79	130	117	163	870	2035
Effective sample size	2294	316	113	121	119	333	290	184	677	1941	2017	133	67	117	99	142	707	1587
Weighted Total	2857	412	138	137	149	411	353	197	814	2436	2531	184	87	141	113	196	887	1971
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	1937	303+BCDG	76--	80-g	77--	305++BCDG	246BcdG	92--	565BcdG	1937 ++aBCDeFG Hj	1937++BCDfGH	154++C	67c	82-	61--	157++A	594	1342
	68%	74%	55%	58%	51%	74%	70%	47%	69%	80%	77%	84%	77%	58%	54%	80%	67%	68%
Complained to another organisation (e.g. a regulator or ombudsman)	261	95++hIJ	68 ++ADEFgHI	56 ++AdeFHIJ	42++efHIJ	78++IJ	64++IJ	64 ++aEFHIJ	135++IJ	214	236	26+	8	61++AB	52++B	39++	128++B	133--
	9%	23%	49%	41%	28%	19%	18%	32%	17%	9%	9%	14%	9%	43%	46%	20%	14%	7%
Complained about them to my friends/followers on social media	356	80++IJ	50 ++AEFGHIJ	45 ++AEFHIJ	50 ++AEFHIJ	82++IJ	68++IJ	50++hIJ	146++IJ	273--	291--	25	14	41++A	32++	35+	165++B	192--
	12%	19%	36%	33%	34%	20%	19%	25%	18%	11%	12%	14%	16%	29%	28%	18%	19%	10%
Complained to friends or family	820	115	47e	46e	57+aEHIJ	97-	110e	66ehj	209-	655--	672--	50	29	36	27	56	242	578
	29%	28%	34%	33%	38%	24%	31%	34%	26%	27%	27%	27%	34%	25%	24%	29%	27%	29%
Complained to someone else (please specify)	65	9g	-	2	-	5	5	--	11	48-	52-	2	7++aC	-	-	6	12-	53+a
	2%	2%	-%	1%	-%	1%	1%	-%	1%	2%	2%	1%	8%	-%	-%	3%	1%	3%
I didn't complain to anyone	176	12--	8ce	1--	3-	8--	16c	16ACdEhIJ	31--	67--	90--	6	--	6	4	6	32--	144++A
	6%	3%	6%	1%	2%	2%	4%	8%	4%	3%	4%	3%	-%	4%	3%	3%	4%	7%
I can't remember	60	8	1	5Ij	4	8	10i	9+IJ	21i	28--	40--	1	-	7+a	4	4	15	45
	2%	2%	1%	4%	3%	2%	3%	5%	3%	1%	2%	*%	-%	5%	3%	2%	2%	2%

95% lower case or +, 99% UPPER CASE or ++

Table 28 (continuation)

A3_r9. Thinking about each company or organisation you have had a reason to complain about in the past year, who, if anyone, did you complain to?

What did you do in relation to other type of organisation
by

Base: All causes for complaint about other organisations

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2905	27	867	837	1156	1023	880	394	571	584	746	326	1187	1329	638
Effective sample size	2294	14	712	679	904	827	683	312	444	470	626	258	898	1046	496
Weighted Total	2857	41	859	795	1148	1076	859	355	531	641	773	284	1110	1349	589
Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form)	1937 68%	28 69%	506-- 59%	572++B 72%	819++B 71%	820++BCD 76%	601CD 70%	167-- 47%	330--C 62%	486++BCD 76%	520C 67%	146-- 51%	769C 69%	939 70%	431++ 73%
Complained to another organisation (e.g. a regulator or ombudsman)	261 9%	- -%	90 11%	72 9%	98 9%	99 9%	79 9%	27 8%	51 10%	64d 10%	89+D 12%	30d 10%	71-- 6%	140B 10%	30-- 5%
Complained about them to my friends/followers on social media	356 12%	- -%	114 13%	106 13%	136 12%	118 11%	115 13%	65++ABd 18%	53 10%	86 13%	101 13%	47+D 16%	113-- 10%	198++B 15%	47-- 8%
Complained to friends or family	820 29%	7 17%	219- 25%	243b 31%	347b 30%	303 28%	239 28%	108 31%	163 31%	184 29%	218 28%	68 24%	339c 31%	384 28%	170 29%
Complained to someone else (please specify)	65 2%	- -%	18 2%	19 2%	29 2%	25 2%	13 2%	7 2%	18b 3%	11 2%	13 2%	2 1%	39++abc 4%	41+ 3%	13 2%
I didn't complain to anyone	176 6%	6 16%	73++Cd 8%	29-- 4%	67c 6%	44-- 4%	50 6%	44++ABd 12%	37a 7%	24- 4%	47 6%	28+A 10%	73a 7%	78 6%	46 8%
I can't remember	60 2%	- -%	32++CD 4%	10 1%	19 2%	7-- 1%	9- 1%	23++ABd 7%	16Ab 3%	9 1%	8- 1%	14++ABD 5%	21 2%	23 2%	6 1%

95% lower case or +, 99% UPPER CASE or ++

Table 29

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
An online shop or retailer	396 16%	346++B 18%	49-- 9%	203 17%	190 16%	147+C 19%	140 17%	109-- 13%	136++CD 21%	134d 17%	59 13%	67-- 12%	336 17%	31 16%	17 15%	9 14%	344 17%	52 15%
Your phone or broadband provider	366 15%	296 16%	70 13%	208++B 18%	156-- 13%	140++C 19%	126 15%	100-- 12%	118+cd 19%	119 15%	58 13%	71 13%	321+ 16%	23 12%	14 12%	8 13%	320 16%	46 13%
Energy companies	253 11%	202 11%	51 10%	150++B 13%	103-- 8%	77 10%	100 12%	77 9%	84+B 13%	64-- 8%	47 10%	57 10%	216 11%	22 11%	12 10%	4-- 5%	222 11%	30 8%
Your local council	214 9%	175 9%	39 7%	129++B 11%	84-- 7%	52-- 7%	88a 11%	74 9%	68b 11%	55 7%	40 9%	52 9%	178 9%	17 8%	13 11%	6 10%	194 9%	20 6%
A local shop or supermarket	203 8%	160 8%	44 8%	105 9%	98 8%	63 8%	74 9%	66 8%	70+bD 11%	58 7%	41 9%	33 6%	172 8%	14 7%	12 10%	5 8%	175 9%	28 8%
Your main bank account provider	165 7%	146++B 8%	18-- 3%	95+b 8%	70 6%	63c 8%	58 7%	43 5%	70++BCD 11%	50 6%	23 5%	21-- 4%	149+b 7%	6-- 3%	6 5%	3 5%	136 7%	29 8%
Sky	144 6%	125 7%	19 4%	78 7%	65 5%	61++C 8%	56c 7%	28-- 3%	53+D 8%	48d 6%	24 5%	19-- 3%	126 6%	8 4%	6 5%	4 6%	121 6%	23 7%
Travel companies/hotels	133 6%	113 6%	21 4%	79+b 7%	53-- 4%	57++C 8%	49 6%	28-- 3%	49+cD 8%	49d 6%	18 4%	18-- 3%	118 6%	8 4%	4 3%	2 3%	119 6%	14 4%
Virgin Media (TV)	131 5%	120++B 6%	11-- 2%	83++B 7%	48-- 4%	44 6%	45 5%	42 5%	29 5%	53 7%	23 5%	26 5%	115c 6%	11c 6%	1-- 1%	3c 5%	129++B 6%	2-- 1%
BBC	129 5%	121++B 6%	8-- 1%	98++B 8%	28-- 2%	28-- 4%	48 6%	53a 6%	60++BcD 9%	24-- 3%	23 5%	23 4%	111 5%	12 6%	4 4%	2 3%	113 5%	16 4%
Airlines	104 4%	96++B 5%	8-- 2%	61 5%	43 3%	48++bC 6%	31 4%	25 3%	44++cD 7%	33 4%	15 3%	11-- 2%	93 5%	7 4%	2 2%	2 3%	96 5%	8 2%
A social media website (e.g. Facebook)	103 4%	93+b 5%	10-- 2%	60 5%	41 3%	48++bC 6%	33 4%	22-- 3%	30 5%	31 4%	17 4%	24 4%	81 4%	11 6%	7 6%	4 6%	96+b 5%	7-- 2%
Netflix	41 2%	39+b 2%	2-- *%	30++B 3%	11-- 1%	28++BC 4%	12c 1%	1-- *%	10 2%	14 2%	10 2%	7 1%	36 2%	3 2%	2 1%	* *%	38 2%	3 1%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
ITV	33 1%	29 2%	4 1%	19 2%	14 1%	16c 2%	13 2%	4- 1%	11 2%	9 1%	5 1%	8 2%	29 1%	3 1%	* %	1 2%	33b 2%	-- -%
Channel 4	31 1%	31+b 2%	*- %	24++B 2%	7-- 1%	16+b 2%	6 1%	9 1%	9 1%	11 1%	6 1%	5 1%	28 1%	1 1%	1 1%	1 1%	29 1%	2 1%
Channel 5	24 1%	24+b 1%	-- -%	16 1%	7 1%	21++BC 3%	2- *	1- %	9 1%	5 1%	6 1%	3 1%	22 1%	- -%	1 1%	* 1%	24 1%	- -%
NET: OTHER MEDIA	308 13%	274++B 15%	34-- 6%	187++B 16%	121-- 10%	127++bc 17%	108c 13%	73-- 9%	86 14%	113d 15%	57 13%	52- 10%	268c 13%	24 12%	9- 7%	8 12%	279+b 14%	29- 8%
NET: OTHER TYPES OF ORGANISATION	1004 42%	808 43%	197 37%	542++B 46%	457-- 38%	347+C 46%	360c 43%	298-- 37%	337++BCD 53%	305 39%	165- 36%	198-- 36%	854 42%	74 38%	47 41%	27 41%	866 42%	138 39%
NET: ANY ORGANISATION	1100 46%	891+b 47%	209- 40%	594++B 50%	501-- 41%	384++C 51%	393c 47%	323-- 40%	364++BCD 57%	338 44%	186 41%	212-- 39%	934 46%	86 44%	49 43%	28 43%	953 46%	145 41%
NET: ANY ORGANISATION - 1 mentions	478 20%	357 19%	121 23%	223 19%	254 21%	163 22%	163 19%	152 19%	156++Bcd 25%	141 18%	77 17%	104 19%	397 20%	43 22%	21 18%	16 24%	403 20%	73 21%
NET: ANY ORGANISATION - 2 mentions	297 12%	239 13%	58 11%	174++B 15%	123-- 10%	89 12%	125+c 15%	82- 10%	100++D 16%	96 12%	52 12%	48- 9%	258 13%	17 9%	14 12%	7 10%	260 13%	37 10%
NET: ANY ORGANISATION - 3 mentions	151 6%	138++B 7%	13-- 2%	79 7%	69 6%	63++c 8%	47 6%	40 5%	43 7%	45 6%	30 7%	32 6%	127 6%	14 7%	7 6%	2 3%	130 6%	21 6%
NET: ANY ORGANISATION - 4+ mentions	174 7%	157++B 8%	18-- 3%	118++B 10%	56-- 5%	69+c 9%	58 7%	48 6%	64++cD 10%	56 7%	27 6%	28- 5%	152 8%	11 6%	7 6%	4 6%	160+b 8%	15 4%
NET: ANY ORGANISATION - AT LEAST ONE	1100 46%	891+b 47%	209- 40%	594++B 50%	501-- 41%	384++C 51%	393c 47%	323-- 40%	364++BCD 57%	338 44%	186 41%	212-- 39%	934 46%	86 44%	49 43%	28 43%	953 46%	145 41%
NET: ANY MEDIA - 1 mentions	299 12%	267++B 14%	32-- 6%	179++B 15%	118-- 10%	98 13%	104 12%	97 12%	98+D 16%	101d 13%	53 12%	46-- 8%	253 13%	29 15%	9 8%	8 11%	264 13%	35 10%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
NET: ANY MEDIA - 2 mentions	58 2%	52 3%	6 1%	47++B 4%	11-- 1%	22 3%	23 3%	13 2%	16 3%	18 2%	10 2%	14 2%	52 3%	2 1%	3 2%	1 2%	54 3%	5 1%
NET: ANY MEDIA - 3 mentions	16 1%	16 1%	- -%	11 1%	5 *%	12++bc 2%	3 *%	1 *%	5 1%	4 *%	4 1%	2 *%	14 1%	1 1%	* *%	- -%	15 1%	1 *%
NET: ANY MEDIA - 4+ mentions	13 1%	13 1%	- -%	8 1%	5 *%	6 1%	5 1%	1 *%	6 1%	3 *%	2 *%	1 *%	13 1%	- -%	- -%	* *%	13 1%	- -%
NET: ANY MEDIA - AT LEAST ONE	386 16%	348++B 19%	38-- 7%	245++B 21%	139-- 11%	137 18%	135 16%	114 14%	126++D 20%	127d 16%	69 15%	64-- 12%	332c 16%	33 17%	12 10%	9 14%	345+b 17%	40- 11%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
An online shop or retailer	396 16%	323-- 15%	59++A 23%	29 21%	17+a 24%	275++B 18%	112-- 13%	118++B 21%	262-- 15%	116+ 19%	277 16%	7-- 3%	72--A 10%	255++AB 23%	62++AB 23%
Your phone or broadband provider	366 15%	302-- 14%	59++A 24%	33++A 24%	18++A 26%	257++B 17%	102-- 12%	95 17%	257 15%	124++B 21%	241-- 14%	13-- 4%	86--A 12%	199++AB 18%	67++ABc 25%
Energy companies	253 11%	215 10%	32 13%	11 8%	13++Ac 20%	181++B 12%	64-- 8%	63 11%	175 10%	92++B 15%	159-- 9%	18 6%	45-- 6%	146++aB 13%	44++AB 16%
Your local council	214 9%	181 9%	26 10%	12 9%	9 12%	141 9%	68 8%	80++B 14%	125-- 7%	54 9%	157 9%	5-- 2%	40--a 5%	133++AB 12%	37+AB 13%
A local shop or supermarket	203 8%	167-- 8%	35++A 14%	16 12%	12++A 17%	128 9%	69 8%	58 10%	137 8%	63b 11%	135- 8%	15 5%	41-- 5%	99b 9%	48++ABC 18%
Your main bank account provider	165 7%	131-- 6%	28++A 11%	13 10%	10++A 14%	118+b 8%	40-- 5%	45 8%	111 6%	46 8%	118 7%	3-- 1%	31-- 4%	91+AB 8%	39++ABC 14%
Sky	144 6%	121 6%	21 8%	13 10%	5 7%	117++B 8%	25-- 3%	25 4%	107 6%	61++B 10%	81-- 5%	7- 2%	24-- 3%	77aB 7%	36++ABC 13%
Travel companies/hotels	133 6%	102-- 5%	28++A 11%	16++A 12%	7+a 11%	109++B 7%	20-- 2%	19- 3%	107a 6%	47++B 8%	84-- 5%	3-- 1%	25-- 3%	69Ab 6%	36++ABC 13%
Virgin Media (TV)	131 5%	110 5%	18 7%	9 7%	5 7%	95+b 6%	34- 4%	41+ 7%	86 5%	46+B 8%	82-- 5%	3- 1%	26- 4%	72Ab 7%	30++ABc 11%
BBC	129 5%	107 5%	16 6%	11 9%	2 3%	90 6%	36 4%	35 6%	91 5%	37 6%	89 5%	5- 2%	25- 3%	70aB 6%	28++ABc 10%
Airlines	104 4%	77-- 4%	24++A 10%	8 6%	8++A 12%	86++B 6%	15-- 2%	21 4%	78 4%	35 6%	69 4%	*-- *	13-- 2%	66++AB 6%	25++AB 9%
A social media website (e.g. Facebook)	103 4%	77-- 4%	19+A 7%	6 4%	7++A 11%	62 4%	34 4%	47++B 8%	50-- 3%	32 5%	70 4%	4- 1%	15-- 2%	54aB 5%	30++ABC 11%
Netflix	41 2%	28-- 1%	13++A 5%	4 3%	5++A 7%	32 2%	9 1%	11 2%	27 2%	15 2%	23- 1%	1 *	4-- 1%	20b 2%	16++ABC 6%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
ITV	33 1%	24-- 1%	9++A 4%	5++A 4%	2a 4%	27+b 2%	6 1%	14+b 2%	18- 1%	16++B 3%	16-- 1%	3 1%	6 1%	11 1%	13++aABC 5%
Channel 4	31 1%	20-- 1%	11++A 4%	6++A 5%	3+a 4%	22 1%	7 1%	13+b 2%	17 1%	13b 2%	17- 1%	1 1%	1-- *	17b 2%	12++aABC 4%
Channel 5	24 1%	19 1%	5 2%	1 1%	1 1%	20b 1%	3- *	7 1%	16 1%	13++B 2%	10-- 1%	2 1%	--- -	8b 1%	14++ABC 5%
NET: OTHER MEDIA	308 13%	261 12%	42 17%	22 17%	13a 20%	229++B 15%	72-- 9%	75 13%	217 12%	118++B 20%	181-- 10%	13-- 5%	56-- 7%	168++AB 15%	70++ABC 26%
NET: OTHER TYPES OF ORGANISATION	1004 42%	858-- 40%	123+A 49%	60 45%	39++A 57%	680++B 45%	299-- 36%	275++B 49%	689-- 40%	293++B 49%	700-- 39%	37-- 13%	228--A 30%	572++AB 52%	167++ABc 61%
NET: ANY ORGANISATION	1100 46%	943-- 44%	134+A 53%	68 51%	41++A 60%	748++B 50%	322-- 38%	294++B 52%	761-- 44%	327++B 55%	755-- 43%	44-- 15%	256--A 34%	618++AB 56%	182++ABC 67%
NET: ANY ORGANISATION - 1 mentions	478 20%	432 20%	44 18%	23 17%	15 22%	308 20%	158 19%	126 22%	335 19%	120 20%	351 20%	17-- 6%	141A 19%	251++A 23%	69+Ab 25%
NET: ANY ORGANISATION - 2 mentions	297 12%	250- 12%	34 14%	19 14%	10 14%	206+b 14%	82- 10%	75 13%	209 12%	95++B 16%	194-- 11%	19- 7%	66-- 9%	173++AB 16%	39ab 14%
NET: ANY ORGANISATION - 3 mentions	151 6%	129 6%	17 7%	10 8%	5 7%	109+b 7%	40- 5%	39 7%	106 6%	51+b 9%	96-- 5%	4-- 2%	25-- 3%	98++AB 9%	23AB 8%
NET: ANY ORGANISATION - 4+ mentions	174 7%	132-- 6%	39++A 15%	16+A 12%	12++A 17%	125+b 8%	43-- 5%	54+b 10%	110- 6%	61++B 10%	114- 6%	4-- 1%	24-- 3%	95+AB 9%	52++ABC 19%
NET: ANY ORGANISATION - AT LEAST ONE	1100 46%	943-- 44%	134+A 53%	68 51%	41++A 60%	748++B 50%	322-- 38%	294++B 52%	761-- 44%	327++B 55%	755-- 43%	44-- 15%	256--A 34%	618++AB 56%	182++ABC 67%
NET: ANY MEDIA - 1 mentions	299 12%	260 12%	28 11%	15 11%	10 15%	208+b 14%	83- 10%	71 13%	218 13%	95++B 16%	197-- 11%	9-- 3%	68--a 9%	171++AB 16%	50++AB 18%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
NET: ANY MEDIA - 2 mentions	58 2%	51 2%	8 3%	7+ 5%	1 1%	43 3%	14 2%	14 2%	40 2%	22+b 4%	35- 2%	4 1%	9- 1%	28 3%	17++aBC 6%
NET: ANY MEDIA - 3 mentions	16 1%	11 1%	4+a 2%	2 1%	1 2%	13 1%	3 *%	4 1%	9 *%	8+b 1%	7- *%	1 1%	-- -%	9b 1%	5+B 2%
NET: ANY MEDIA - 4+ mentions	13 1%	5-- *%	8++A 3%	4++A 3%	1+A 2%	13+b 1%	-- -%	6 1%	7 *%	8++B 1%	5-- *%	- -%	-- -%	4 *%	9++aBC 3%
NET: ANY MEDIA - AT LEAST ONE	386 16%	327- 15%	48 19%	27 20%	14 20%	277++B 18%	99-- 12%	96 17%	274 16%	133++B 22%	243-- 14%	15-- 5%	77--a 10%	213++AB 19%	81++aBC 29%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
An online shop or retailer	396	74++	25	24	16	66++b	53++	27	128++	396 ++ABcdFGH	396++Bh
	16%	24%	16%	22%	21%	27%	25%	21%	23%	33%	29%
Your phone or broadband provider	366	83++B	23	22	17	72++B	70++Bcg	29+	151++B	366++B	366++B
	15%	27%	15%	21%	22%	30%	33%	22%	28%	30%	27%
Energy companies	253	62++	26+	18+	16++	51++	33+	23+	88++	253++h	253++
	11%	20%	17%	17%	21%	21%	16%	17%	16%	21%	18%
Your local council	214	63++Bcgh	14	12	13+	36++	33++	14	72++	214++bh	214++
	9%	21%	9%	11%	16%	15%	16%	11%	13%	18%	16%
A local shop or supermarket	203	45++	18	23++	12+	42++	29++	17	74++	203++	203++
	8%	15%	12%	21%	15%	17%	14%	13%	13%	17%	15%
Your main bank account provider	165	58++hiJ	24++	26++HIJ	16++j	37++	38++j	27++hiJ	72++	165++	165++
	7%	19%	15%	24%	21%	16%	18%	21%	13%	14%	12%
Sky	144	33++	19++	22++aIJ	14++i	144 ++ABCDGHIJ	30++	22++ij	144 ++ABFGIJ	120++	144++
	6%	11%	12%	20%	18%	60%	14%	17%	26%	10%	10%
Travel companies/hotels	133	39++	16+	15++	11++	36++j	27++	22++j	62++	133++	133++
	6%	13%	10%	14%	14%	15%	13%	17%	11%	11%	10%
Virgin Media (TV)	131	39++	21++	16++	15++IJ	31++	131 ++ABCDEGHIJ	21++ij	131 ++AbEIJ	106++	131++
	5%	13%	14%	15%	19%	13%	62%	16%	24%	9%	10%
BBC	129	129 ++BCDEFGHIJ	28++IJ	27++eHIJ	13++	37++ij	33++IJ	18++	67++	111++	129++
	5%	42%	18%	25%	17%	15%	16%	14%	12%	9%	9%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Airlines	104 4%	28++ 9%	13+ 9%	13++ 12%	13+++iJ 17%	29++j 12%	24++ 11%	18++j 14%	51++ 9%	104++ 9%	104++ 8%
A social media website (e.g. Facebook)	103 4%	29++ 9%	13+ 8%	10+ 9%	12++j 15%	27++ 11%	24++ 11%	21+++hIJ 16%	51++ 9%	103++ 9%	103++ 7%
Netflix	41 2%	22++IJ 7%	16++IJ 10%	17 ++aefHIJ 16%	14 ++AefHIJ 18%	20++IJ 8%	17++IJ ++ABcEFHIJ 8%	41 31%	41++IJ 7%	40++ 3%	41++ 3%
ITV	33 1%	24+++IJ ++AEFGHIJ 8%	33 21%	12++IJ 11%	11+++hIJ 14%	17++IJ 7%	18++IJ 8%	12++IJ 9%	33++IJ 6%	28++ 2%	33++ 2%
Channel 4	31 1%	20++IJ 7%	15++IJ ++ABEFGHIJ 10%	31 29%	12+++aeHIJ 16%	14++IJ 6%	18++IJ 9%	12++IJ 9%	31++IJ 6%	26++ 2%	31++ 2%
Channel 5	24 1%	12++j 4%	15++ahIJ 10%	13+++AHIJ ++ABCEFGH IJ 12%	24 30%	18++IJ 7%	19++ahIJ 9%	15+++AHIJ 11%	24++IJ 4%	23++ 2%	24++ 2%
NET: OTHER MEDIA	308 13%	88+++Ij 29%	57++IJ 37%	54+++AbIJ 51%	38+++AIJ ++ABCDGHIJ 49%	167 ++ABCDGHIJ 69%	150 ++ABCDGHIJ 71%	66+++AbIJ 50%	308+++ABIJ 56%	252++ 21%	308++ 22%
NET: OTHER TYPES OF ORGANISATION	1004 42%	191+++B 63%	66 42%	61+++b 57%	40 52%	155+++B 64%	136+++B 64%	79+++B 61%	318+++B 58%	1004 ++ABCDEFGHJ 83%	1004+++ABCDEFgH 73%
NET: ANY ORGANISATION	1100 46%	227+++B 75%	86+ 55%	74+++b 69%	52++ 67%	199 ++BcDgh 82%	178 ++aBCDgH 84%	94+++B 72%	403+++B 74%	1034 ++ABCDGHJ 86%	1100+++BcdgH 80%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
NET: ANY ORGANISATION - 1 mentions	478	53	17-	10-	8-	42	38	21	100c	423 ++ABCDEFGH	478++ABCDEFGH
	20%	17%	11%	9%	10%	17%	18%	16%	18%	35% H	35%
NET: ANY ORGANISATION - 2 mentions	297	55++	25	17	11	42+	49++	21	107++	287++e	297++
	12%	18%	16%	16%	14%	17%	23%	16%	19%	24%	22%
NET: ANY ORGANISATION - 3 mentions	151	40++	14	15++	11+	45++biJ	34++	16++	83++j	151++	151++
	6%	13%	9%	14%	14%	19%	16%	12%	15%	13%	11%
NET: ANY ORGANISATION - 4+ mentions	174	80++IJ	30++j	31++IJ	24++IJ	70++hIJ	58++IJ	36++IJ	114++IJ	173++	174++
	7%	26%	19%	29%	30%	29%	27%	27%	21%	14%	13%
NET: ANY ORGANISATION - AT LEAST ONE	1100	227++B	86+	74++b	52++	199 ++Bcdgh	178 ++aBCDgH	94++B	403++B	1034 ++ABCDGHJ	1100++BcdgH
	46%	75%	55%	69%	67%	82%	84%	72%	74%	86%	80%
NET: ANY MEDIA - 1 mentions	299	107++BdIJ	24	26++	17+	121 ++ABCDGIJ	94 ++BCDGIJ	35++b	238 ++aBCDGIJ	244++	299++
	12%	35%	16%	24%	22%	50%	44%	27%	43%	20%	22%
NET: ANY MEDIA - 2 mentions	58	34++IJ	16++IJ	15++IJ	9++Ij	30++IJ	35++IJ	18++IJ	58++IJ	48++	58++
	2%	11%	10%	14%	11%	12%	16%	14%	11%	4%	4%
NET: ANY MEDIA - 3 mentions	16	12++IJ	9++IJ	7++IJ	7++hIJ	15++IJ	12++IJ	7++IJ	16++ij	16++	16++
	1%	4%	6%	7%	9%	6%	6%	5%	3%	1%	1%
NET: ANY MEDIA - 4+ mentions	13	12++IJ	11++HIJ	11++aHIJ	8++aHIJ	10++IJ	12++hIJ	8++hIJ	13++ij	12++	13++
	1%	4%	7%	10%	10%	4%	6%	6%	2%	1%	1%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
NET: ANY MEDIA - AT LEAST ONE	386	166++BIJ	61++Ij	59++bIJ	40++IJ	175 ++ABCDGHI J	153 ++ABCDGHI J	68++bIJ	325++BIJ	320++	386++
	16%	54%	39%	55%	52%	73%	72%	53%	59%	27%	28%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
An online shop or retailer	396 16%	48++ 37%	9 26%	12 38%	9 38%	46++ 32%	38++ 29%	12+ 30%	94++ 30%	396+++fh 39%	396++ 36%	24++ 34%	9 29%	15 51%	8 33%	27++ 39%	104++B 21%	292-- 15%
Your phone or broadband provider	366 15%	43++ 33%	7 21%	9 29%	8 34%	57++ 39%	57++j 43%	12+ 30%	113++ 37%	366++ 36%	366++ 33%	28++ 40%	8 28%	7 23%	10 41%	17+ 25%	102++B 20%	264-- 14%
Energy companies	253 11%	35++ 27%	11 32%	8 27%	10 41%	41++ 28%	25++ 19%	12++ 30%	66++ 21%	253++ 25%	253++ 23%	16++ 24%	8 25%	11 38%	7 31%	20++ 29%	77++B 15%	176-- 9%
Your local council	214 9%	44+++HIJ 34%	6 20%	7 23%	8 35%	32++ 22%	29++ 22%	10++ 24%	60++ 20%	214++ 21%	214++ 19%	22++ 33%	13 43%	8 28%	5 19%	24++ 34%	80++B 16%	135-- 7%
A local shop or supermarket	203 8%	30++ 23%	10 30%	10 32%	9 37%	35++ 25%	23++ 17%	9++ 21%	60++ 20%	203++ 20%	203++ 18%	15++ 22%	6 21%	8 28%	8 34%	12+ 18%	59++B 12%	145-- 8%
Your main bank account provider	165 7%	40+++eHIJ 31%	12 36%	17 55%	11 45%	26++ 18%	27++ 21%	15+++eHIJ 36%	54++ 18%	165++ 16%	165++ 15%	20++ 29%	6 20%	14 49%	7 29%	22++ 33%	62++B 12%	103-- 5%
Sky	144 6%	25++i 19%	14 42%	11 36%	9 39%	144 100% ++AFGHIJ	22++ 17%	10+++Ij 25%	144 47% ++AFgIJ	114++ 11%	144++ 13%	10+ 14%	4 13%	11 38%	11 48%	9 12%	46++B 9%	98-- 5%
Travel companies/hotels	133 6%	23++ 18%	6 17%	4 13%	6 27%	25++ 18%	20++ 15%	6++ 16%	43++ 14%	133++ 13%	133++ 12%	13++ 19%	5 17%	5 16%	7 28%	12++ 17%	44++B 9%	90-- 5%
Virgin Media (TV)	131 5%	23++i 18%	12 36%	11 37%	11 46%	22++ 15%	131 100% ++AEGHIJ	11+++IJ 28%	131+++AEIJ 42%	96++ 10%	131++ 12%	11++ 16%	5 15%	7 24%	6 25%	11++ 17%	46++B 9%	85-- 4%
BBC	129 5%	129 100% ++EFGHIJ	22 65%	18 58%	8 32%	25++i 17%	23++i 18%	9++i 21%	51++Ij 17%	102++ 10%	129++ 12%	69++ 100%	30 100%	30 100%	24 100%	69++ 100%	68++B 14%	60-- 3%
Airlines	104 4%	21++j 16%	6 18%	7 23%	10 42%	24+++ij 17%	18++ 13%	7++ 17%	38++ 12%	104++ 10%	104++ 9%	8++ 12%	7 23%	6 19%	5 21%	12++ 17%	36++B 7%	68-- 4%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
A social media website (e.g. Facebook)	103 4%	19++ 15%	10 29%	6 18%	6 25%	20++ 14%	11+ 9%	9++fiJ 22%	37++ 12%	103++ 10%	103++ 9%	8+ 11%	4 14%	7 25%	5 20%	11++ 15%	32+b 6%	71- 4%
Netflix	41 2%	9++ 7%	9 26%	7 21%	8 36%	10++i 7%	11++Ij 9%	41 100%	41++IJ 13%	33++ 3%	41++ 4%	3 4%	- -	6 20%	5 23%	2 3%	17++B 3%	24-- 1%
ITV	33 1%	22++IJ 17%	33 100%	10 33%	9 39%	14++IJ 10%	12++IJ 9%	9++fiJ 21%	33++IJ 11%	22+ 2%	33++ 3%	7++ 10%	4 14%	10 35%	9 40%	6++ 9%	20++B 4%	14-- 1%
Channel 4	31 1%	18++IJ 14%	10 31%	31 100%	8 34%	11++IJ 8%	11++IJ 9%	7++IJ 16%	31++IJ 10%	24++ 2%	31++ 3%	6++ 9%	3 8%	10 32%	8 35%	7++ 10%	16++B 3%	15-- 1%
Channel 5	24 1%	8++ij 6%	9 28%	8 26%	24 100%	9++IJ 6%	11++IJ 8%	8 21%	24++IJ 8%	20++ 2%	24++ 2%	1 2%	1 3%	5 17%	5 22%	- -	19++B 4%	5-- *%
NET: OTHER MEDIA	308 13%	51++Ij 40%	33 100%	31 100%	24 100%	144++AIJ 100%	131++AIJ 100%	41++AIJ 100%	308++AIJ 100%	229++ 23%	308++i 28%	23++ 34%	11 36%	17 57%	15 64%	24++ 34%	101++B 20%	207-- 11%
NET: OTHER TYPES OF ORGANISATION	1004 42%	102++ 79%	22 65%	24 77%	20 86%	114++ 79%	96++ 73%	33++ 80%	229++ 74%	1004 100%	1004++AEFGHJ 91%	49++ 71%	26 86%	27 91%	19 79%	56++ 81%	261++B 53%	743-- 39%
NET: ANY ORGANISATION	1100 46%	129++ 100%	33 100%	31 100%	24 100%	144++ 100%	131++ 100%	41++ 100%	308++ 100%	1004++ 100%	1100++ 100%	69++ 100%	30 100%	30 100%	24 100%	69++ 100%	286++B 58%	814-- 43%
NET: ANY ORGANISATION - 1 mentions	478 20%	17 13%	1 3%	1 2%	1 3%	26 18%	24 19%	5 11%	57 18%	404 40%	478++AEFGH 43%	14 20%	2 8%	1 2%	3 12%	8 11%	93 19%	385 20%
NET: ANY ORGANISATION - 2 mentions	297 12%	24+ 19%	10 30%	6 20%	2 7%	27+ 19%	39++ 30%	10+ 24%	81++ 26%	277++e 28%	297++ 27%	16+ 23%	7 22%	2 6%	2 8%	17++ 25%	71 14%	226 12%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
NET: ANY ORGANISATION - 3 mentions	151 6%	24++ 19%	5 14%	4 14%	3 14%	32++j 22%	23++ 18%	7++ 18%	66++iJ 22%	149++ 15%	151++ 14%	12++ 18%	8 26%	4 14%	2 9%	14++ 20%	51++B 10%	100-- 5%
NET: ANY ORGANISATION - 4+ mentions	174 7%	63+++fHIJ 49%	18 53%	20 64%	18 76%	60++IJ 42%	44++IJ 34%	19++IJ 47%	104++IJ 34%	173++ 17%	174++ 16%	27++ 39%	13 45%	23 77%	17 71%	30++ 44%	72++B 15%	102-- 5%
NET: ANY ORGANISATION - AT LEAST ONE	1100 46%	129++ 100%	33 100%	31 100%	24 100%	144++ 100%	131++ 100%	41++ 100%	308++ 100%	1004++ 100%	1100++ 100%	69++ 100%	30 100%	30 100%	24 100%	69++ 100%	286++B 58%	814-- 43%
NET: ANY MEDIA - 1 mentions	299 12%	78++IJ 60%	4 12%	8 24%	7 28%	100++GIJ 70%	84++IJ 64%	19++IJ 46%	221++aGIJ 72%	225++ 22%	299++i 27%	46++ 66%	19 64%	13 43%	8 36%	45++ 66%	99++B 20%	200-- 10%
NET: ANY MEDIA - 2 mentions	58 2%	28++IJ 22%	12 37%	8 27%	5 22%	23++IJ 16%	28++IJ 22%	11++IJ 27%	58++IJ 19%	39++ 4%	58++ 5%	16++ 23%	8 25%	5 17%	4 16%	15++ 22%	25++B 5%	33-- 2%
NET: ANY MEDIA - 3 mentions	16 1%	10++IJ 8%	6 17%	5 15%	4 15%	11++IJ 8%	8++IJ 6%	3++IJ 8%	16++IJ 5%	14++ 1%	16++ 1%	3++ 4%	2 8%	5 18%	4 17%	6++ 8%	8+b 2%	8- *%
NET: ANY MEDIA - 4+ mentions	13 1%	12++IJ 10%	11 34%	11 34%	8 35%	10++IJ 7%	10++IJ 8%	8++efHIJ 19%	13++IJ 4%	12++ 1%	13++ 1%	5++ 7%	1 3%	7 22%	7 30%	3++ 4%	11++B 2%	2-- *%
NET: ANY MEDIA - AT LEAST ONE	386 16%	129++IJ 100%	33 100%	31 100%	24 100%	144++IJ 100%	131++IJ 100%	41++IJ 100%	308++IJ 100%	290++ 29%	386++I 35%	69++ 100%	30 100%	30 100%	24 100%	69++ 100%	143++B 29%	243-- 13%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-Internet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
An online shop or retailer	396 16%	--- -%	105A 14%	112A 15%	175+++ABC 23%	166 17%	124 17%	29 14%	73 17%	85 15%	106+ 20%	23 14%	180 16%	179++B 21%	100- 13%
Your phone or broadband provider	366 15%	9 6%	92- 12%	116 16%	147+++aB 19%	158 16%	118 16%	33 16%	57 14%	106+D 19%	89 16%	28 17%	139-- 13%	179++B 21%	87-- 12%
Energy companies	253 11%	7 5%	63- 8%	85 12%	98+b 13%	108 11%	77 10%	24 12%	41 10%	76+D 13%	62 11%	20 12%	93-- 8%	124++B 15%	52-- 7%
Your local council	214 9%	*- *%	69a 9%	57a 8%	87+ac 11%	85 8%	71 10%	15 7%	39 9%	48 8%	53 10%	21 13%	89 8%	114++B 13%	39-- 5%
A local shop or supermarket	203 8%	12 8%	56 7%	60 8%	74 10%	106++b 11%	53 7%	14 7%	29 7%	57 10%	54d 10%	16 10%	75- 7%	78 9%	54 7%
Your main bank account provider	165 7%	*- *%	39 5%	51a 7%	74+++aB 10%	60 6%	56 7%	14 7%	31 7%	33 6%	53++ad 10%	11 7%	66 6%	87++B 10%	33-- 4%
Sky	144 6%	- -%	38 5%	45 6%	61+ab 8%	64 6%	43 6%	15 7%	21 5%	35 6%	42d 8%	14d 9%	50- 5%	58 7%	34 5%
Travel companies/hotels	133 6%	- -%	34 5%	35 5%	64+++aBc 8%	54 5%	43 6%	16 8%	19 4%	36 6%	35 7%	11 7%	48- 4%	70++B 8%	24-- 3%
Virgin Media (TV)	131 5%	- -%	32 4%	49a 7%	50 6%	56 6%	41 6%	19+D 9%	15 3%	41 7%	28 5%	12 7%	49 4%	67++b 8%	36 5%
BBC	129 5%	- -%	39 5%	44 6%	45 6%	61 6%	34 5%	10 5%	22 5%	32 6%	46++D 9%	9 6%	41-- 4%	82++B 10%	18-- 2%
Airlines	104 4%	- -%	25 3%	32 4%	47++b 6%	46 5%	26 3%	11 5%	21 5%	22 4%	34+d 6%	8 5%	40 4%	50+B 6%	21- 3%
A social media website (e.g. Facebook)	103 4%	- -%	23 3%	26 4%	54+++aBC 7%	36 4%	33 4%	9 4%	20 5%	21 4%	32 6%	9 5%	40 4%	58++B 7%	20- 3%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-internet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Netflix	41 2%	- -%	15 2%	13 2%	13 2%	18 2%	14 2%	6d 3%	3 1%	15D 3%	12d 2%	8++D 5%	6-- 1%	21 2%	8 1%
ITV	33 1%	* %*	15 2%	8 1%	9 1%	14 1%	8 1%	6 3%	5 1%	7 1%	13+D 2%	5D 3%	6-- 1%	19+b 2%	5 1%
Channel 4	31 1%	- -%	7 1%	14 2%	10 1%	15 2%	5 1%	3 1%	6 1%	10d 2%	10d 2%	3 2%	6- 1%	20++b 2%	5 1%
Channel 5	24 1%	- -%	7 1%	5 1%	11 1%	10 1%	4 1%	8++ABD 4%	2 *%	7 1%	8d 1%	3d 2%	4- *%	17++B 2%	1- *%
NET: OTHER MEDIA	308 13%	*-- *%	85a 11%	104A 14%	119+Ab 16%	128 13%	96 13%	39+aD 19%	43 10%	86d 15%	74d 14%	36++abD 22%	108-- 10%	138++B 16%	79- 10%
NET: OTHER TYPES OF ORGANISATION	1004 42%	22-- 15%	268--A 36%	308Ab 43%	396++ABC 52%	417 41%	323 43%	81 38%	174 41%	256d 45%	258++D 47%	76d 47%	406-- 37%	439++B 51%	246-- 33%
NET: ANY ORGANISATION	1100 46%	22-- 15%	300--A 40%	344AB 48%	424++ABC 55%	451 45%	350 47%	100 48%	190 45%	275d 48%	275+D 51%	88+D 54%	451-- 41%	475++B 56%	273-- 36%
NET: ANY ORGANISATION - 1 mentions	478 20%	16 11%	130 17%	159b 22%	164 21%	193 19%	147 20%	43 20%	89 21%	112 19%	118 22%	35 21%	210 19%	170 20%	135 18%
NET: ANY ORGANISATION - 2 mentions	297 12%	6 4%	91 12%	85 12%	113+a 15%	114 11%	109 15%	25 12%	49 12%	74 13%	64 12%	28 17%	130 12%	143++B 17%	71- 9%
NET: ANY ORGANISATION - 3 mentions	151 6%	- -%	38 5%	49a 7%	64+ab 8%	65 6%	50 7%	15 7%	21 5%	41 7%	46+D 8%	11 7%	50-- 5%	58 7%	35 5%
NET: ANY ORGANISATION - 4+ mentions	174 7%	-- -%	41- 5%	51a 7%	83++aBc 11%	78 8%	44 6%	17 8%	31 7%	48 8%	47d 9%	16 10%	61-- 6%	104++B 12%	32-- 4%
NET: ANY ORGANISATION - AT LEAST ONE	1100 46%	22-- 15%	300--A 40%	344AB 48%	424++ABC 55%	451 45%	350 47%	100 48%	190 45%	275d 48%	275+D 51%	88+D 54%	451-- 41%	475++B 56%	273-- 36%

95% lower case or +, 99% UPPER CASE or ++

Table 29 (continuation)

A3. Complained directly to them (for example, via phone, email, social media, leaving a message on their website or filling out an online complaints form) by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
NET: ANY MEDIA - 1 mentions	299 12%	*-- *%	92A 12%	91A 13%	115+A 15%	129 13%	95 13%	28 13%	45 11%	83d 14%	76 14%	27d 16%	113-- 10%	140++B 16%	75- 10%
NET: ANY MEDIA - 2 mentions	58 2%	- -%	14 2%	28++b 4%	16 2%	22 2%	16 2%	11++abd 5%	8 2%	12 2%	18d 3%	9++aD 6%	16- 1%	27 3%	13 2%
NET: ANY MEDIA - 3 mentions	16 1%	- -%	3 *%	4 1%	8 1%	7 1%	1 *%	4+B 2%	4 1%	2 *%	7+d 1%	3d 2%	3 *%	9 1%	2 *%
NET: ANY MEDIA - 4+ mentions	13 1%	- -%	4 1%	3 *%	5 1%	8 1%	4 1%	1 *%	- -%	6d 1%	5 1%	* *%	2 *%	12++B 1%	-- -%
NET: ANY MEDIA - AT LEAST ONE	386 16%	*-- *%	113A 15%	127A 18%	145+A 19%	165 16%	116 16%	44d 21%	57 13%	102D 18%	106+D 19%	39++D 24%	134-- 12%	187++B 22%	91-- 12%

95% lower case or +, 99% UPPER CASE or ++

Table 30

A4_r1. When you last complained to BBC, how was the overall experience?

by

Base: Complained directly to the company

		Type		Gender		Age			Social Grade				Nations				Urban/Rural		
		Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		118	108	10	90	26	33	41	44	52	22	24	20	92	11	7	8	103	15
Effective sample		100	94	6	75	23	25	36	39	44	19	19	18	82	10	6	6	87	13
Weighted Total		129	121	8	98	28	28	48	53	60	24	23	23	111	12	4	2	113	16
Very bad	(1.0)	28 22%	23 19%	5 64%	20 20%	8 27%	3 12%	15 32%	10 19%	13 21%	8 33%	3 11%	5 24%	25 23%	3 25%	- -%	* 1%	25 22%	4 24%
Bad	(2.0)	41 32%	39 33%	1 16%	36 36%	5 18%	10 34%	12 25%	19 36%	24 40%	2 8%	6 27%	9 38%	34 31%	3 24%	3 66%	* 23%	35 31%	5 34%
Neither bad nor good	(3.0)	36 28%	34 28%	2 20%	24 25%	11 37%	2 9%	18 37%	15 29%	11 19%	11 46%	8 35%	6 26%	31 28%	3 24%	1 34%	1 45%	32 29%	4 23%
Good	(4.0)	16 13%	16 13%	- -%	13 13%	4 13%	9 34%	2 5%	5 9%	7 11%	2 10%	6 27%	1 5%	13 11%	3 26%	- -%	1 31%	13 12%	3 19%
Very good	(5.0)	7 6%	7 6%	- -%	6 6%	1 5%	3 11%	1 2%	3 7%	5 9%	1 3%	- -%	1 7%	7 7%	- -%	- -%	- -%	7 7%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		24 18%	24 20%	- -%	19 19%	5 18%	13 45%	3- 6%	8 15%	12 20%	3 14%	6 27%	3 11%	20 18%	3 26%	- -%	1 31%	21 18%	3 19%
NET: Very bad/Bad		69 54%	63 52%	6 80%	55 56%	13 45%	13 46%	27 56%	29 55%	37 61%	10 41%	9 38%	14 62%	60 54%	6 50%	3 66%	* 24%	60 53%	9 58%
Mean score		2	3b	2	2	3	3B	2	2	2	2	3	2	2	3	2	3	2	2
Standard deviation		1.14	1.13	.86	1.13	1.19	1.29	1.00	1.10	1.20	1.17	.99	1.11	1.16	1.19	.54	1.09	1.15	1.08
Standard error		.11	.12	.36	.13	.25	.26	.17	.18	.18	.27	.23	.27	.13	.37	.22	.46	.12	.30

95% lower case or +, 99% UPPER CASE or ++

Table 30 (continuation)

A4_r1. When you last complained to BBC, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		118	93	22	15	4	75	39	31	84	32	82	4	24	62	28
Effective sample		100	83	16	10	4	65	34	27	70	29	68	3	20	52	24
Weighted Total		129	107	16	11	2	90	36	35	91	37	89	5	25	70	28
Very bad	(1.0)	28 22%	23 22%	5 33%	5 40%	1 30%	21 23%	7 21%	8 22%	20 21%	11 29%	17 20%	2 36%	4 15%	16 23%	7 24%
Bad	(2.0)	41 32%	36 34%	3 16%	2 13%	* 14%	29 32%	10 29%	10 29%	29 32%	12 32%	29 32%	2 32%	12 49%	24 34%	3 10%
Neither bad nor good	(3.0)	36 28%	31 29%	1 8%	1 7%	1 23%	24 26%	11 31%	10 28%	26 29%	5 13%	30+ 34%	- -%	7 29%	20 28%	9 30%
Good	(4.0)	16 13%	12 11%	4 28%	4 39%	- -%	9 11%	7 19%	5 15%	11 12%	6 15%	9 10%	1 32%	2 7%	7 10%	6 22%
Very good	(5.0)	7 6%	5 5%	2 15%	- -%	1 33%	7 8%	- -%	2 7%	5 6%	4 11%	3 4%	- -%	- -%	3 5%	4 14%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		24 18%	17 16%	7 43%	4 39%	1 33%	17 19%	7 19%	7 21%	16 18%	10 26%	12 14%	1 32%	2 7%	10 15%	10 36%
NET: Very bad/Bad		69 54%	59 56%	8 49%	6 54%	1 44%	49 55%	18 50%	18 51%	49 54%	23 61%	46 52%	3 68%	16 64%	40 57%	10 34%
Mean score		2	2	3	2	3	2	2	3	2	2	2	2	2	2	3
Standard deviation		1.14	1.09	1.56	1.42	2.15	1.20	1.04	1.19	1.13	1.35	1.04	1.41	.82	1.10	1.37
Standard error		.11	.12	.39	.45	1.12	.15	.18	.23	.13	.25	.13	.81	.18	.15	.28

95% lower case or +, 99% UPPER CASE or ++

Table 30 (continuation)

A4_r1. When you last complained to BBC, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	118	118	28	25	12	34	31	19	61	102	118
Effective sample	100	100	23	21	11	30	26	17	52	85	100
Weighted Total	129	129	28	27	13	37	33	18	67	111	129
Very bad	(1.0) 22%	28 22%	8 28%	6 21%	2 13%	5 13%	3 8%	1 4%	13 19%	27 24%	28 22%
Bad	(2.0) 32%	41 32%	2 7%	5 18%	1 12%	9 23%	13 38%	6 33%	19 29%	32 29%	41 32%
Neither bad nor good	(3.0) 28%	36 28%	7 24%	4 16%	3 23%	8 21%	6 19%	1 8%	16 24%	29 27%	36 28%
Good	(4.0) 13%	16 13%	6 22%	8 30%	4 29%	10+++aj 28%	8 23%	6 34%	14+ 21%	15 14%	16 13%
Very good	(5.0) 6%	7 6%	5 19%	4 15%	3 25%	5+ 15%	4 12%	4 22%	5 8%	7 7%	7 6%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good	24 18%	24 18%	12 41%	12 45%	7 53%	16+++AiJ 42%	12 35%	10 56%	19+++ 29%	23 21%	24 18%
NET: Very bad/Bad	69 54%	69 54%	10 34%	10 39%	3 24%	13- 37%	15 46%	7 36%	32 47%	59 53%	69 54%
Mean score	2	2	3	3	3aij	3aij	3	3AIJ	3	2	2
Standard deviation	1.14	1.14	1.50	1.41	1.37	1.29	1.20	1.28	1.23	1.19	1.14
Standard error	.11	.11	.31	.31	.41	.23	.24	.31	.17	.13	.11

95% lower case or +, 99% UPPER CASE or ++

Table 30 (continuation)

A4_r1. When you last complained to BBC, how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	118	118	21	18	7	22	20	9	46	93	118	61	30	27	25	59	62	56
Effective sample	100	100	17	15	7	20	17	8	39	78	100	50	25	24	21	51	52	47
Weighted Total	129	129	22	18	8	25	23	9	51	102	129	69	30	30	24	69	68	60
Very bad	(1.0) 22%	28 22%	6 28%	2 11%	- -%	4 14%	3 12%	1 8%	8 15%	24 23%	28 22%	8-- 11%	13 42%	8 28%	- -%	28++ 41%	18 27%	10 17%
Bad	(2.0) 32%	41 32%	- -%	5 26%	- -%	5 20%	9 38%	2 18%	16 31%	32 31%	41 32%	25 36%	8 25%	8 28%	- -%	41++ 59%	20 29%	21 35%
Neither bad nor good	(3.0) 28%	36 28%	6 28%	3 16%	2 32%	5 20%	6 25%	1 11%	12 24%	27 27%	36 28%	27++ 40%	5 18%	3 11%	- -%	--- -%	18 26%	18 30%
Good	(4.0) 13%	16 13%	4 18%	4 24%	2 26%	6 23%	3 12%	2 26%	10 19%	11 11%	16 13%	7 10%	5 16%	4 15%	16 69%	--- -%	7 11%	9 15%
Very good	(5.0) 6%	7 6%	5 25%	4 22%	3 42%	5 22%	3 14%	3 37%	5 11%	7 7%	7 6%	2 3%	- -%	5 18%	7 31%	--- -%	5 8%	2 3%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good	24 18%	24 18%	9 43%	8 46%	5 68%	11 45%	6 25%	5 63%	15+ 30%	19 18%	24 18%	9 13%	5 16%	10 33%	24 100%	--- -%	13 19%	11 18%
NET: Very bad/Bad	69 54%	69 54%	6 28%	7 37%	- -%	9 34%	11 50%	2 26%	24 46%	56 55%	69 54%	32 47%	20 67%	17 56%	- -%	69++ 100%	38 56%	31 51%
Mean score	2	2	3aj	3aij	4AfhiJ	3aij	3	4AIJ	3	2	2	3b	2	3	4B	2	2	3
Standard deviation	1.14	1.14	1.56	1.38	.91	1.39	1.23	1.43	1.23	1.18	1.14	.92	1.12	1.50	.47	.50	1.22	1.05
Standard error	.11	.11	.37	.36	.36	.31	.30	.51	.20	.13	.11	.13	.22	.30	.10	.07	.17	.15

95% lower case or +, 99% UPPER CASE or ++

Table 30 (continuation)

A4_r1. When you last complained to BBC, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		118	-	36	40	42	52	31	12	21	31	41	10	34	73	17
Effective sample		100	-	30	35	35	47	24	10	18	27	35	8	30	61	15
Weighted Total		129	-	39	44	45	61	34	10	22	32	46	9	41	82	18
Very bad	(1.0)	28 22%	- -%	11 28%	9 21%	8 18%	10 17%	12 35%	1 15%	4 20%	2 7%	10 21%	2 24%	14 35%	14 17%	8 45%
Bad	(2.0)	41 32%	- -%	11 29%	15 33%	14 32%	16 27%	12 36%	1 9%	10 45%	11 35%	12 26%	2 27%	15 37%	28 34%	6 31%
Neither bad nor good	(3.0)	36 28%	- -%	11 28%	10 22%	15 33%	20 33%	7 22%	3 35%	5 21%	11 35%	13 27%	2 19%	11 26%	24 29%	4 21%
Good	(4.0)	16 13%	- -%	4 11%	6 14%	6 13%	8 13%	2 5%	3 33%	3 14%	5 15%	7 14%	3 31%	1 3%	9 11%	1 3%
Very good	(5.0)	7 6%	- -%	1 4%	4 9%	2 4%	6 10%	1 2%	1 8%	- -%	2 7%	5 11%	- -%	- -%	7 9%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		24 18%	- -%	6 15%	10 23%	8 17%	14 23%	3 8%	4 41%	3 14%	7 22%	12 25%	3 31%	1 3%	17 20%	1 3%
NET: Very bad/Bad		69 54%	- -%	22 57%	24 55%	22 50%	27 44%	24 71%	2 24%	14 65%	13 43%	22 48%	5 50%	29 71%	42 51%	14 77%
Mean score		2	-	2	3	3	3b	2	3b	2	3D	3d	3	2	3b	2
Standard deviation		1.14	-	1.13	1.23	1.07	1.19	1.01	1.22	.96	1.04	1.28	1.22	.86	1.17	.88
Standard error		.11	-	.21	.21	.18	.17	.21	.38	.23	.20	.22	.44	.16	.15	.23

95% lower case or +, 99% UPPER CASE or ++

Table 31
A4_r2. When you last complained to ITV, how was the overall experience?
by
Base: Complained directly to the company

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		36	31	5	21	15	19	13	4	12	9	6	9	28	3	2	3	35	-
Effective sample		28	25	3	16	12	15	10	3	10	7	5	7	24	2	1	3	28	-
Weighted Total		33	29	4	19	14	16	13	4	11	9	5	8	29	3	*	1	33	-
Very bad	(1.0)	1 4%	1 5%	- -%	1 7%	- -%	- -%	1 10%	- -%	1 12%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 4%	- -%
Bad	(2.0)	6 19%	4 13%	3 64%	2 9%	5 33%	3 19%	3 22%	* 9%	1 8%	2 29%	1 18%	2 24%	5 19%	1 21%	* 86%	- -%	6 18%	- -%
Neither bad nor good	(3.0)	13 39%	11 39%	1 36%	8 40%	5 38%	4 24%	7 51%	2 56%	2 17%	5 54%	3 50%	4 46%	12 42%	- -%	* 14%	1 62%	13 39%	- -%
Good	(4.0)	8 23%	8 27%	- -%	5 28%	2 18%	6 40%	1 11%	- -%	4 40%	1 8%	* 4%	3 31%	7 23%	1 24%	- -%	* 38%	8 24%	- -%
Very good	(5.0)	5 14%	5 16%	- -%	3 17%	1 11%	3 16%	1 6%	1 35%	3 23%	1 9%	1 28%	- -%	3 11%	1 55%	- -%	- -%	5 15%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		13 38%	13 43%	- -%	9 45%	4 29%	9 56%	2 16%	1 35%	7 63%	1 17%	2 32%	3 31%	10 35%	2 79%	- -%	* 38%	13 38%	- -%
NET: Very bad/Bad		8 23%	5 18%	3 64%	3 16%	5 33%	3 19%	4 32%	* 9%	2 20%	2 29%	1 18%	2 24%	7 23%	1 21%	* 86%	- -%	7 22%	- -%
Mean score		3	3	2	3	3	4	3	4	4	3	3	3	3	4	2	3	3	-
Standard deviation		1.07	1.07	.56	1.11	1.01	1.01	1.01	1.21	1.33	.91	1.20	.78	1.03	1.48	-	1.63	1.06	-
Standard error		.20	.21	.31	.28	.29	.26	.32	.65	.42	.34	.56	.30	.21	.94	-	.96	.20	-

95% lower case or +, 99% UPPER CASE or ++

Table 31 (continuation)

A4_r2. When you last complained to ITV, how was the overall experience?

by

Base: Complained directly to the company

		Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general				
		Weighted Total	White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		36	23	13	7	4	24	11	14	20	15	19	2	7	15	12
Effective sample		28	19	10	4	4	21	8	11	16	13	14	2	5	10	11
Weighted Total		33	24	9	5	2	27	6	14	18	16	16	3	6	11	13
Very bad	(1.0)	1	1	-	-	-	1	-	-	-	1	-	-	-	-	1
		4%	6%	-%	-%	-%	5%	-%	-%	-%	8%	-%	-%	-%	-%	11%
Bad	(2.0)	6	4	3	2	1	4	2	2	4	*	6	-	2	2	2
		19%	15%	30%	40%	28%	15%	29%	14%	24%	3%	37%	-%	33%	18%	18%
Neither bad nor good	(3.0)	13	10	3	2	1	11	2	4	9	7	6	2	3	7	1
		39%	42%	32%	38%	41%	40%	37%	29%	50%	42%	36%	53%	46%	61%	12%
Good	(4.0)	8	5	3	1	-	6	2	4	3	4	3	-	1	1	6
		23%	21%	30%	22%	-%	22%	35%	32%	18%	27%	18%	-%	22%	8%	45%
Very good	(5.0)	5	4	1	-	1	5	-	3	1	3	1	1	-	1	2
		14%	17%	8%	-%	31%	18%	-%	24%	8%	20%	9%	47%	-%	13%	15%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Very good/good		13	9	4	1	1	11	2	8	5	8	4	1	1	2	7
		38%	38%	38%	22%	31%	39%	35%	57%	26%	47%	27%	47%	22%	21%	59%
NET: Very bad/Bad		8	5	3	2	1	6	2	2	4	2	6	-	2	2	4
		23%	20%	30%	40%	28%	20%	29%	14%	24%	11%	37%	-%	33%	18%	29%
Mean score		3	3	3	3	3	3	3	4	3	3	3	4	3	3	3
Standard deviation		1.07	1.11	1.00	.85	1.53	1.10	.88	1.04	.88	1.13	.99	1.21	.80	.91	1.29
Standard error		.20	.25	.32	.41	.78	.24	.30	.31	.22	.32	.26	.86	.34	.28	.39

95% lower case or +, 99% UPPER CASE or ++

Table 31 (continuation)

A4_r2. When you last complained to ITV, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	36	23	36	12	11	18	18	13	36	30	36
Effective sample	28	19	28	9	10	15	14	11	28	23	28
Weighted Total	33	24	33	12	11	17	18	12	33	28	33
Very bad	(1.0) 4%	1 6%	1 4%	- -%	- -%	1 8%	- -%	- -%	1 4%	1 5%	1 4%
Bad	(2.0) 19%	6 12%	3 19%	- -%	* 4%	2 12%	1 7%	1 10%	6 19%	4 16%	6 19%
Neither bad nor good	(3.0) 39%	13 42%	10 39%	13 44%	5 41%	5 31%	7 38%	5 40%	13 39%	11 40%	13 39%
Good	(4.0) 23%	8 23%	5 20%	8 23%	4 37%	5 46%	6 28%	4 35%	8 23%	6 22%	8 23%
Very good	(5.0) 14%	5 14%	5 20%	5 14%	2 19%	1 9%	4 21%	3 19%	2 15%	5 14%	5 14%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good	13 38%	10 41%	13 38%	7 56%	6 55%	9 49%	10 55%	6 50%	13 38%	11 40%	13 38%
NET: Very bad/Bad	8 23%	4 18%	8 23%	- -%	* 4%	3 20%	1 7%	1 10%	8 23%	6 20%	8 23%
Mean score	3	3	3	4	4	3	4	4	3	3	3
Standard deviation	1.07	1.13	1.07	.79	.74	1.21	.88	.90	1.07	1.10	1.07
Standard error	.20	.26	.20	.26	.24	.31	.23	.27	.20	.23	.20

95% lower case or +, 99% UPPER CASE or ++

Table 31 (continuation)

A4_r2. When you last complained to ITV, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
			BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
			-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		36	21	36	11	8	14	12	9	36	24	36	6	4	11	10	5	19	17
Effective sample		28	17	28	8	7	12	10	8	28	19	28	5	4	9	8	4	16	13
Weighted Total		33	22	33	10	9	14	12	9	33	22	33	7	4	10	9	6	20	14
Very bad	(1.0)	1	1	1	-	-	1	-	-	1	1	1	-	1	-	-	1	-	1
		4%	6%	4%	-%	-%	10%	-%	-%	4%	6%	4%	-%	32%	-%	-%	22%	-%	10%
Bad	(2.0)	6	3	6	-	-	2	1	1	6	3	6	2	1	1	-	3	1	5
		19%	13%	19%	-%	-%	15%	10%	8%	19%	16%	19%	22%	13%	7%	-%	46%	6%	38%
Neither bad nor good	(3.0)	13	8	13	5	4	3	4	3	13	7	13	5	1	1	*	2	9	4
		39%	37%	39%	51%	44%	19%	38%	30%	39%	34%	39%	72%	32%	14%	3%	32%	48%	27%
Good	(4.0)	8	5	8	4	4	4	4	4	8	5	8	*	1	3	4	-	5	2
		23%	22%	23%	42%	45%	30%	36%	49%	23%	22%	23%	6%	23%	33%	46%	-%	28%	18%
Very good	(5.0)	5	5	5	1	1	4	2	1	5	5	5	-	-	5	5	-	4	1
		14%	22%	14%	7%	11%	27%	15%	12%	14%	22%	14%	-%	-%	46%	51%	-%	19%	8%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Very good/good		13 38%	10 44%	13 38%	5 49%	5 56%	8 56%	6 52%	5 62%	13 38%	9 44%	13 38%	* 6%	1 23%	8 79%	9 97%	- -%	9 47%	3 25%
NET: Very bad/Bad		8 23%	4 19%	8 23%	- -%	- -%	3 25%	1 10%	1 8%	8 23%	5 22%	8 23%	2 22%	2 45%	1 7%	- -%	4 68%	1 6%	7 48%
Mean score		3	3	3	4	4	3	4	4	3	3	3	3	2	4ab	4B	2	4b	3
Standard deviation		1.07	1.17	1.07	.66	.71	1.34	.91	.85	1.07	1.20	1.07	.54	1.33	.96	.59	.79	.88	1.14
Standard error		.20	.28	.20	.23	.26	.38	.29	.30	.20	.28	.20	.25	.69	.31	.20	.39	.22	.32

95% lower case or +, 99% UPPER CASE or ++

Table 31 (continuation)

A4_r2. When you last complained to ITV, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		36	1	15	10	10	15	8	7	5	9	13	7	5	21	5
Effective sample		28	1	12	8	8	13	6	6	4	7	11	5	4	16	4
Weighted Total		33	*	15	8	9	14	8	6	5	7	13	5	6	19	5
Very bad	(1.0)	1 4%	- -%	- -%	1 16%	- -%	1 9%	- -%	- -%	- -%	- -%	1 10%	- -%	- -%	1 7%	- -%
Bad	(2.0)	6 19%	* 100%	1 8%	2 19%	3 33%	1 10%	3 39%	1 23%	1 11%	* 3%	2 16%	1 19%	2 25%	1 5%	4 75%
Neither bad nor good	(3.0)	13 39%	- -%	9 62%	1 8%	3 31%	5 36%	3 43%	3 46%	1 31%	1 20%	5 40%	3 53%	3 54%	7 38%	- -%
Good	(4.0)	8 23%	- -%	3 20%	3 30%	2 24%	4 27%	1 19%	1 18%	1 28%	4 61%	2 17%	- -%	1 21%	6 34%	1 25%
Very good	(5.0)	5 14%	- -%	1 10%	2 27%	1 11%	3 18%	- -%	1 13%	1 31%	1 16%	2 17%	1 29%	- -%	3 17%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		13 38%	- -%	4 30%	5 57%	3 36%	6 45%	1 19%	2 31%	3 58%	5 77%	5 34%	1 29%	1 21%	10 51%	1 25%
NET: Very bad/Bad		8 23%	* 100%	1 8%	3 35%	3 33%	3 19%	3 39%	1 23%	1 11%	* 3%	3 26%	1 19%	2 25%	2 12%	4 75%
Mean score		3	2	3	3	3	3	3	3	4	4	3	3	3	3	3
Standard deviation		1.07	-	.78	1.54	1.07	1.20	.78	1.03	1.13	.74	1.22	1.21	.73	1.08	.96
Standard error		.20	-	.23	.56	.37	.34	.32	.43	.58	.28	.36	.54	.37	.27	.46

95% lower case or +, 99% UPPER CASE or ++

Table 32

A4_r3. When you last complained to Channel 4, how was the overall experience?

by

Base: Complained directly to the company

		Type		Gender		Age			Social Grade				Nations				Urban/Rural		
		Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		33	32	1	24	9	20	6	7	9	10	8	6	28	1	1	3	31	2
Effective sample		28	27	1	21	7	17	5	7	8	9	6	5	24	1	1	2	26	2
Weighted Total		31	31	*	24	7	16	6	9	9	11	6	5	28	1	1	1	29	2
Very bad	(1.0)	3 10%	3 10%	- -%	3 14%	- -%	2 11%	- -%	1 17%	1 16%	2 16%	- -%	- -%	2 8%	- -%	1 100%	- -%	3 11%	- -%
Bad	(2.0)	5 17%	5 17%	* 100%	5 22%	* 1%	1 9%	1 23%	2 29%	1 11%	1 14%	1 22%	2 33%	4 15%	1 100%	- -%	* 8%	4 14%	1 60%
Neither bad nor good	(3.0)	10 34%	10 34%	- -%	6 26%	4 61%	7 40%	2 33%	2 22%	1 7%	5 48%	3 49%	2 33%	10 37%	- -%	- -%	- -%	10 37%	- -%
Good	(4.0)	10 32%	10 32%	- -%	7 30%	3 38%	5 32%	2 32%	3 32%	5 56%	2 16%	1 23%	2 34%	10 34%	- -%	- -%	* 35%	9 31%	1 40%
Very good	(5.0)	2 7%	2 7%	- -%	2 9%	- -%	1 8%	1 13%	- -%	1 9%	1 7%	* 7%	- -%	2 6%	- -%	- -%	* 58%	2 7%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		12 38%	12 38%	- -%	9 39%	3 38%	6 40%	3 44%	3 32%	6 65%	2 23%	2 30%	2 34%	11 40%	- -%	- -%	1 92%	11 38%	1 40%
NET: Very bad/Bad		9 28%	9 28%	* 100%	9 36%	* 1%	3 20%	1 23%	4 46%	2 28%	3 30%	1 22%	2 33%	7 23%	1 100%	1 100%	* 8%	7 25%	1 60%
Mean score		3	3	2	3	3	3	3	3	3	3	3	3	3	2	1	4	3	3
Standard deviation		1.10	1.10	-	1.21	.54	1.10	1.06	1.16	1.34	1.15	.92	.92	1.03	-	-	-	1.11	1.27
Standard error		.21	.21	-	.27	.20	.27	.50	.45	.47	.39	.37	.43	.21	-	-	-	.22	.92

95% lower case or +, 99% UPPER CASE or ++

Table 32 (continuation)

A4_r3. When you last complained to Channel 4, how was the overall experience?

by

Base: Complained directly to the company

		Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general				
		Weighted Total	White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		33	20	13	7	4	22	9	12	19	12	19	1	1	19	12
Effective sample		28	17	11	5	4	18	8	10	16	10	15	1	1	15	11
Weighted Total		31	20	11	6	3	22	7	13	17	13	17	1	1	17	12
Very bad	(1.0)	3	2	1	1	-	2	-	-	2	-	3	1	-	2	-
		10%	12%	7%	12%	-%	10%	-%	-%	13%	-%	19%	100%	-%	11%	-%
Bad	(2.0)	5	5	-	-	-	4	1	3	2	1	4	-	-	3	3
		17%	27%	-%	-%	-%	20%	15%	24%	14%	11%	24%	-%	-%	15%	24%
Neither bad nor good	(3.0)	10	6	4	3	1	7	2	5	6	5	6	-	-	7	3
		34%	31%	39%	44%	50%	33%	30%	38%	33%	38%	34%	-%	-%	45%	26%
Good	(4.0)	10	6	4	3	1	6	4	4	6	4	4	-	1	5	4
		32%	28%	39%	44%	21%	27%	55%	29%	35%	35%	23%	-%	100%	29%	33%
Very good	(5.0)	2	*	2	-	1	2	-	1	1	2	-	-	-	-	2
		7%	2%	15%	-%	29%	9%	-%	10%	5%	16%	-%	-%	-%	-%	18%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Very good/good		12	6	6	3	1	8	4	5	7	6	4	-	1	5	6
		38%	30%	50%	44%	50%	37%	55%	39%	40%	51%	23%	-%	100%	29%	50%
NET: Very bad/Bad		9	8	1	1	-	7	1	3	5	1	7	1	-	4	3
		28%	39%	7%	12%	-%	30%	15%	24%	27%	11%	44%	100%	-%	26%	24%
Mean score		3	3	4	3	4	3	3	3	3	4b	3	1	4	3	3
Standard deviation		1.10	1.07	1.04	1.03	1.10	1.14	.79	.96	1.13	.92	1.07	-	-	.96	1.09
Standard error		.21	.26	.32	.45	.56	.27	.28	.30	.28	.29	.27	-	-	.25	.33

95% lower case or +, 99% UPPER CASE or ++

Table 32 (continuation)

A4_r3. When you last complained to Channel 4, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	33	20	15	33	13	16	19	14	33	29	33
Effective sample	28	17	12	28	12	14	16	12	28	24	28
Weighted Total	31	20	15	31	12	14	18	12	31	26	31
Very bad	(1.0) 3 10%	- -%	- -%	3 10%	1 8%	- -%	2 10%	- -%	3 10%	3 12%	3 10%
Bad	(2.0) 5 17%	4 19%	3 20%	5 17%	1 12%	1 10%	1 8%	1 13%	5 17%	4 16%	5 17%
Neither bad nor good	(3.0) 10 34%	7 36%	5 33%	10 34%	4 29%	4 25%	8 43%	4 38%	10 34%	9 35%	10 34%
Good	(4.0) 10 32%	8 37%	5 36%	10 32%	6 44%	8 53%	5 28%	4 31%	10 32%	8 29%	10 32%
Very good	(5.0) 2 7%	2 8%	2 11%	2 7%	1 7%	2 11%	2 11%	2 18%	2 7%	2 8%	2 7%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good	12 38%	9 45%	7 47%	12 38%	6 51%	9 64%	7 39%	6 49%	12 38%	10 37%	12 38%
NET: Very bad/Bad	9 28%	4 19%	3 20%	9 28%	2 20%	1 10%	3 18%	1 13%	9 28%	7 28%	9 28%
Mean score	3	3	3	3	3	4	3	4	3	3	3
Standard deviation	1.10	.90	.95	1.10	1.08	.84	1.10	.97	1.10	1.14	1.10
Standard error	.21	.22	.27	.21	.31	.23	.28	.28	.21	.24	.21

95% lower case or +, 99% UPPER CASE or ++

Table 32 (continuation)

A4_r3. When you last complained to Channel 4, how was the overall experience?

by

Base: Complained directly to the company

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		33	18	11	33	8	11	10	8	33	25	33	5	3	10	10	5	17	16
Effective sample		28	15	8	28	7	10	9	7	28	21	28	4	3	9	8	5	14	14
Weighted Total		31	18	10	31	8	11	11	7	31	24	31	6	3	10	8	7	16	15
Very bad	(1.0)	3	-	-	3	1	-	1	-	3	3	3	-	-	-	-	-	-	3
		10%	-%	-%	10%	12%	-%	7%	-%	10%	14%	10%	-%	-%	-%	-%	-%	-%	21%
Bad	(2.0)	5	4	1	5	1	1	1	1	5	4	5	-	-	4	3	1	3	3
		17%	21%	14%	17%	18%	14%	13%	23%	17%	17%	17%	-%	-%	41%	30%	20%	16%	18%
Neither bad nor good	(3.0)	10	5	3	10	1	2	5	2	10	8	10	2	-	3	-	4	5	5
		34%	28%	34%	34%	12%	22%	44%	26%	34%	33%	34%	34%	-%	31%	-%	52%	34%	34%
Good	(4.0)	10	8	4	10	4	5	3	3	10	6	10	4	3	1	4	2	6	4
		32%	42%	36%	32%	47%	50%	29%	39%	32%	27%	32%	66%	100%	11%	50%	28%	37%	27%
Very good	(5.0)	2	2	2	2	1	2	1	1	2	2	2	-	-	2	2	-	2	-
		7%	9%	16%	7%	10%	15%	7%	13%	7%	9%	7%	-%	-%	17%	19%	-%	13%	-%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Very good/good		12	9	5	12	5	7	4	3	12	8	12	4	3	3	6	2	8	4
		38%	51%	52%	38%	58%	64%	36%	52%	38%	36%	38%	66%	100%	28%	70%	28%	50%	27%
NET: Very bad/Bad		9	4	1	9	2	1	2	1	9	7	9	-	-	4	3	1	3	6
		28%	21%	14%	28%	31%	14%	20%	23%	28%	31%	28%	-%	-%	41%	30%	20%	16%	40%
Mean score		3	3	4	3	3	4	3	3	3	3	3	4	4	3	4	3	3	3
Standard deviation	1.10	.95	.97	1.10	1.31	.93	1.01	1.06	1.10	1.18	1.10	1.10	.52	-	1.16	1.19	.75	.95	1.12
Standard error	.21	.24	.33	.21	.48	.30	.34	.40	.21	.26	.21	.21	.26	-	.39	.41	.35	.26	.30

95% lower case or +, 99% UPPER CASE or ++

Table 32 (continuation)

A4_r3. When you last complained to Channel 4, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		33	-	7	17	9	15	5	4	7	10	11	5	6	20	5
Effective sample		28	-	6	14	8	13	4	4	6	9	10	4	4	17	4
Weighted Total		31	-	7	14	10	15	5	3	6	10	10	3	6	20	5
Very bad	(1.0)	3 10%	- -%	- -%	3 23%	- -%	1 10%	- -%	- -%	1 13%	1 14%	- -%	- -%	1 12%	1 4%	1 33%
Bad	(2.0)	5 17%	- -%	1 21%	1 10%	2 25%	4 26%	- -%	- -%	1 23%	3 29%	- -%	1 31%	1 22%	4 22%	- -%
Neither bad nor good	(3.0)	10 34%	- -%	5 72%	3 21%	3 25%	4 26%	2 38%	1 43%	3 53%	2 18%	3 30%	1 41%	4 66%	6 31%	1 31%
Good	(4.0)	10 32%	- -%	- -%	5 35%	5 49%	6 39%	2 38%	1 32%	1 11%	3 31%	6 58%	1 28%	- -%	7 35%	2 36%
Very good	(5.0)	2 7%	- -%	* 6%	2 11%	- -%	- -%	1 24%	1 25%	- -%	1 8%	1 12%	- -%	- -%	2 8%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		12 38%	- -%	* 6%	7 46%	5 49%	6 39%	3 62%	2 57%	1 11%	4 39%	7 70%	1 28%	- -%	9 43%	2 36%
NET: Very bad/Bad		9 28%	- -%	1 21%	5 33%	2 25%	5 36%	- -%	- -%	2 36%	4 43%	- -%	1 31%	2 34%	5 26%	1 33%
Mean score		3	-	3	3	3	3	4	4	3	3	4D	3	3	3	3
Standard deviation		1.10	-	.74	1.40	.87	1.05	.86	.98	.92	1.28	.66	.93	.76	1.03	1.43
Standard error		.21	-	.31	.38	.30	.29	.43	.50	.39	.43	.21	.44	.36	.25	.68

95% lower case or +, 99% UPPER CASE or ++

Table 33

A4_r4. When you last complained to Channel 5, how was the overall experience?

by

Base: Complained directly to the company

		Type		Gender		Age			Social Grade				Nations				Urban/Rural		
		Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		22	22	-	15	7	19	2	1	9	5	6	2	20	-	1	1	22	-
Effective sample		20	20	-	13	6	17	2	1	8	4	5	2	18	-	1	1	20	-
Weighted Total		24	24	-	16	7	21	2	1	9	5	6	3	22	-	1	*	24	-
Very bad	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Bad	(2.0)	2	2	-	1	1	2	-	-	1	1	-	-	1	-	1	-	2	-
		8%	8%	-%	6%	13%	9%	-%	-%	11%	18%	-%	-%	4%	-%	100%	-%	8%	-%
Neither bad nor good	(3.0)	3	3	-	3	1	3	-	-	-	-	2	2	3	-	-	-	3	-
		15%	15%	-%	15%	13%	17%	-%	-%	-%	-%	29%	53%	16%	-%	-%	-%	15%	-%
Good	(4.0)	15	15	-	13	2	14	-	1	7	2	4	1	15	-	-	*	15	-
		65%	65%	-%	79%	32%	67%	-%	100%	79%	44%	71%	47%	67%	-%	-%	100%	65%	-%
Very good	(5.0)	3	3	-	-	3	1	2	-	1	2	-	-	3	-	-	-	3	-
		13%	13%	-%	-%	42%	7%	100%	-%	11%	38%	-%	-%	14%	-%	-%	-%	13%	-%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Very good/good		18	18	-	13	5	15	2	1	8	4	4	1	18	-	-	*	18	-
		77%	77%	-%	79%	74%	74%	100%	100%	89%	82%	71%	47%	80%	-%	-%	100%	77%	-%
NET: Very bad/Bad		2	2	-	1	1	2	-	-	1	1	-	-	1	-	1	-	2	-
		8%	8%	-%	6%	13%	9%	-%	-%	11%	18%	-%	-%	4%	-%	100%	-%	8%	-%
Mean score		4	4	-	4	4	4	5	4	4	4	4	3	4	-	2	4	4	-
Standard deviation		.77	.77	-	.58	1.11	.75	-	*	.77	1.17	.50	.60	.69	-	-	-	.77	-
Standard error		.17	.17	-	.16	.44	.18	-	*	.27	.56	.22	.43	.16	-	-	-	.17	-

95% lower case or +, 99% UPPER CASE or ++

Table 33 (continuation)

A4_r4. When you last complained to Channel 5, how was the overall experience?

by

Base: Complained directly to the company

		Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general				
		Weighted Total	White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		22	16	6	1	1	18	3	7	14	12	9	1	-	8	13
Effective sample		20	14	5	1	1	16	3	6	12	11	8	1	-	8	11
Weighted Total		24	19	5	1	1	20	3	7	16	13	10	2	-	8	14
Very bad	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Bad	(2.0)	2	2	-	-	-	1	-	-	1	1	1	-	-	2	-
		8%	11%	-%	-%	-%	5%	-%	-%	6%	7%	10%	-%	-%	26%	-%
Neither bad nor good	(3.0)	3	3	-	-	-	3	-	1	3	2	2	-	-	2	2
		15%	19%	-%	-%	-%	17%	-%	12%	17%	13%	17%	-%	-%	24%	12%
Good	(4.0)	15	12	4	-	1	12	3	5	10	7	7	2	-	4	10
		65%	63%	70%	-%	100%	63%	100%	74%	64%	56%	73%	100%	-%	51%	68%
Very good	(5.0)	3	1	2	1	-	3	-	1	2	3	-	-	-	-	3
		13%	8%	30%	100%	-%	15%	-%	14%	13%	24%	-%	-%	-%	-%	21%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Very good/good		18	13	5	1	1	15	3	6	12	10	7	2	-	4	13
		77%	71%	100%	100%	100%	78%	100%	88%	77%	79%	73%	100%	-%	51%	88%
NET: Very bad/Bad		2	2	-	-	-	1	-	-	1	1	1	-	-	2	-
		8%	11%	-%	-%	-%	5%	-%	-%	6%	7%	10%	-%	-%	26%	-%
Mean score		4	4	4	5	4	4	4	4	4	4	4	4	-	3	4c
Standard deviation		.77	.79	.51	-	-	.73	-	.55	.74	.85	.69	-	-	.90	.58
Standard error		.17	.21	.22	-	-	.18	-	.22	.21	.26	.24	-	-	.33	.17

95% lower case or +, 99% UPPER CASE or ++

Table 33 (continuation)

A4_r4. When you last complained to Channel 5, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	22	11	14	12	22	17	17	14	22	21	22
Effective sample	20	10	13	11	20	15	15	12	20	19	20
Weighted Total	24	12	15	13	24	18	19	15	24	23	24
Very bad	(1.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Bad	(2.0)	2 8%	- -%	- -%	1 8%	2 8%	- -%	2 10%	- -%	2 8%	2 8%
Neither bad nor good	(3.0)	3 15%	1 8%	2 12%	1 7%	3 15%	3 20%	3 14%	1 6%	3 15%	3 15%
Good	(4.0)	15 65%	10 84%	13 82%	10 77%	15 65%	13 72%	12 61%	13 90%	15 65%	15 65%
Very good	(5.0)	3 13%	1 8%	1 6%	1 7%	3 13%	2 9%	3 16%	1 4%	3 13%	2 9%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		18 77%	11 92%	13 88%	11 85%	18 77%	14 80%	15 76%	14 94%	18 77%	17 76%
NET: Very bad/Bad		2 8%	- -%	- -%	1 8%	2 8%	- -%	2 10%	- -%	2 8%	2 9%
Mean score	4	4	4	4	4	4	4	4	4	4	4
Standard deviation	.77	.42	.43	.69	.77	.54	.84	.33	.77	.74	.77
Standard error	.17	.13	.12	.21	.17	.14	.21	.10	.17	.17	.17

95% lower case or +, 99% UPPER CASE or ++

Table 33 (continuation)

A4_r4. When you last complained to Channel 5, how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	22	7	8	8	22	9	9	9	22	19	22	1	1	5	5	-	18	4
Effective sample	20	7	7	7	20	8	8	8	20	17	20	1	1	5	5	-	16	4
Weighted Total	24	8	9	8	24	9	11	8	24	20	24	1	1	5	5	-	19	5
Very bad	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Bad	(2.0)	2	-	-	1	2	-	-	2	2	2	-	-	-	-	-	1	1
		8%	-%	-%	12%	8%	-%	-%	8%	10%	8%	-%	-%	-%	-%	-%	5%	22%
Neither bad nor good	(3.0)	3	1	1	1	3	3	3	1	3	3	-	-	1	-	-	2	2
		15%	12%	10%	12%	15%	28%	24%	11%	15%	17%	-%	-%	18%	-%	-%	9%	36%
Good	(4.0)	15	6	7	5	15	5	6	7	15	13	1	-	4	4	-	13	2
		65%	75%	80%	64%	65%	55%	58%	82%	65%	63%	100%	-%	82%	82%	-%	70%	42%
Very good	(5.0)	3	1	1	1	3	2	2	1	3	2	-	1	-	1	-	3	-
		13%	12%	10%	12%	13%	17%	19%	7%	13%	10%	-%	100%	-%	18%	-%	16%	-%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Very good/good	18	7	8	6	18	7	8	8	18	15	18	1	1	4	5	-	16	2
	77%	88%	90%	76%	77%	72%	76%	89%	77%	73%	77%	100%	100%	82%	100%	-%	86%	42%
NET: Very bad/Bad	2	-	-	1	2	-	-	-	2	2	2	-	-	-	-	-	1	1
	8%	-%	-%	12%	8%	-%	-%	-%	8%	10%	8%	-%	-%	-%	-%	-%	5%	22%
Mean score	4	4	4	4	4	4	4	4	4	4	4	4	5	4	4	-	4	3
Standard deviation	.77	.53	.48	.87	.77	.70	.68	.45	.77	.78	.77	*	-	.43	.43	-	.69	.87
Standard error	.17	.21	.17	.32	.17	.25	.24	.16	.17	.19	.17	*	-	.20	.20	-	.17	.45

95% lower case or +, 99% UPPER CASE or ++

Table 33 (continuation)

A4_r4. When you last complained to Channel 5, how was the overall experience?

by

Base: Complained directly to the company

		Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions		
		Weighted Total	Non-i internet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		22	-	7	6	9	9	5	6	1	7	7	3	3	16	1
Effective sample		20	-	6	5	8	8	5	5	1	6	6	3	3	14	1
Weighted Total		24	-	7	5	11	10	4	8	2	7	8	3	4	17	1
Very bad	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Bad	(2.0)	2	-	-	1	1	-	-	1	-	-	-	1	-	-	-
		8%	-%	-%	18%	8%	-%	-%	12%	-%	-%	-%	29%	-%	-%	-%
Neither bad nor good	(3.0)	3	-	2	-	2	1	1	2	-	1	-	-	2	3	-
		15%	-%	25%	-%	15%	10%	23%	21%	-%	14%	-%	-%	42%	15%	-%
Good	(4.0)	15	-	5	2	8	8	2	4	2	4	8	2	1	11	1
		65%	-%	75%	44%	68%	80%	62%	48%	100%	63%	100%	71%	21%	67%	100%
Very good	(5.0)	3	-	-	2	1	1	1	1	-	2	-	-	1	3	-
		13%	-%	-%	38%	8%	10%	16%	19%	-%	23%	-%	-%	37%	18%	-%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Very good/good		18	-	5	4	9	9	3	5	2	6	8	2	2	14	1
		77%	-%	75%	82%	77%	90%	77%	67%	100%	86%	100%	71%	58%	85%	100%
NET: Very bad/Bad		2	-	-	1	1	-	-	1	-	-	-	1	-	-	-
		8%	-%	-%	18%	8%	-%	-%	12%	-%	-%	-%	29%	-%	-%	-%
Mean score		4	-	4	4	4	4	4	4	4	4	4	3	4	4	4
Standard deviation		.77	-	.47	1.16	.75	.47	.72	.96	-	.66	-	1.08	1.02	.59	-
Standard error		.17	-	.19	.50	.26	.16	.32	.42	-	.26	-	.66	.61	.16	-

95% lower case or +, 99% UPPER CASE or ++

Table 34

A4_r5. When you last complained to Sky, how was the overall experience?

by

Base: Complained directly to the company

		Type		Gender		Age			Social Grade				Nations				Urban/Rural		
		Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
			-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		139	124	15	69	70	65	49	25	45	47	25	22	108	8	10	13	118	21
Effective sample		114	105	11	58	57	52	42	21	38	39	21	16	96	6	9	11	97	17
Weighted Total		144	125	19	78	65	61	56	28	53	48	24	19	126	8	6	4	121	23
Very bad	(1.0)	12 9%	9 7%	3 17%	7 9%	5 8%	3 5%	6 10%	4 13%	3 6%	2 3%	5 20%	3 15%	9 7%	3 32%	* 7%	* 7%	12 10%	- -%
Bad	(2.0)	17 12%	17 14%	* *%	10 12%	7 11%	6 11%	4 8%	6 22%	3 5%	9 18%	1 3%	5 25%	15 12%	- -%	2 25%	* *%	14 12%	3 13%
Neither bad nor good	(3.0)	44 31%	35 28%	9 48%	32+b 41%	12- 19%	21 34%	14 25%	10 35%	16 31%	16 34%	6 26%	6 30%	40 32%	- -%	2 38%	2 46%	38 31%	6 28%
Good	(4.0)	60 41%	53 42%	7 35%	25- 32%	34+a 52%	24 39%	28 50%	8 30%	31++B 59%	14 29%	10 40%	5 26%	52 41%	5 68%	1 25%	1 32%	47 39%	12 54%
Very good	(5.0)	9 6%	9 7%	- -%	5 6%	4 6%	6 10%	3 5%	- -%	-- -%	8++A 16%	1 5%	- -%	8 6%	- -%	* 5%	1 15%	7 6%	1 6%
I can't remember		2 1%	2 2%	- -%	- -%	2 3%	1 1%	1 2%	- -%	- -%	- -%	1 5%	1 4%	2 2%	- -%	- -%	- -%	2 2%	- -%
NET: Very good/good		68 47%	62 49%	7 35%	30- 38%	38+a 59%	30 49%	30 55%	8 30%	31 59%	22 45%	11 45%	5 26%	59 47%	5 68%	2 30%	2 46%	54 45%	14 60%
NET: Very bad/Bad		29 20%	26 21%	3 17%	17 21%	13 19%	10 16%	10 18%	10 35%	6 11%	10 21%	6 24%	8 40%	25 19%	3 32%	2 33%	* 7%	26 22%	3 13%
Mean score		3	3	3	3	3	3c	3	3	3d	3d	3	3	3	3	3	3	3	4
Standard deviation		1.04	1.04	1.04	1.02	1.06	.99	1.06	1.02	.84	1.06	1.26	1.06	1.01	1.50	1.09	1.15	1.07	.81
Standard error		.10	.10	.31	.13	.14	.14	.17	.22	.14	.17	.28	.27	.10	.59	.36	.34	.11	.19

95% lower case or +, 99% UPPER CASE or ++

Table 34 (continuation)

A4_r5. When you last complained to Sky, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		139	109	29	18	7	101	36	31	99	58	79	5	23	76	35
Effective sample		114	92	26	16	7	88	28	23	84	49	63	5	19	61	29
Weighted Total		144	121	21	13	5	117	25	25	107	61	81	7	24	77	36
Very bad	(1.0)	12 9%	11 9%	1 5%	* 3%	1 14%	9 8%	4 14%	2 7%	11 10%	7 11%	6 7%	- -%	3 13%	2- 3%	7 19%
Bad	(2.0)	17 12%	17 14%	* 2%	- -%	- -%	13 11%	3 14%	4 16%	11 11%	5 8%	12 15%	- -%	3 11%	10 13%	4 11%
Neither bad nor good	(3.0)	44 31%	36 30%	6 29%	6 42%	1 10%	36 31%	8 32%	6 26%	36 33%	13- 20%	32+a 39%	2 37%	14 58%	25 32%	3 8%
Good	(4.0)	60 41%	50 41%	9 46%	5 41%	2 50%	51 44%	6 26%	10 41%	41 39%	31 51%	28 35%	4 63%	4 16%	34 44%	18 49%
Very good	(5.0)	9 6%	5 4%	4 18%	2 14%	1 25%	6 5%	3 11%	3 10%	6 5%	5 8%	2 3%	- -%	- -%	5 7%	3 9%
I can't remember		2 1%	2 2%	- -%	- -%	- -%	1 1%	1 3%	- -%	2 2%	1 2%	1 1%	- -%	1 3%	- -%	1 4%
NET: Very good/good		68 47%	55 46%	13 64%	7 55%	4 75%	57 49%	9 37%	13 51%	47 44%	36+b 59%	31- 38%	4 63%	4 16%	39 51%	21 58%
NET: Very bad/Bad		29 20%	28 23%	1 7%	* 3%	1 14%	22 19%	7 28%	6 23%	22 21%	11 19%	18 22%	- -%	6 24%	13 16%	11 30%
Mean score		3	3	4a	4	4	3	3	3	3	3	3	4	3	3b	3
Standard deviation		1.04	1.05	.99	.88	1.40	1.00	1.23	1.09	1.05	1.12	.95	.52	.89	.92	1.35
Standard error		.10	.11	.19	.22	.54	.11	.24	.23	.12	.16	.12	.24	.21	.12	.25

95% lower case or +, 99% UPPER CASE or ++

Table 34 (continuation)

A4_r5. When you last complained to Sky, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row		139	31	18	19	12	139	30	25	139	116	139
Effective sample		114	26	16	17	10	114	26	19	114	95	114
Weighted Total		144	33	19	22	14	144	30	22	144	120	144
Very bad	(1.0)	12 9%	4 13%	1 4%	2 10%	- -%	12 9%	3 10%	2 10%	12 9%	11 9%	12 9%
Bad	(2.0)	17 12%	3 10%	1 8%	4 19%	3 23%	17 12%	7 23%	3 14%	17 12%	15 13%	17 12%
Neither bad nor good	(3.0)	44 31%	9 26%	4 20%	6 30%	5 38%	44 31%	7 25%	8 36%	44 31%	38 32%	44 31%
Good	(4.0)	60 41%	15 46%	12 64%	7 33%	4 30%	60 41%	11 37%	7 30%	60 41%	45 38%	60 41%
Very good	(5.0)	9 6%	2 5%	1 4%	2 8%	1 9%	9 6%	1 5%	2 11%	9 6%	9 7%	9 6%
I can't remember		2 1%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	2 2%	2 1%
NET: Very good/good		68 47%	17 51%	13 68%	9 41%	5 39%	68 47%	12 42%	9 40%	68 47%	54 45%	68 47%
NET: Very bad/Bad		29 20%	8 23%	2 12%	6 29%	3 23%	29 20%	10 33%	5 23%	29 20%	26 21%	29 20%
Mean score		3	3	4	3	3	3	3	3	3	3	3
Standard deviation		1.04	1.12	.86	1.13	.95	1.04	1.11	1.12	1.04	1.06	1.04
Standard error		.10	.22	.22	.28	.30	.10	.22	.25	.10	.11	.10

95% lower case or +, 99% UPPER CASE or ++

Table 34 (continuation)

A4_r5. When you last complained to Sky, how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	139	22	14	11	9	139	22	12	139	110	139	9	3	10	11	7	45	94
Effective sample	114	20	12	10	8	114	19	10	114	90	114	8	3	9	10	7	39	75
Weighted Total	144	25	14	11	9	144	22	10	144	114	144	10	4	11	11	9	46	98
Very bad	(1.0)	12 9%	4 14%	1 5%	- -%	- -%	12 9%	2 10%	2 20%	12 9%	11 9%	1 13%	1 39%	1 6%	1 12%	2 26%	5 10%	8 8%
Bad	(2.0)	17 12%	3 14%	1 11%	1 13%	3 34%	17 12%	7 31%	1 13%	17 12%	12 10%	2 23%	- -%	1 10%	- -%	1 9%	6 13%	11 11%
Neither bad nor good	(3.0)	44 31%	5 19%	2 13%	3 31%	1 15%	44 31%	5 21%	2 19%	44 31%	36 32%	2 24%	- -%	2 22%	1 8%	3 35%	7-- 15%	37++A 38%
Good	(4.0)	60 41%	11 46%	9 66%	4 40%	4 45%	60 41%	7 32%	3 33%	60 41%	45 39%	3 30%	2 61%	6 55%	7 65%	3 30%	24 52%	36 37%
Very good	(5.0)	9 6%	2 7%	1 5%	2 15%	1 6%	9 6%	1 6%	2 15%	9 6%	9 8%	1 9%	- -%	1 7%	2 15%	- -%	5 11%	4 4%
I can't remember		2 1%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%
NET: Very good/good		68 47%	13 53%	10 71%	6 55%	5 51%	68 47%	8 38%	5 48%	68 47%	53 47%	4 40%	2 61%	7 62%	9 81%	3 30%	29+b 63%	39- 40%
NET: Very bad/Bad		29 20%	7 28%	2 15%	1 13%	3 34%	29 20%	9 40%	3 33%	29 20%	22 20%	4 37%	1 39%	2 16%	1 12%	3 35%	10 22%	19 19%
Mean score	3	3	4	4	3	3	3	3	3	3	3	3	3	3	4	3	3	3
Standard deviation	1.04	1.21	.96	.95	1.05	1.04	1.15	1.42	1.04	1.06	1.04	1.27	1.71	1.03	1.15	1.22	1.16	.98
Standard error	.10	.27	.28	.30	.38	.10	.27	.44	.10	.11	.10	.45	1.00	.34	.37	.48	.19	.11

95% lower case or +, 99% UPPER CASE or ++

Table 34 (continuation)

A4_r5. When you last complained to Sky, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		139	-	36	44	59	60	41	17	20	30	38	15	53	56	36
Effective sample		114	-	29	37	48	51	34	13	15	26	33	12	41	47	29
Weighted Total		144	-	38	45	61	64	43	15	21	35	42	14	50	58	34
Very bad	(1.0)	12 9%	- -%	2 6%	3 7%	7 11%	4 5%	4 9%	1 10%	3 16%	1 3%	4 10%	- -%	7 14%	6 10%	2 6%
Bad	(2.0)	17 12%	- -%	5 14%	6 14%	5 8%	8 12%	3 7%	4 28%	2 8%	2 6%	5 12%	3 18%	7 14%	10 17%	3 8%
Neither bad nor good	(3.0)	44 31%	- -%	12 33%	12 27%	20 32%	19 30%	13 29%	4 28%	8 38%	12 35%	11 27%	1 9%	17 34%	19 33%	14 41%
Good	(4.0)	60 41%	- -%	18 46%	18 41%	24 39%	29 46%	19 44%	3 23%	7 35%	16 45%	18 43%	10 72%	15 30%	19 34%	12 36%
Very good	(5.0)	9 6%	- -%	* *%	4 9%	4 7%	4 6%	3 7%	2 10%	- -%	3 8%	2 6%	* 1%	3 7%	4 7%	2 7%
I can't remember		2 1%	- -%	- -%	1 1%	1 2%	- -%	1 3%	- -%	1 3%	1 4%	1 2%	- -%	- -%	- -%	1 2%
NET: Very good/good		68 47%	- -%	18 47%	23 51%	28 46%	34 52%	22 51%	5 33%	7 35%	18 52%	20 49%	10 73%	18 37%	24 41%	15 43%
NET: Very bad/Bad		29 20%	- -%	8 21%	9 21%	12 20%	11 18%	7 16%	6 38%	5 24%	3 8%	9 23%	3 18%	14 29%	15 26%	5 14%
Mean score		3	-	3	3	3	3	3	3	3	4	3	4	3	3	3
Standard deviation		1.04	-	.93	1.07	1.10	.97	1.06	1.19	1.08	.85	1.09	.82	1.15	1.09	.96
Standard error		.10	-	.17	.18	.16	.14	.18	.33	.28	.17	.19	.24	.18	.16	.18

95% lower case or +, 99% UPPER CASE or ++

Table 35

A4_r6. When you last complained to Virgin Media (TV), how was the overall experience?

by

Base: Complained directly to the company

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	125	114	11	72	53	48	42	35	24	48	23	30	101	11	3	10	123	2
Effective sample	104	97	7	61	45	39	34	32	21	42	19	23	89	10	2	8	102	2
Weighted Total	131	120	11	83	48	44	45	42	29	53	23	26	115	11	1	3	129	2
Very bad	(1.0) 30 23%	28 23%	2 22%	21 26%	8 18%	3-- 7%	11 24%	16+A 38%	14 50%	9 18%	2 11%	4 15%	27 23%	3 24%	* 5%	* 11%	30 23%	- -%
Bad	(2.0) 42 32%	40 33%	2 18%	20- 24%	22+a 45%	15 34%	13 29%	13 32%	6 20%	21 39%	7 32%	8 31%	37 33%	4 31%	- -%	1 24%	42 32%	- -%
Neither bad nor good	(3.0) 20 15%	16 13%	4 35%	13 15%	7 15%	6 13%	8 18%	6 13%	5 17%	6 12%	3 13%	5 21%	17 15%	1 11%	1 95%	* 11%	20 15%	- -%
Good	(4.0) 31 24%	28 24%	3 25%	23 27%	8 17%	18++C 40%	9 20%	4- 10%	3 10%	13 24%	7 32%	8 31%	26 23%	4 33%	- -%	1 40%	29 22%	2 100%
Very good	(5.0) 9 7%	9 7%	- -%	6 7%	3 6%	2 5%	4 9%	3 6%	1 4%	4 8%	3 12%	1 2%	8 7%	- -%	- -%	* 15%	9 7%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good	40 30%	37 31%	3 25%	28 34%	11 23%	20+C 45%	13 28%	7- 16%	4 14%	17 32%	10 44%	9 33%	34 30%	4 33%	- -%	2 55%	37 29%	2 100%
NET: Very bad/Bad	72 55%	67 56%	4 40%	42 50%	30 62%	18 42%	24 53%	29+a 70%	20 70%	30 56%	10 43%	12 46%	64 56%	6 56%	* 5%	1 35%	72 56%	- -%
Mean score	3	3	3	3	2	3C	3	2	2	3a	3a	3a	3	3	3	3	3	4
Standard deviation	1.26	1.27	1.14	1.32	1.15	1.12	1.29	1.22	1.20	1.25	1.27	1.13	1.26	1.24	1.07	1.55	1.25	-
Standard error	.12	.13	.43	.17	.17	.18	.22	.22	.26	.19	.29	.23	.13	.39	.74	.54	.12	-

95% lower case or +, 99% UPPER CASE or ++

Table 35 (continuation)

A4_r6. When you last complained to Virgin Media (TV), how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		125	99	25	11	8	81	41	43	78	39	83	3	27	66	29
Effective sample		104	85	20	8	8	69	34	35	65	33	69	3	22	55	25
Weighted Total		131	110	18	9	5	95	34	41	86	46	82	3	26	72	30
Very bad	(1.0)	30 23%	27 25%	3 15%	2 22%	1 14%	24 25%	6 17%	9 23%	18 21%	6 14%	24 29%	- -%	5 21%	19 27%	5 18%
Bad	(2.0)	42 32%	37 34%	5 25%	3 31%	2 36%	32 34%	7 21%	7- 18%	34+a 40%	18 38%	24 29%	1 42%	6 21%	25 35%	10 33%
Neither bad nor good	(3.0)	20 15%	18 16%	2 9%	1 13%	- -%	11 12%	9+ 26%	9 23%	10 12%	7 14%	13 16%	* 13%	6 21%	11 15%	3 10%
Good	(4.0)	31 24%	23 21%	6 30%	2 27%	* 7%	23 24%	8 24%	12 29%	18 21%	13 27%	16 19%	2 45%	6 21%	15 20%	9 31%
Very good	(5.0)	9 7%	5 4%	4 22%	1 6%	2 43%	5 5%	4 11%	3 8%	5 6%	3 6%	6 7%	- -%	4 15%	2 3%	2 8%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		40 30%	28 25%	10 52%	3 33%	2 50%	28 29%	12 35%	15 36%	24 28%	16 34%	21 26%	2 45%	10 37%	17 23%	12 39%
NET: Very bad/Bad		72 55%	64 59%	7 39%	5 53%	2 50%	56 59%	13- 39%	17 41%	52 61%	24 52%	48 58%	1 42%	11 42%	44 62%	15 51%
Mean score		3	2	3a	3	3	2	3	3	3	3	2	3	3	2	3
Standard deviation		1.26	1.19	1.44	1.33	1.82	1.25	1.27	1.30	1.22	1.19	1.28	1.12	1.39	1.17	1.30
Standard error		.12	.13	.32	.47	.66	.15	.22	.22	.15	.21	.15	.70	.30	.16	.26

95% lower case or +, 99% UPPER CASE or ++

Table 35 (continuation)

A4_r6. When you last complained to Virgin Media (TV), how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	125	37	21	14	14	32	125	23	125	103	125
Effective sample	104	30	17	12	12	27	104	20	104	83	104
Weighted Total	131	39	21	16	15	31	131	21	131	106	131
Very bad	(1.0) 23%	30 21%	8 26%	6 22%	3 10%	1 27%	8 23%	3 16%	30 23%	26 24%	30 23%
Bad	(2.0) 32%	42 32%	8 20%	2 12%	1 5%	3 21%	8 25%	3 13%	42 32%	30 28%	42 32%
Neither bad nor good	(3.0) 15%	20 15%	6 14%	3 13%	2 15%	1 7%	3 9%	3 13%	20 15%	19 18%	20 15%
Good	(4.0) 24%	31 24%	15+ 38%	8 35%	8 53%	7 47%	10 32%	8 24%	31 24%	24 23%	31 24%
Very good	(5.0) 7%	9 7%	2 6%	3 14%	1 5%	2 15%	2 8%	4 18%	9 7%	7 7%	9 7%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good	40 30%	17+ 44%	11 49%	9 58%	9 62%	12 39%	40 30%	12 58%	40 30%	31 30%	40 30%
NET: Very bad/Bad	72 55%	16 41%	8 38%	4 27%	5 31%	16 52%	72 55%	6 29%	72 55%	55 52%	72 55%
Mean score	3	3	3	3	3	3	3	3fhiij	3	3	3
Standard deviation	1.26	1.31	1.47	1.33	1.29	1.38	1.26	1.38	1.26	1.27	1.26
Standard error	.12	.24	.36	.38	.38	.27	.12	.31	.12	.14	.12

95% lower case or +, 99% UPPER CASE or ++

Table 35 (continuation)

A4_r6. When you last complained to Virgin Media (TV), how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	125	20	12	10	9	22	125	12	125	95	125	9	4	7	6	8	43	82
Effective sample	104	17	10	9	8	19	104	11	104	77	104	7	4	6	6	8	37	67
Weighted Total	131	23	12	11	11	22	131	11	131	96	131	11	5	7	6	11	46	85
Very bad	(1.0) 23%	30 37%	8 36%	4 31%	3 13%	1 38%	8 23%	30 6%	1 23%	30 26%	25 23%	6 56%	- -%	2 29%	- -%	7 61%	17+b 37%	13- 15%
Bad	(2.0) 32%	42 32%	4 16%	- -%	1 7%	3 29%	6 29%	42 32%	- -%	42 32%	28 29%	2 14%	2 48%	- -%	1 12%	3 26%	10 21%	32 38%
Neither bad nor good	(3.0) 15%	20 15%	1 4%	2 19%	2 15%	1 8%	2 10%	20 15%	2 19%	20 15%	15 16%	- -%	- -%	1 13%	- -%	- -%	4 9%	15 18%
Good	(4.0) 24%	31 24%	8 35%	3 25%	5 41%	4 34%	3 14%	31 24%	6 53%	31 24%	21 22%	3 30%	2 52%	2 32%	3 57%	2 13%	12 25%	19 23%
Very good	(5.0) 7%	9 7%	2 8%	2 20%	1 7%	2 15%	2 9%	9 7%	2 22%	7 7%	7 7%	- -%	- -%	2 25%	2 31%	- -%	3 7%	5 6%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good	40 30%	10 43%	5 45%	5 48%	5 49%	5 23%	40 30%	8 75%	40 30%	28 29%	40 30%	3 30%	2 52%	4 58%	5 88%	2 13%	15 33%	24 29%
NET: Very bad/Bad	72 55%	12 53%	4 36%	4 37%	5 42%	15 68%	72 55%	1 6%	72 55%	53 55%	72 55%	8 70%	2 48%	2 29%	1 12%	10 87%	27 58%	45 53%
Mean score	3	3	3	3	3	2	3	4aEFHIJ	3	3	3	2	3	3	4B	2	2	3
Standard deviation	1.26	1.50	1.64	1.46	1.39	1.36	1.26	1.01	1.26	1.28	1.26	1.39	1.13	1.69	.97	1.05	1.41	1.17
Standard error	.12	.36	.53	.49	.48	.31	.12	.31	.12	.15	.12	.52	.59	.66	.41	.38	.23	.14

95% lower case or +, 99% UPPER CASE or ++

Table 35 (continuation)

A4_r6. When you last complained to Virgin Media (TV), how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		125	-	30	51	44	50	40	18	17	37	27	13	47	64	32
Effective sample		104	-	26	43	36	44	32	15	12	31	24	11	38	50	29
Weighted Total		131	-	32	49	50	56	41	19	15	41	28	12	49	67	36
Very bad	(1.0)	30 23%	- -%	9 27%	10 21%	11 22%	17 31%	10 24%	3 14%	* *%	11 26%	10 34%	3 22%	7 14%	17 25%	6 18%
Bad	(2.0)	42 32%	- -%	6 20%	22+ 45%	14 27%	15 28%	15 36%	9 47%	3 18%	11 27%	5 18%	3 28%	23+ 46%	17 25%	13 37%
Neither bad nor good	(3.0)	20 15%	- -%	3 8%	5 11%	12+ 24%	6 10%	4 10%	2 10%	8 54%	6 16%	4 14%	2 15%	7 15%	9 13%	7 19%
Good	(4.0)	31 24%	- -%	11 35%	8 17%	11 23%	15 27%	8 20%	4 22%	3 24%	9 21%	8 27%	3 22%	12 25%	19 29%	8 23%
Very good	(5.0)	9 7%	- -%	3 10%	4 7%	2 3%	2 4%	4 10%	1 7%	1 4%	4d 10%	2 8%	2 13%	-- -%	5 8%	1 3%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		40 30%	- -%	15 45%	12 24%	13 26%	18 31%	13 30%	5 29%	4 27%	13 31%	10 35%	4 35%	12 25%	25 37%	9 26%
NET: Very bad/Bad		72 55%	- -%	15 47%	32 65%	25 50%	33 58%	25 60%	12 61%	3 19%	21 53%	15 52%	6 50%	30 60%	33 50%	20 55%
Mean score		3	-	3	2	3	2	3	3	3	3	3	3	3	3	3
Standard deviation		1.26	-	1.44	1.21	1.17	1.30	1.34	1.20	.78	1.36	1.42	1.41	1.02	1.33	1.14
Standard error		.12	-	.28	.19	.20	.20	.24	.31	.22	.24	.29	.42	.17	.19	.21

95% lower case or +, 99% UPPER CASE or ++

Table 36

A4_r8. When you last complained to Netflix, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		48	45	3	31	17	36	10	2	13	19	9	7	39	5	3	1	44	4
Effective sample		39	37	2	26	13	29	9	1	11	15	8	6	33	3	3	1	36	3
Weighted Total		41	39	2	30	11	28	12	1	10	14	10	7	36	3	2	*	38	3
Very bad	(1.0)	3 8%	2 5%	1 74%	- -%	3 31%	- -%	3 29%	- -%	1 7%	1 10%	- -%	1 21%	3 10%	- -%	- -%	- -%	3 9%	- -%
Bad	(2.0)	1 1%	1 1%	- -%	- -%	1 5%	1 2%	- -%	- -%	- -%	1 4%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%
Neither bad nor good	(3.0)	9 22%	9 23%	* 2%	6 21%	3 24%	5 17%	4 35%	* 5%	2 15%	2 18%	4 35%	1 19%	9 25%	* 1%	- -%	- -%	8 21%	1 32%
Good	(4.0)	16 38%	15 39%	* 24%	14 47%	2 16%	13 45%	2 18%	1 95%	5 45%	5 38%	2 24%	3 50%	13 36%	2 52%	1 73%	- -%	16 41%	- -%
Very good	(5.0)	12 28%	12 30%	- -%	10 33%	2 17%	10 34%	2 17%	- -%	3 33%	4 30%	4 41%	- -%	9 26%	1 46%	* 27%	* 100%	10 25%	2 68%
I can't remember		1 2%	1 2%	- -%	- -%	1 6%	1 2%	- -%	- -%	- -%	- -%	- -%	1 11%	1 2%	- -%	- -%	- -%	1 2%	- -%
NET: Very good/good		27 67%	27 69%	* 24%	23 79%	4 34%	22 79%	4 35%	1 95%	8 78%	9 68%	7 65%	3 50%	22 62%	3 99%	2 100%	* 100%	25 67%	2 68%
NET: Very bad/Bad		4 10%	3 7%	1 74%	- -%	4 36%	1 2%	3 29%	- -%	1 7%	2 14%	- -%	1 21%	4 11%	- -%	- -%	- -%	4 11%	- -%
Mean score		4	4	2	4B	3	4B	3	4	4	4	4	3	4	4	4	5	4	4
Standard deviation		1.15	1.04	1.88	.73	1.58	.78	1.50	-	1.09	1.26	.91	1.33	1.19	.64	.74	-	1.15	1.13
Standard error		.19	.17	1.46	.14	.45	.15	.49	-	.33	.33	.32	.58	.21	.35	.46	-	.20	.64

95% lower case or +, 99% UPPER CASE or ++

Table 36 (continuation)

A4_r8. When you last complained to Netflix, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		48	28	20	5	10	34	14	11	35	15	29	1	4	24	19
Effective sample		39	24	16	4	9	29	11	9	28	13	22	1	3	19	15
Weighted Total		41	28	13	4	5	32	9	11	27	15	23	1	4	20	16
Very bad	(1.0)	3 8%	3 10%	1 5%	- -%	1 14%	3 11%	- -%	1 13%	2 8%	1 9%	2 9%	- -%	1 36%	- -%	2 13%
Bad	(2.0)	1 1%	- -%	1 4%	- -%	1 12%	- -%	1 7%	- -%	1 2%	- -%	1 2%	- -%	- -%	- -%	1 4%
Neither bad nor good	(3.0)	9 22%	6 22%	3 21%	1 18%	1 12%	7 21%	2 24%	3 27%	4 17%	1 8%	7 32%	- -%	- -%	6 31%	3 16%
Good	(4.0)	16 38%	11 41%	4 33%	1 18%	2 47%	10 30%	6 70%	5 46%	9 33%	4 29%	8 37%	- -%	2 64%	6 33%	7 42%
Very good	(5.0)	12 28%	7 27%	4 32%	3 65%	- -%	12 36%	- -%	1 14%	10 38%	8 54%	4 16%	1 100%	- -%	7 36%	3 21%
I can't remember		1 2%	- -%	1 5%	- -%	1 15%	1 2%	- -%	- -%	1 3%	- -%	1 3%	- -%	- -%	- -%	1 4%
NET: Very good/good		27 67%	19 68%	9 64%	4 82%	2 47%	21 66%	6 70%	6 60%	19 71%	12 82%	12 53%	1 100%	2 64%	14 69%	10 63%
NET: Very bad/Bad		4 10%	3 10%	1 9%	- -%	1 26%	3 11%	1 7%	1 13%	3 10%	1 9%	3 12%	- -%	1 36%	- -%	3 16%
Mean score		4	4	4	4	3	4	4	3	4	4	4	5	3	4	4
Standard deviation		1.15	1.17	1.15	.88	1.34	1.26	.64	1.19	1.18	1.24	1.12	-	1.68	.84	1.29
Standard error		.19	.24	.29	.42	.48	.24	.19	.39	.23	.34	.24	-	.92	.19	.34

95% lower case or +, 99% UPPER CASE or ++

Table 36 (continuation)

A4_r8. When you last complained to Netflix, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted	BBC	ITV	Channel 4	Channel 5	Sky	Virgin	Netflix	Other	Other	Any org
	Total	(a)	(b)	(c)	(d)	(e)	Media (TV) (f)	(g)	media (h)	type of org anisation (i)	anisation (j)
Unweighted row	48	22	16	18	14	21	18	48	48	47	48
Effective sample	39	19	14	16	12	18	16	39	39	38	39
Weighted Total	41	22	16	17	14	20	17	41	41	40	41
Very bad	(1.0)	3	2	2	-	-	1	1	3	3	3
		8%	10%	13%	-%	-%	3%	4%	8%	8%	9%
Bad	(2.0)	1	-	-	-	-	-	1	1	1	1
		1%	-%	-%	-%	-%	-%	1%	1%	1%	1%
Neither bad nor good	(3.0)	9	4	2	5	2	4	3	9	9	8
		22%	18%	15%	26%	17%	19%	19%	22%	22%	19%
Good	(4.0)	16	8	6	8	8	8	7	16	16	16
		38%	36%	35%	48%	55%	38%	45%	38%	38%	39%
Very good	(5.0)	12	7	5	5	4	8	5	12	12	12
		28%	33%	32%	26%	28%	40%	32%	28%	28%	29%
I can't remember		1	1	1	-	-	-	1	1	1	1
		2%	3%	4%	-%	-%	-%	2%	2%	2%	2%
NET: Very good/good		27	15	11	13	12	16	13	27	27	27
		67%	69%	68%	74%	83%	78%	77%	67%	67%	69%
NET: Very bad/Bad		4	2	2	-	-	1	1	4	4	4
		10%	10%	13%	-%	-%	3%	4%	10%	10%	10%
Mean score		4	4	4	4	4	4	4	4	4	4
Standard deviation	1.15	1.21	1.34	.74	.68	.97	.97	1.15	1.15	1.16	1.15
Standard error	.19	.28	.37	.19	.19	.23	.25	.19	.19	.19	.19

95% lower case or +, 99% UPPER CASE or ++

Table 36 (continuation)

A4_r8. When you last complained to Netflix, how was the overall experience?

by

Base: Complained directly to the company

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
Weighted Total		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)	
-----		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Unweighted row		48	9	9	8	9	12	12	48	48	41	48	3	-	6	6	2	21	27
Effective sample		39	8	8	7	8	10	11	39	39	33	39	2	-	6	5	2	17	22
Weighted Total		41	9	9	7	8	10	11	41	41	33	41	3	-	6	5	2	17	24
Very bad	(1.0)	3 8%	1 8%	2 24%	- -%	- -%	1 7%	1 6%	3 8%	3 8%	2 6%	3 8%	- -%	- -%	1 12%	- -%	1 31%	1 4%	3 12%
Bad	(2.0)	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	1 1%	1 2%	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%
Neither bad nor good	(3.0)	9 22%	2 29%	1 11%	2 26%	2 28%	2 22%	3 28%	9 22%	9 22%	7 21%	9 22%	2 56%	- -%	1 16%	- -%	2 69%	5 31%	4 15%
Good	(4.0)	16 38%	2 27%	3 40%	3 44%	4 43%	2 22%	4 35%	16 38%	16 38%	13 40%	16 38%	- -%	- -%	2 40%	2 43%	- -%	7 44%	8 34%
Very good	(5.0)	12 28%	3 36%	2 25%	2 31%	3 29%	5 49%	4 31%	12 28%	12 28%	10 31%	12 28%	1 44%	- -%	2 32%	3 57%	- -%	3 17%	9 37%
I can't remember		1 2%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%	- -%	1 2%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%
NET: Very good/good		27 67%	5 63%	6 65%	5 74%	6 72%	7 71%	7 66%	27 67%	27 67%	23 71%	27 67%	1 44%	- -%	4 72%	5 100%	- -%	10 61%	17 71%
NET: Very bad/Bad		4 10%	1 8%	2 24%	- -%	- -%	1 7%	1 6%	4 10%	4 10%	3 8%	4 10%	- -%	- -%	1 12%	- -%	1 31%	1 7%	3 12%
Mean score		4	4	3	4	4	4	4	4	4	4	4	-	4	5	2	4	4	
Standard deviation	1.15	1.23	1.58	.81	.81	1.20	1.11	1.15	1.15	1.08	1.15	1.24	-	1.35	.55	1.24	.97	1.28	
Standard error	.19	.44	.56	.31	.28	.37	.34	.19	.19	.19	.19	.83	-	.57	.24	.94	.23	.28	

95% lower case or +, 99% UPPER CASE or ++

Table 36 (continuation)

A4_r8. When you last complained to Netflix, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		48	-	15	17	16	17	18	8	4	15	13	10	10	26	10
Effective sample		39	-	13	13	13	15	14	7	3	14	11	8	7	21	8
Weighted Total		41	-	15	13	13	18	14	6	3	15	12	8	6	21	8
Very bad	(1.0)	3 8%	- -%	1 9%	1 10%	1 5%	1 8%	2 15%	- -%	- -%	- -%	1 6%	1 17%	1 21%	1 3%	1 16%
Bad	(2.0)	1 1%	- -%	- -%	- -%	1 4%	- -%	1 4%	- -%	- -%	- -%	- -%	- -%	1 9%	* 1%	- -%
Neither bad nor good	(3.0)	9 22%	- -%	3 18%	3 20%	4 28%	4 21%	2 13%	1 12%	3 86%	2 14%	3 25%	2 21%	2 34%	4 19%	2 29%
Good	(4.0)	16 38%	- -%	8 53%	5 35%	3 24%	8 43%	5 34%	3 53%	- -%	6 42%	6 49%	2 31%	1 20%	10 49%	2 24%
Very good	(5.0)	12 28%	- -%	3 20%	5 35%	4 32%	5 28%	5 33%	1 24%	* 14%	7 44%	2 20%	2 22%	1 16%	5 24%	3 30%
I can't remember		1 2%	- -%	- -%	- -%	1 6%	- -%	- -%	1 11%	- -%	- -%	- -%	1 9%	- -%	1 3%	- -%
NET: Very good/good		27 67%	- -%	11 73%	9 70%	7 56%	13 71%	9 68%	5 76%	* 14%	13 86%	8 69%	4 52%	2 36%	15 73%	5 54%
NET: Very bad/Bad		4 10%	- -%	1 9%	1 10%	1 10%	1 8%	3 19%	- -%	- -%	- -%	1 6%	1 17%	2 30%	1 5%	1 16%
Mean score		4	-	4	4	4	4	4	4	3	4d	4	3	3	4	4
Standard deviation		1.15	-	1.11	1.25	1.19	1.11	1.42	.69	.86	.73	1.01	1.47	1.46	.92	1.44
Standard error		.19	-	.31	.34	.35	.28	.38	.29	.54	.20	.31	.54	.57	.20	.51

95% lower case or +, 99% UPPER CASE or ++

Table 37

A4_r9. When you last complained to Your main bank account provider, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		159	140	19	85	74	68	53	38	59	49	25	26	127	9	12	11	135	24
Effective sample		128	119	11	70	58	56	44	30	50	39	21	19	111	7	9	9	109	19
Weighted Total		165	146	18	95	70	63	58	43	70	50	23	21	149	6	6	3	136	29
Very bad	(1.0)	22 14%	21 14%	2 10%	13 14%	9 13%	2-- 3%	12A 20%	9a 20%	13 19%	5 9%	1 5%	4 17%	22 15%	- -%	1 8%	* 7%	16 12%	6 22%
Bad	(2.0)	26 15%	24 16%	2 9%	14 14%	12 17%	7 11%	8 14%	11 25%	11 16%	7 14%	4 19%	2 12%	23 15%	1 10%	2 25%	1 23%	21 16%	4 15%
Neither bad nor good	(3.0)	43 26%	39 27%	4 20%	26 27%	17 25%	18 29%	13 22%	12 28%	13 18%	19+a 38%	5 20%	7 32%	38 26%	2 31%	2 29%	1 34%	38 28%	6 19%
Good	(4.0)	52 32%	43 29%	9 49%	27 28%	25 36%	25 39%	17 29%	10 24%	23 33%	17 34%	6 27%	5 25%	46 31%	3 46%	2 38%	1 24%	44 32%	8 29%
Very good	(5.0)	21 13%	19 13%	2 11%	15 16%	6 8%	11 17%	9 15%	1 3%	10 14%	2 4%	6 26%	3 13%	20 13%	1 14%	- -%	* 13%	17 13%	4 14%
I can't remember		1 *%	1 1%	- -%	- -%	1 1%	1 1%	- -%	- -%	- -%	- -%	1 3%	- -%	1 *%	- -%	- -%	- -%	1 1%	- -%
NET: Very good/good		73 44%	62 42%	11 61%	42 44%	31 44%	36+c 56%	25 44%	12- 27%	33 47%	19 39%	12 53%	8 39%	66 44%	4 60%	2 38%	1 37%	61 44%	12 43%
NET: Very bad/Bad		48 29%	44 30%	3 19%	27 28%	21 30%	9-- 14%	20a 34%	19+A 45%	25 35%	12 23%	6 24%	6 29%	44 30%	1 10%	2 33%	1 29%	37 27%	11 37%
Mean score		3	3	3	3	3	4bC	3	3	3	3	4	3	3	4	3	3	3	3
Standard deviation		1.23	1.24	1.14	1.27	1.19	1.01	1.36	1.16	1.35	1.01	1.25	1.29	1.25	.91	1.07	1.32	1.20	1.40
Standard error		.11	.11	.35	.15	.16	.14	.21	.21	.19	.16	.28	.29	.12	.36	.36	.43	.12	.32

95% lower case or +, 99% UPPER CASE or ++

Table 37 (continuation)

A4_r9. When you last complained to Your main bank account provider, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		159	121	35	15	15	103	51	45	107	46	111	2	30	87	40
Effective sample		128	100	28	12	14	87	39	36	86	38	89	2	22	72	32
Weighted Total		165	131	28	13	10	118	40	45	111	46	118	3	31	91	39
Very bad	(1.0)	22 14%	21 16%	1 5%	1 5%	1 7%	19 16%	4 9%	9 21%	12 11%	6 14%	16 14%	1 48%	5 15%	10 11%	6 15%
Bad	(2.0)	26 15%	21 16%	4 14%	3 25%	1 7%	17 14%	8 19%	5 11%	17 15%	6 12%	20 17%	- -%	2 5%	19 20%	5 14%
Neither bad nor good	(3.0)	43 26%	35 26%	7 24%	2 18%	1 15%	30 25%	11 29%	12 26%	27 25%	13 29%	30 25%	2 52%	10 34%	21 23%	10 25%
Good	(4.0)	52 32%	41 31%	8 29%	3 26%	4 46%	37 31%	12 29%	13 29%	39 35%	13 27%	38 32%	- -%	11 35%	30 33%	11 27%
Very good	(5.0)	21 13%	14 10%	7 26%	3 26%	2 25%	15 13%	6 14%	6 12%	15 14%	8 17%	13 11%	- -%	3 9%	11 12%	8 19%
I can't remember		1 *%	- -%	1 3%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%	1 2%	- -%	- -%
NET: Very good/good		73 44%	55 42%	15 55%	7 53%	7 71%	52 44%	17 43%	18 41%	54 49%	20 44%	51 44%	- -%	14 44%	41 45%	18 47%
NET: Very bad/Bad		48 29%	42 32%	5 19%	4 29%	1 14%	36 30%	11 28%	15 32%	28 26%	12 26%	36 31%	1 48%	6 20%	29 32%	11 28%
Mean score		3	3	4a	3	4	3	3	3	3	3	3	2	3	3	3
Standard deviation		1.23	1.24	1.19	1.29	1.18	1.27	1.18	1.34	1.20	1.27	1.22	1.21	1.18	1.21	1.33
Standard error		.11	.12	.23	.38	.32	.14	.19	.22	.13	.21	.13	.86	.26	.14	.23

95% lower case or +, 99% UPPER CASE or ++

Table 37 (continuation)

A4_r9. When you last complained to Your main bank account provider, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	159	49	23	26	16	37	39	28	72	159	159
Effective sample	128	42	19	21	14	32	31	24	59	128	128
Weighted Total	165	58	24	26	16	37	38	27	72	165	165
Very bad	(1.0) 22 14%	7 13%	1 3%	- -%	- -%	5 13%	5 13%	1 3%	6 9%	22 14%	22 14%
Bad	(2.0) 26 15%	8 14%	4 17%	3 14%	1 8%	5 13%	5 13%	2 7%	10 14%	26 15%	26 15%
Neither bad nor good	(3.0) 43 26%	18 30%	7 31%	8 31%	6 38%	9 25%	12 33%	9 32%	21 29%	43 26%	43 26%
Good	(4.0) 52 32%	18 31%	8 32%	7 29%	7 45%	12 33%	9 24%	8 28%	20 28%	52 32%	52 32%
Very good	(5.0) 21 13%	7 12%	4 18%	7 26%	1 9%	6 16%	6 17%	8 30%	15+ 21%	21 13%	21 13%
I can't remember	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%
NET: Very good/good	73 44%	25 42%	12 50%	14 55%	9 53%	18 48%	15 41%	16 58%	35 49%	73 44%	73 44%
NET: Very bad/Bad	48 29%	16 27%	5 19%	3 14%	1 8%	10 27%	10 26%	3 10%	16 23%	48 29%	48 29%
Mean score	3	3	3	4	4	3	3	4aij	3	3	3
Standard deviation	1.23	1.20	1.07	1.02	.79	1.27	1.25	1.06	1.22	1.23	1.23
Standard error	.11	.19	.25	.22	.21	.22	.22	.22	.16	.11	.11

95% lower case or +, 99% UPPER CASE or ++

Table 37 (continuation)

A4_r9. When you last complained to Your main bank account provider, how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	159	31	11	18	10	25	28	15	56	159	159	14	5	12	7	17	56	103
Effective sample	128	27	9	15	9	22	23	13	46	128	128	12	4	11	6	15	46	82
Weighted Total	165	40	12	17	11	26	27	15	54	165	165	20	6	14	7	22	62	103
Very bad	(1.0)	22 14%	7 19%	1 6%	- -%	- -%	5 19%	5 18%	1 5%	6 12%	22 14%	3 16%	1 10%	4 26%	- -%	7 33%	10 17%	12 12%
Bad	(2.0)	26 15%	5 13%	2 17%	2 12%	- -%	2 9%	4 16%	2 13%	7 13%	26 15%	4 19%	- -%	2 11%	1 7%	5 22%	8 13%	17 17%
Neither bad nor good	(3.0)	43 26%	11 27%	3 27%	6 35%	3 32%	7 28%	6 23%	2 12%	15 28%	43 26%	5 24%	3 47%	3 23%	1 12%	5 20%	15 23%	28 28%
Good	(4.0)	52 32%	12 31%	4 37%	5 32%	6 54%	7 29%	7 27%	5 31%	15 28%	52 32%	8 41%	- -%	4 29%	4 57%	3 13%	21 34%	31 30%
Very good	(5.0)	21 13%	4 11%	2 13%	3 20%	1 14%	4 15%	4 16%	6 38%	10 19%	21 13%	- -%	3 44%	2 11%	2 23%	3 12%	8 13%	13 13%
I can't remember	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%
NET: Very good/good	73 44%	17 41%	6 51%	9 52%	7 68%	11 44%	12 43%	10 70%	26 47%	73 44%	73 44%	8 41%	3 44%	6 41%	6 80%	5 24%	29 47%	44 43%
NET: Very bad/Bad	48 29%	13 32%	3 23%	2 12%	- -%	7 28%	9 34%	3 18%	14 25%	48 29%	48 29%	7 35%	1 10%	5 37%	1 7%	12 55%	18 30%	29 29%
Mean score	3	3	3	4	4	3	3	4ij	3	3	3	3	4	3	4b	2	3	3
Standard deviation	1.23	1.28	1.14	.97	.68	1.34	1.36	1.25	1.26	1.23	1.23	1.14	1.42	1.41	.88	1.40	1.29	1.20
Standard error	.11	.25	.38	.25	.23	.29	.29	.34	.19	.11	.11	.32	.69	.42	.35	.36	.19	.13

95% lower case or +, 99% UPPER CASE or ++

Table 37 (continuation)

A4_r9. When you last complained to Your main bank account provider, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		159	1	40	53	65	56	51	13	36	32	47	11	68	80	35
Effective sample		128	1	31	44	54	47	41	11	27	27	39	9	52	65	28
Weighted Total		165	*	39	51	74	60	56	14	31	33	53	11	66	87	33
Very bad	(1.0)	22 14%	- -%	3 8%	6 11%	14 18%	9 16%	8 14%	1 10%	4 12%	8 23%	7 13%	5 40%	4- 5%	11 13%	8 25%
Bad	(2.0)	26 15%	- -%	8 19%	8 15%	10 14%	11 19%	10 18%	3 20%	1 2%	4 11%	5 9%	1 11%	16+ 24%	15 17%	7 20%
Neither bad nor good	(3.0)	43 26%	- -%	12 29%	14 28%	17 23%	17 27%	10 18%	5 34%	10 33%	7 20%	16 30%	2 20%	17 26%	21 24%	4 13%
Good	(4.0)	52 32%	* 100%	10 27%	16 31%	26 34%	16 27%	18 32%	4 26%	14 44%	10 30%	16 31%	2 16%	24 36%	28 32%	10 30%
Very good	(5.0)	21 13%	- -%	7 17%	7 14%	7 9%	7 12%	10 19%	2 11%	2 7%	5 16%	9 17%	1 12%	5 8%	12 14%	4 11%
I can't remember		1 *%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%
NET: Very good/good		73 44%	* 100%	17 44%	23 46%	32 44%	23 38%	28 50%	5 37%	16 51%	15 46%	25 48%	3 29%	29 44%	40 46%	14 42%
NET: Very bad/Bad		48 29%	- -%	11 27%	14 27%	24 32%	21 34%	18 32%	4 30%	4 14%	11 34%	12 22%	6 51%	19 29%	26 30%	15 45%
Mean score		3	4	3	3	3	3	3	3	3	3	3	2	3	3	3
Standard deviation		1.23	-	1.19	1.21	1.27	1.25	1.33	1.17	1.09	1.42	1.24	1.52	1.06	1.25	1.41
Standard error		.11	-	.21	.18	.17	.18	.21	.35	.21	.27	.20	.50	.15	.15	.27

95% lower case or +, 99% UPPER CASE or ++

Table 38

A4_r10. When you last complained to Your local council, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		216	173	43	116	98	63	84	69	62	54	41	59	150	20	25	21	192	24
Effective sample		172	145	28	97	74	49	69	56	48	46	34	45	133	16	20	19	155	17
Weighted Total		214	175	39	129	84	52	88	74	68	55	40	52	178	17	13	6	194	20
Very bad	(1.0)	35 16%	28 16%	7 18%	21 16%	13 16%	6 11%	18 20%	12 16%	15 22%	7 12%	5 12%	9 17%	31 18%	3 17%	1 6%	* 4%	32 16%	3 16%
Bad	(2.0)	61 28%	50 29%	10 26%	32 25%	28 34%	13 25%	23 26%	24 33%	22 32%	11 20%	8 19%	20b 40%	52 29%	4 23%	3 27%	2 29%	53 27%	8 39%
Neither bad nor good	(3.0)	65 30%	53 30%	12 29%	37 29%	27 32%	13 25%	31 35%	20 27%	18 27%	22 40%	12 30%	12 24%	52 29%	7 44%	4 32%	1 19%	58 30%	7 33%
Good	(4.0)	42 20%	36 21%	6 15%	32+ 25%	11 13%	17+b 32%	14 16%	12 16%	13 19%	14 25%	8 19%	8 16%	34 19%	3 16%	3 27%	2 29%	40 21%	2 11%
Very good	(5.0)	9 4%	5 3%	4 11%	7 5%	2 3%	2 5%	2 2%	5 6%	* 1%	1 2%	6++Ab 15%	2 3%	7 4%	- -	1 8%	1 15%	9 5%	* *%
I can't remember		2 1%	2 1%	- -%	- -%	2 3%	1 2%	- -%	1 2%	- -%	1 1%	2+ 4%	- -%	2 1%	- -%	- -%	* 4%	2 1%	* 1%
NET: Very good/good		52 24%	41 24%	10 26%	38+b 30%	13- 16%	19+b 37%	16 18%	16 22%	13 19%	15 27%	14 35%	10 19%	41 23%	3 16%	5 35%	3 45%	49 25%	2 11%
NET: Very bad/Bad		96 45%	79 45%	17 44%	53 41%	42 50%	19 36%	41 46%	36 49%	36bc 54%	18- 32%	12 31%	29bc 57%	83 47%	7 40%	4 33%	2 33%	85 44%	11 55%
Mean score		3	3	3	3	3	3	3	3	2	3	3ad	2	3	3	3	3a	3	2
Standard deviation		1.10	1.07	1.25	1.15	1.02	1.12	1.06	1.13	1.05	1.00	1.26	1.06	1.11	.98	1.09	1.26	1.12	.91
Standard error		.08	.09	.24	.12	.12	.16	.13	.15	.15	.15	.22	.16	.10	.24	.25	.30	.09	.22

95% lower case or +, 99% UPPER CASE or ++

Table 38 (continuation)

A4_r10. When you last complained to Your local council, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		216	178	34	14	14	127	81	84	123	65	148	5	42	131	38
Effective sample		172	144	27	11	13	104	65	68	97	47	123	4	32	106	30
Weighted Total		214	181	26	12	9	141	68	80	125	54	157	5	40	133	37
Very bad	(1.0)	35 16%	31 17%	4 14%	1 10%	2 18%	22 16%	13 20%	18 23%	17 14%	11 20%	25 16%	1 29%	4 9%	20 15%	10 27%
Bad	(2.0)	61 28%	49 27%	8 30%	4 32%	3 35%	38 27%	21 31%	14- 17%	45++A 36%	23+b 42%	38- 24%	2 49%	15 37%	38 29%	6 15%
Neither bad nor good	(3.0)	65 30%	57 31%	8 31%	5 40%	1 10%	46 32%	17 25%	27 34%	34 27%	9- 16%	54+a 35%	- -%	13 31%	41 31%	11 30%
Good	(4.0)	42 20%	33 18%	7 26%	2 18%	3 37%	28 20%	13 19%	13 17%	26 21%	11 19%	32 20%	* 4%	7 18%	27 20%	8 22%
Very good	(5.0)	9 4%	9 5%	- -%	- -%	- -%	6 4%	3 5%	5 7%	2 2%	1 3%	7 4%	1 17%	1 4%	5 4%	2 5%
I can't remember		2 1%	2 1%	- -%	- -%	- -%	2 1%	1 1%	2 3%	* *%	* *%	2 1%	- -%	* 1%	2 2%	- -%
NET: Very good/good		52 24%	42 23%	7 26%	2 18%	3 37%	34 24%	16 24%	19 24%	28 23%	12 22%	38 24%	1 21%	9 22%	32 24%	10 28%
NET: Very bad/Bad		96 45%	80 44%	11 43%	5 42%	5 54%	60 42%	35 51%	32 40%	62 50%	34++B 62%	62- 40%	4 79%	18 46%	58 44%	16 43%
Mean score		3	3	3	3	3	3	3	3	3	2	3	2	3	3	3
Standard deviation		1.10	1.12	1.02	.93	1.23	1.09	1.15	1.21	1.02	1.10	1.09	1.54	1.01	1.08	1.26
Standard error		.08	.09	.20	.28	.34	.11	.14	.15	.10	.16	.10	.76	.18	.11	.23

95% lower case or +, 99% UPPER CASE or ++

Table 38 (continuation)

A4_r10. When you last complained to Your local council, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	216	56	13	11	10	34	34	19	74	216	216
Effective sample	172	48	12	9	10	28	28	15	59	172	172
Weighted Total	214	63	14	12	13	36	33	14	72	214	214
Very bad	(1.0) 35 16%	12 19%	3 21%	3 26%	3 23%	7 18%	8 24%	2 15%	16 22%	35 16%	35 16%
Bad	(2.0) 61 28%	20 32%	4 25%	- -%	3 24%	12 34%	9 28%	1 10%	20 27%	61 28%	61 28%
Neither bad nor good	(3.0) 65 30%	16 26%	3 24%	3 25%	2 16%	9 25%	6 19%	2 14%	17 24%	65 30%	65 30%
Good	(4.0) 42 20%	10 16%	4 30%	5 47%	4 29%	8 22%	9 28%	8 59%	18 24%	42 20%	42 20%
Very good	(5.0) 9 4%	4 6%	- -%	- -%	1 9%	* 1%	* 1%	- -%	2 2%	9 4%	9 4%
I can't remember	2 1%	1 1%	- -%	* 2%	- -%	- -%	- -%	* 2%	* %	2 1%	2 1%
NET: Very good/good	52 24%	14 22%	4 30%	5 47%	5 38%	8 23%	10 29%	8 59%	19 27%	52 24%	52 24%
NET: Very bad/Bad	96 45%	32 51%	6 46%	3 26%	6 47%	19 52%	17 52%	4 25%	35 49%	96 45%	96 45%
Mean score	3	3	3	3	3	3	3	3	3	3	3
Standard deviation	1.10	1.16	1.16	1.29	1.37	1.06	1.18	1.18	1.15	1.10	1.10
Standard error	.08	.17	.34	.45	.45	.20	.22	.31	.15	.08	.08

95% lower case or +, 99% UPPER CASE or ++

Table 38 (continuation)

A4_r10. When you last complained to Your local council, how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	216	36	7	7	6	30	29	11	61	216	216	18	11	7	4	20	72	144
Effective sample	172	32	6	6	6	24	23	9	48	172	172	15	10	7	4	18	58	115
Weighted Total	214	44	6	7	8	32	29	10	60	214	214	22	13	8	5	24	80	135
Very bad	(1.0)	35 16%	11 26%	1 23%	3 42%	3 35%	6 18%	7 24%	2 22%	15 24%	35 16%	7 30%	4 27%	1 12%	1 29%	6 25%	16 20%	19 14%
Bad	(2.0)	61 28%	13 29%	2 33%	- -%	2 20%	11 34%	9 33%	1 12%	18 30%	61 28%	7 30%	2 18%	4 42%	- -%	9 38%	19 23%	42 31%
Neither bad nor good	(3.0)	65 30%	13 29%	1 13%	1 13%	1 10%	9 29%	5 17%	1 9%	13 21%	65 30%	5 24%	5 39%	2 27%	1 18%	7 28%	27 34%	37 28%
Good	(4.0)	42 20%	6 13%	2 32%	3 45%	3 35%	6 19%	7 25%	6 57%	14 23%	42 20%	4 16%	1 4%	1 18%	2 53%	1 2%	14 17%	29 21%
Very good	(5.0)	9 4%	1 3%	- -%	- -%	- -%	* 1%	* 1%	- -%	1 1%	9 4%	9 4%	1 11%	- -%	- -%	1 6%	4 5%	5 4%
I can't remember	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%
NET: Very good/good	52 24%	7 16%	2 32%	3 45%	3 35%	6 19%	8 26%	6 57%	14 24%	52 24%	52 24%	4 16%	2 16%	1 18%	2 53%	2 9%	18 23%	34 25%
NET: Very bad/Bad	96 45%	24 54%	4 55%	3 42%	5 55%	16 52%	16 57%	3 34%	33 55%	96 45%	96 45%	13 60%	6 45%	5 55%	1 29%	15 63%	35 43%	61 46%
Mean score	3	2	3	3	2	3	2	3	2	3	3	2	3	3	3	2	3	3
Standard deviation	1.10	1.11	1.26	1.52	1.37	1.03	1.16	1.33	1.13	1.10	1.10	1.08	1.30	.99	1.47	1.08	1.15	1.08
Standard error	.08	.20	.51	.64	.57	.21	.24	.44	.16	.08	.08	.27	.42	.38	.75	.25	.15	.10

95% lower case or +, 99% UPPER CASE or ++

Table 38 (continuation)

A4_r10. When you last complained to Your local council, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		216	1	68	58	88	85	72	16	40	48	51	22	91	106	46
Effective sample		172	1	57	45	69	70	55	13	31	38	43	17	71	86	37
Weighted Total		214	*	69	57	87	85	71	15	39	48	53	21	89	114	39
Very bad	(1.0)	35 16%	* 100%	8 11%	11 20%	16 18%	17 20%	7 9%	2 12%	10b 26%	12 24%	7 13%	1 5%	15 17%	24 21%	6 15%
Bad	(2.0)	61 28%	- -%	26 37%	13 23%	22 25%	27 32%	20 28%	3 20%	9 23%	9 19%	13 23%	12 57%	27 31%	30 27%	11 29%
Neither bad nor good	(3.0)	65 30%	- -%	17 25%	19 33%	29 33%	18- 22%	28a 39%	2 16%	14 36%	12 25%	18 34%	4 17%	30 34%	30 26%	11 29%
Good	(4.0)	42 20%	- -%	13 19%	11 19%	17 19%	17 20%	13 19%	7 45%	5 12%	11 22%	12 23%	4 21%	13 15%	22 19%	10 25%
Very good	(5.0)	9 4%	- -%	5 7%	1 2%	3 4%	4 5%	3 4%	1 7%	1 3%	5+ 10%	1 3%	- -%	3 3%	6 6%	* 1%
I can't remember		2 1%	- -%	- -%	2 3%	1 1%	1 2%	1 1%	- -%	- -%	- -%	2+ 4%	- -%	* *%	1 1%	1 2%
NET: Very good/good		52 24%	- -%	18 26%	12 21%	20 23%	21 25%	16 23%	8 51%	6 15%	15 32%	14 26%	4 21%	16 18%	29 25%	10 26%
NET: Very bad/Bad		96 45%	* 100%	34 49%	25 43%	37 43%	44 51%	27 37%	5 33%	19 48%	21 44%	20 37%	13 62%	42 48%	54 47%	17 44%
Mean score		3	1	3	3	3	3	3	3	2	3	3	3	3	3	3
Standard deviation		1.10	-	1.11	1.10	1.10	1.17	.99	1.22	1.11	1.32	1.06	.90	1.04	1.18	1.05
Standard error		.08	-	.15	.17	.13	.14	.13	.34	.20	.21	.17	.22	.12	.13	.18

95% lower case or +, 99% UPPER CASE or ++

Table 39

A4_r11. When you last complained to Your phone or broadband provider, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		359	297	62	191	166	155	113	91	105	115	62	77	278	26	25	30	310	49
Effective sample		279	247	39	155	123	118	93	70	84	86	50	62	233	21	21	21	250	30
Weighted Total		366	296	70	208	156	140	126	100	118	119	58	71	321	23	14	8	320	46
Very bad	(1.0)	42 11%	31 11%	10 15%	24 11%	17 11%	10 7%	14 11%	18+a 18%	16 13%	13 11%	8 14%	5 7%	38 12%	1 6%	1 9%	1 13%	36 11%	6 13%
Bad	(2.0)	83 23%	68 23%	15 21%	39 19%	44+ 29%	29 20%	35 28%	20 20%	31 26%	32 27%	7 13%	14 19%	75 23%	4 19%	3 19%	1 13%	78 24%	6 12%
Neither bad nor good	(3.0)	92 25%	81 27%	10 15%	60 29%	32 20%	34 25%	24 19%	33b 33%	29 25%	30 25%	16 28%	17 24%	79 25%	7 32%	4 28%	2 24%	77 24%	15 33%
Good	(4.0)	99 27%	76 26%	23 33%	55 26%	44 28%	49+C 35%	36c 29%	15-- 15%	29 25%	32 27%	17 29%	22 31%	82-- 26%	10 43%	4 30%	3 40%	86 27%	13 29%
Very good	(5.0)	47 13%	36 12%	11 16%	29 14%	18 12%	18 13%	17 13%	12 12%	11 10%	13 11%	9 15%	14 20%	44 14%	-- --%	2 14%	1 10%	41 13%	6 13%
I can't remember		3 1%	3 1%	-- --%	2 1%	1 *%	1 1%	-- --%	2 2%	2 2%	-- --%	1 1%	-- --%	3 1%	-- --%	-- --%	-- --%	3 1%	-- --%
NET: Very good/good		146 40%	112 38%	34 49%	83 40%	62 40%	67+C 47%	53c 42%	27-- 27%	40 34%	44 37%	26 44%	36a 50%	126 39%	10 43%	6 45%	4 49%	127 40%	19 42%
NET: Very bad/Bad		125 34%	100 34%	25 36%	63 30%	61 39%	38 27%	48 39%	38 38%	47 39%	45 38%	15 27%	18 26%	113 35%	6 25%	4 28%	2 27%	114 36%	11 25%
Mean score		3	3	3	3	3	3c	3	3	3	3	3	3a	3	3	3	3	3	3
Standard deviation		1.22	1.19	1.33	1.21	1.22	1.13	1.24	1.25	1.20	1.19	1.27	1.20	1.24	.94	1.22	1.27	1.22	1.20
Standard error		.07	.08	.21	.10	.11	.11	.13	.15	.13	.13	.18	.15	.08	.20	.27	.28	.08	.22

95% lower case or +, 99% UPPER CASE or ++

Table 39 (continuation)

A4_r11. When you last complained to Your phone or broadband provider, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		359	278	79	42	28	221	130	97	252	116	240	14	84	193	68
Effective sample		279	224	58	31	20	186	90	80	199	93	185	9	63	156	52
Weighted Total		366	302	59	33	18	257	102	95	257	124	241	13	86	199	67
Very bad	(1.0)	42 11%	39 13%	3 5%	1 4%	1 8%	26 10%	15 15%	12 13%	25 10%	13 11%	28 11%	- -%	13 15%	20 10%	9 14%
Bad	(2.0)	83 23%	74 25%	9 16%	8 23%	2 10%	61 24%	23 22%	23 25%	57 22%	25 21%	58 24%	3 25%	10- 12%	51b 26%	19b 27%
Neither bad nor good	(3.0)	92 25%	75 25%	14 24%	10 32%	3 17%	66 26%	25 25%	29 31%	58 23%	26 21%	66 27%	2 13%	26 30%	55 28%	10- 14%
Good	(4.0)	99 27%	75 25%	24+a 41%	11 33%	11 59%	71 27%	24 23%	20 22%	78 30%	39 32%	60 25%	7 56%	25 29%	52 26%	15 23%
Very good	(5.0)	47 13%	36 12%	8 14%	3 8%	1 6%	31 12%	15 15%	9 10%	37 14%	20 16%	27 11%	1 7%	12 14%	19 10%	15+c 22%
I can't remember		3 1%	2 1%	1 1%	- -%	- -%	3 1%	- -%	- -%	3 1%	- -%	3 1%	- -%	1 1%	2 1%	- -%
NET: Very good/good		146 40%	112- 37%	32+a 54%	13 41%	12 65%	101 39%	39 38%	30 31%	115+a 45%	59 48%	87 36%	8 62%	37 43%	71 36%	30 45%
NET: Very bad/Bad		125 34%	113++b 37%	12- 20%	9 27%	3 18%	87 34%	38 37%	36 38%	81 32%	38 31%	85 35%	3 25%	23 27%	71 36%	28 41%
Mean score		3	3	3a	3	3	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.22	1.23	1.07	1.02	1.05	1.19	1.29	1.18	1.21	1.24	1.19	.98	1.24	1.15	1.39
Standard error		.07	.08	.14	.18	.23	.09	.14	.13	.09	.13	.09	.32	.16	.09	.19

95% lower case or +, 99% UPPER CASE or ++

Table 39 (continuation)

A4_r11. When you last complained to Your phone or broadband provider, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	359	80	24	22	14	71	67	37	151	359	359
Effective sample	279	64	18	18	12	57	57	27	121	279	279
Weighted Total	366	83	23	22	17	72	70	29	151	366	366
Very bad	(1.0) 11%	42 15%	12 5%	1 -%	1 7%	7 10%	10 14%	2 8%	15 10%	42 11%	42 11%
Bad	(2.0) 23%	83 26%	21 23%	5 15%	3 8%	1 19%	13 43%	5 18%	41 27%	83 23%	83 23%
Neither bad nor good	(3.0) 25%	92 25%	16 19%	8 33%	5 22%	3 17%	21 30%	3 11%	36 24%	92 25%	92 25%
Good	(4.0) 27%	99 27%	22 26%	8 33%	12 55%	6 35%	17 24%	10- 14%	11 39%	39 26%	99f 27%
Very good	(5.0) 13%	47 13%	11 13%	1 6%	2 8%	6 33%	13 18%	9 13%	7 23%	20 13%	47 13%
I can't remember	3 1%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	3 1%
NET: Very good/good	146 40%	32 39%	9 39%	14 63%	12 68%	30 42%	19- 27%	18 63%	59 39%	146 40%	146 40%
NET: Very bad/Bad	125 34%	34 40%	7 28%	3 15%	3 15%	20 28%	41++EHIJ 58%	8 26%	55 37%	125 34%	125 34%
Mean score	3	3	3	4F	4aFhij	3f	3	4F	3	3f	3f
Standard deviation	1.22	1.29	1.01	.86	1.22	1.22	1.25	1.28	1.21	1.22	1.22
Standard error	.07	.16	.24	.20	.35	.16	.17	.25	.11	.07	.07

95% lower case or +, 99% UPPER CASE or ++

Table 39 (continuation)

A4_r11. When you last complained to Your phone or broadband provider, how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	359	37	9	9	7	58	55	16	118	359	359	24	7	6	10	13	98	261
Effective sample	279	32	6	7	6	46	46	12	92	279	279	20	6	6	8	12	78	202
Weighted Total	366	43	7	9	8	57	57	12	113	366	366	28	8	7	10	17	102	264
Very bad	(1.0) 42 11%	9 20%	1 17%	- -%	- -%	7 12%	10 18%	1 6%	14 12%	42 11%	42 11%	5 18%	- -%	4 55%	1 14%	5 27%	14 13%	28 11%
Bad	(2.0) 83 23%	9 22%	2 24%	1 16%	1 18%	10 18%	25++aEIJ 44%	3 24%	32 28%	83 23%	83 23%	8 28%	2 21%	- -%	- -%	5 28%	18 18%	65 25%
Neither bad nor good	(3.0) 92 25%	7 16%	2 35%	3 33%	2 19%	14 25%	9 16%	- -%	24 22%	92 25%	92 25%	5 17%	2 26%	- -%	1 7%	3 20%	22 21%	70 27%
Good	(4.0) 99 27%	11 26%	1 12%	4 42%	2 21%	13 23%	8- 14%	6 45%	26 23%	99 27%	99 27%	5 20%	5 54%	1 15%	4 42%	4 20%	35 34%	65 25%
Very good	(5.0) 47 13%	7 16%	1 12%	1 9%	3 42%	13+ 22%	5 9%	3 25%	18 16%	47 13%	47 13%	5 18%	- -%	2 30%	4 38%	1 4%	12 11%	35 13%
I can't remember	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	3 1%	- -%	- -%	- -%	- -%	- -%	2 2%	1 *%
NET: Very good/good	146 40%	18 42%	2 24%	5 51%	5 63%	25f 45%	13- 23%	9 70%	43 38%	146f 40%	146f 40%	10 37%	5 54%	3 45%	8 79%	4 25%	46 45%	100 38%
NET: Very bad/Bad	125 34%	18 42%	3 41%	1 16%	1 18%	17 30%	35++EhIJ 61%	4 30%	45 40%	125 34%	125 34%	13 46%	2 21%	4 55%	1 14%	10 55%	32 31%	93 35%
Mean score	3	3	3	3	4f	3F	3	4F	3f	3F	3F	3	3	3	4b	2	3	3
Standard deviation	1.22	1.41	1.31	.92	1.23	1.32	1.20	1.31	1.28	1.22	1.22	1.40	.85	2.00	1.36	1.24	1.24	1.21
Standard error	.07	.25	.54	.34	.50	.20	.18	.37	.13	.07	.07	.31	.34	.85	.47	.36	.14	.09

95% lower case or +, 99% UPPER CASE or ++

Table 39 (continuation)

A4_r11. When you last complained to Your phone or broadband provider, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		359	5	97	108	147	149	112	37	61	91	84	30	149	166	92
Effective sample		279	3	76	89	116	122	84	29	46	70	70	24	115	127	72
Weighted Total		366	9	92	116	147	158	118	33	57	106	89	28	139	179	87
Very bad	(1.0)	42 11%	5 60%	11 12%	16 14%	9- 6%	22 14%	16 13%	1 2%	4 7%	14 13%	11 13%	5 19%	10 7%	21 12%	14 17%
Bad	(2.0)	83 23%	- -%	17 19%	26 22%	40 27%	41 26%	27 23%	4 12%	11 19%	26 25%	23 26%	6 20%	28 21%	41 23%	23 27%
Neither bad nor good	(3.0)	92 25%	* 3%	21 23%	34 29%	37 25%	36 23%	27 23%	11 35%	17 30%	30 28%	21 24%	5 17%	36 26%	46 26%	17 20%
Good	(4.0)	99 27%	2 17%	27 30%	28 24%	43 29%	35 22%	36 31%	10 32%	18 32%	20 19%	20 23%	12 44%	45a 33%	44 25%	26 30%
Very good	(5.0)	47 13%	2 20%	13 14%	12 10%	19 13%	23 14%	11 10%	6 19%	7 12%	14 13%	13 15%	- -%	18 13%	25 14%	6 7%
I can't remember		3 1%	- -%	2 2%	- -%	1 1%	2 1%	- -%	- -%	1 1%	2 2%	- -%	- -%	1 1%	2 1%	- -%
NET: Very good/good		146 40%	3 37%	40 44%	40 34%	61 42%	57 36%	47 40%	17 51%	25 44%	34 32%	34 38%	12 44%	63 46%	69 38%	32 37%
NET: Very bad/Bad		125 34%	5 60%	29 31%	42 36%	49 33%	63 40%	43 36%	5 14%	15 26%	41 38%	34 38%	11 39%	39 28%	62 35%	38 43%
Mean score		3	2	3	3	3	3	3	4ab	3	3	3	3	3	3	3
Standard deviation		1.22	1.83	1.25	1.20	1.14	1.28	1.21	1.00	1.11	1.24	1.27	1.19	1.14	1.23	1.23
Standard error		.07	1.06	.14	.13	.11	.12	.13	.19	.16	.15	.15	.24	.11	.11	.14

95% lower case or +, 99% UPPER CASE or ++

Table 40

A4_r12. When you last complained to Airlines, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		100	90	10	51	48	49	29	22	39	33	18	10	81	9	3	7	93	7
Effective sample		81	75	6	43	38	39	23	19	33	27	13	9	70	7	3	5	75	6
Weighted Total		104	96	8	61	43	48	31	25	44	33	15	11	93	7	2	2	96	8
Very bad	(1.0)	24 23%	23 24%	1 17%	18b 30%	5- 12%	4-- 9%	11 35%	9 37%	14 32%	4 13%	5 35%	* 2%	21 22%	2 33%	1 29%	1 30%	23 24%	1 17%
Bad	(2.0)	33 32%	31 33%	2 21%	17 27%	17 39%	19 40%	6 20%	8 31%	13 29%	13 39%	3 20%	4 39%	29 31%	3 42%	- -%	1 44%	29 30%	4 48%
Neither bad nor good	(3.0)	17 17%	16 17%	1 17%	10 16%	8 18%	8 16%	5 17%	4 17%	7 17%	6 20%	1 7%	2 20%	15 16%	1 18%	1 42%	* 25%	17 18%	- -%
Good	(4.0)	22 21%	19 20%	4 44%	14 22%	9 21%	12 24%	8 26%	3 10%	10 22%	6 18%	4 29%	2 21%	22 24%	* 6%	- -%	- -%	21 22%	1 17%
Very good	(5.0)	7 7%	7 8%	* *%	3 5%	5 11%	5 11%	1 3%	1 5%	* 1%	4 11%	1 10%	2 18%	7 7%	- -%	1 29%	* 1%	6 6%	2 18%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		30 29%	26 27%	4 44%	16 27%	13 31%	17 35%	9 28%	4 16%	10 23%	9 28%	6 38%	4 39%	29 31%	* 6%	1 29%	* 1%	27 28%	3 35%
NET: Very bad/Bad		57 55%	54 56%	3 39%	35 57%	21 50%	23 49%	17 54%	17 67%	27 60%	17 52%	8 55%	5 41%	50 53%	5 76%	1 29%	1 74%	52 54%	5 65%
Mean score		3	3	3	2	3	3c	2	2	2	3	3	3	3	2	3	2	3	3
Standard deviation		1.25	1.26	1.24	1.26	1.22	1.20	1.29	1.21	1.17	1.22	1.49	1.23	1.26	.93	2.21	1.28	1.24	1.50
Standard error		.14	.15	.52	.19	.20	.19	.27	.28	.20	.24	.42	.42	.15	.35	1.30	.57	.14	.61

95% lower case or +, 99% UPPER CASE or ++

Table 40 (continuation)

A4_r12. When you last complained to Airlines, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		100	68	31	10	14	78	19	20	76	33	66	1	14	59	26
Effective sample		81	58	23	7	12	64	15	16	62	27	53	1	11	49	20
Weighted Total		104	77	24	8	8	86	15	21	78	35	69	*	13	66	25
Very bad	(1.0)	24 23%	20 26%	4 17%	3 43%	- -%	20 24%	4 25%	3 16%	19 25%	6 18%	18 26%	- -%	4 31%	12 18%	8 33%
Bad	(2.0)	33 32%	23 30%	8 32%	2 29%	3 39%	26 30%	6 38%	7 33%	24 31%	10 28%	23 34%	- -%	3 26%	23 35%	7 28%
Neither bad nor good	(3.0)	17 17%	11 14%	6 25%	1 14%	2 27%	15 17%	2 11%	4 19%	13 16%	6 16%	12 17%	- -%	1 10%	16+ 24%	* *%
Good	(4.0)	22 21%	20 26%	2 8%	1 14%	- -%	21 24%	2 11%	4 19%	17 22%	9 27%	12 18%	* 100%	3 24%	13 20%	6 23%
Very good	(5.0)	7 7%	3 4%	4 18%	- -%	3 34%	4 5%	2 15%	3 13%	5 6%	4 11%	4 5%	- -%	1 10%	2 3%	4 16%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		30 29%	23 30%	6 26%	1 14%	3 34%	25 29%	4 27%	7 32%	22 28%	13 38%	16 23%	* 100%	4 34%	15 23%	10 39%
NET: Very bad/Bad		57 55%	43 55%	12 49%	6 72%	3 39%	47 54%	9 62%	10 49%	43 56%	16 46%	41 60%	- -%	7 57%	34 53%	15 61%
Mean score		3	3	3	2	3c	3	3	3	3	3	2	4	3	3	3
Standard deviation		1.25	1.24	1.35	1.14	1.38	1.23	1.42	1.32	1.25	1.32	1.20	-	1.45	1.10	1.55
Standard error		.14	.16	.28	.43	.39	.15	.37	.33	.16	.25	.17	-	.44	.16	.34

95% lower case or +, 99% UPPER CASE or ++

Table 40 (continuation)

A4_r12. When you last complained to Airlines, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	100	25	12	12	10	27	22	18	50	100	100
Effective sample	81	21	10	10	9	23	18	14	40	81	81
Weighted Total	104	28	13	13	13	29	24	18	51	104	104
Very bad	(1.0) 23%	24 42%	12 23%	3 23%	6 45%	1 11%	6 21%	6 26%	1 6%	13 25%	24 23%
Bad	(2.0) 32%	33 32%	6 23%	4 28%	1 10%	6 44%	8 26%	7 29%	4 21%	17 34%	33 32%
Neither bad nor good	(3.0) 17%	17 17%	4 12%	3 21%	1 11%	1 11%	5 17%	5 19%	5 26%	8 15%	17 17%
Good	(4.0) 21%	22 21%	4 15%	1 11%	2 17%	3 23%	7 22%	4 17%	6 31%	9 17%	22 21%
Very good	(5.0) 7%	7 7%	2 8%	2 17%	2 16%	1 11%	4 13%	2 9%	3 16%	4 9%	7 7%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good	30 29%	6 23%	4 28%	4 33%	4 33%	10 36%	6 26%	8 47%	13 26%	30 29%	30 29%
NET: Very bad/Bad	57 55%	18 65%	7 51%	7 56%	7 55%	14 47%	13 55%	5 27%	30 59%	57 55%	57 55%
Mean score	3	2	3	2	3	3	3	3	2	3	3
Standard deviation	1.25	1.36	1.43	1.64	1.27	1.38	1.31	1.17	1.29	1.25	1.25
Standard error	.14	.30	.45	.52	.41	.29	.30	.31	.20	.14	.14

95% lower case or +, 99% UPPER CASE or ++

Table 40 (continuation)

A4_r12. When you last complained to Airlines, how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	100	18	6	7	7	23	17	9	39	100	100	8	5	5	5	9	33	67
Effective sample	81	15	5	6	7	20	14	7	31	81	81	6	5	5	4	8	28	53
Weighted Total	104	21	6	7	10	24	18	7	38	104	104	8	7	6	5	12	36	68
Very bad	(1.0)	24 23%	11 51%	3 51%	3 36%	1 15%	6 25%	5 28%	1 15%	10 25%	24 23%	5 62%	5 78%	- -%	2 44%	5 47%	10 28%	14 21%
Bad	(2.0)	33 32%	5 23%	1 11%	1 11%	4 41%	6 26%	6 35%	1 10%	12 31%	33 32%	1 18%	1 22%	2 34%	- -%	3 30%	10 27%	23 34%
Neither bad nor good	(3.0)	17 17%	2 10%	- -%	1 21%	- -%	4 18%	1 7%	- -%	4 12%	17 17%	1 6%	- -%	1 26%	1 10%	1 13%	4 12%	13 19%
Good	(4.0)	22 21%	3 13%	1 25%	1 21%	3 30%	5 21%	3 18%	3 46%	8 20%	22 21%	1 14%	- -%	1 26%	1 30%	1 10%	8 21%	15 22%
Very good	(5.0)	7 7%	1 4%	1 13%	1 11%	1 14%	2 10%	2 12%	2 29%	4 12%	7 7%	- -%	- -%	1 13%	1 15%	- -%	4 12%	3 5%
I can't remember	-	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good	30 29%	3 16%	2 37%	2 32%	4 44%	8 31%	5 30%	5 75%	12 32%	30 29%	30 29%	1 14%	- -%	2 40%	2 45%	1 10%	12 33%	18 26%
NET: Very bad/Bad	57 55%	16 74%	4 63%	3 47%	6 56%	12 51%	11 63%	2 25%	21 56%	57 55%	57 55%	7 80%	7 100%	2 34%	2 44%	9 77%	20 55%	37 55%
Mean score	3	2	2	3	3	3	3	4a	3	3	3	2	1	3b	3	2	3	3
Standard deviation	1.25	1.23	1.73	1.54	1.44	1.36	1.42	1.49	1.38	1.25	1.25	1.15	.44	1.16	1.81	1.04	1.41	1.18
Standard error	.14	.32	.78	.64	.55	.31	.38	.57	.25	.14	.14	.48	.21	.54	.95	.36	.27	.16

95% lower case or +, 99% UPPER CASE or ++

Table 40 (continuation)

A4_r12. When you last complained to Airlines, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		100	-	21	28	51	41	27	10	21	20	29	8	42	47	21
Effective sample		81	-	19	24	38	35	20	8	18	15	27	6	32	37	18
Weighted Total		104	-	25	32	47	46	26	11	21	22	34	8	40	50	21
Very bad	(1.0)	24 23%	- -%	8 30%	7 21%	10 21%	15+ 34%	4 14%	2 20%	2 12%	4 19%	9 26%	1 13%	10 25%	14 28%	3 16%
Bad	(2.0)	33 32%	- -%	9 34%	11 35%	14 29%	10 23%	8 32%	6 55%	8 40%	7 30%	9 27%	4 52%	13 33%	15 31%	10 47%
Neither bad nor good	(3.0)	17 17%	- -%	3 13%	5 17%	9 18%	9 19%	3 11%	- -%	6 27%	4 19%	3 7%	1 15%	9 24%	6 13%	3 16%
Good	(4.0)	22 21%	- -%	6 22%	6 20%	10 22%	8 17%	8 32%	2 18%	4 21%	7 31%	11 33%	- -%	4- 9%	13 25%	1 5%
Very good	(5.0)	7 7%	- -%	- -%	2 7%	5 11%	4 8%	3 11%	1 7%	- -%	* *%	2 6%	2 19%	4 9%	2 3%	3 15%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		30 29%	- -%	6 22%	9 28%	15 32%	11 25%	11 43%	3 25%	4 21%	7 31%	13 39%	2 19%	7 18%	14 29%	4 21%
NET: Very bad/Bad		57 55%	- -%	16 64%	18 56%	23 49%	26 56%	12 46%	8 75%	11 52%	11 49%	18 53%	5 66%	23 58%	29 59%	13 63%
Mean score		3	-	2	3	3	2	3	2	3	3	3	3	2	2	3
Standard deviation		1.25	-	1.14	1.24	1.31	1.33	1.30	1.24	.98	1.14	1.36	1.37	1.23	1.24	1.29
Standard error		.14	-	.26	.25	.21	.23	.29	.44	.23	.29	.26	.54	.22	.20	.31

95% lower case or +, 99% UPPER CASE or ++

Table 41

A4_r13. When you last complained to Energy companies, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		240	188	52	129	110	79	90	71	77	63	45	55	179	25	22	14	206	33
Effective sample		189	164	29	101	89	63	76	51	62	52	31	46	153	19	17	10	163	25
Weighted Total		253	202	51	150	103	77	100	77	84	64	47	57	216	22	12	4	222	30
Very bad	(1.0)	42 17%	39 19%	3 7%	21 14%	21 20%	6- 8%	25+a 25%	11 15%	12 14%	17+ 26%	5 11%	8 15%	38 18%	1 6%	2 21%	* 7%	37 17%	5 17%
Bad	(2.0)	58 23%	48 24%	10 19%	34 23%	24 23%	17 23%	23 23%	17 23%	15 18%	18 27%	11 23%	14 24%	49 23%	4 21%	4 30%	* 11%	47 21%	11 37%
Neither bad nor good	(3.0)	94 37%	71 35%	23 45%	62 41%	32 31%	27 35%	33 33%	35 45%	38b 46%	16- 24%	19 41%	21 36%	84 39%	7 33%	2 15%	1 38%	89 40%	4 12%
Good	(4.0)	52 21%	41 20%	12 23%	31 21%	21 20%	22+ 29%	17 17%	13 17%	18 22%	12 18%	8 18%	14 24%	38-- 18%	9 40%	4 34%	1 33%	42 19%	10 34%
Very good	(5.0)	6 2%	3 1%	3 6%	1 1%	5 4%	3 4%	3 3%	- -%	1 1%	2 4%	2 5%	* 1%	5 3%	- -%	- -%	* 11%	6 3%	- -%
I can't remember		1 *%	1 1%	- -%	- -%	1 1%	1 1%	- -%	- -%	- -%	- -%	1 2%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%
NET: Very good/good		58 23%	43 21%	15 29%	32 21%	25 25%	25+ 33%	20 20%	13 17%	19 23%	14 22%	11 23%	14 25%	44- 20%	9 40%	4 34%	2 44%	48 22%	10 34%
NET: Very bad/Bad		100 39%	87 43%	13 26%	55 37%	44 43%	24 31%	48a 48%	29 37%	27 32%	35+a 54%	16 34%	22 39%	87 40%	6 26%	6 51%	1 18%	84 38%	16 54%
Mean score		3	3	3a	3	3	3b	3	3	3	2	3	3	3	3	3	3	3	3
Standard deviation		1.05	1.06	.97	.98	1.15	1.02	1.12	.94	.97	1.18	1.04	1.02	1.05	.94	1.21	1.20	1.05	1.14
Standard error		.08	.08	.18	.10	.12	.13	.13	.13	.12	.16	.19	.15	.09	.21	.29	.37	.08	.23

95% lower case or +, 99% UPPER CASE or ++

Table 41 (continuation)

A4_r13. When you last complained to Energy companies, how was the overall experience?

by

Base: Complained directly to the company

		Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general				
		Weighted Total	White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		240	198	39	14	17	159	71	61	167	86	151	14	50	135	41
Effective sample		189	159	28	10	12	132	49	44	135	70	117	8	38	111	36
Weighted Total		253	215	32	11	13	181	64	63	175	92	159	18	45	146	44
Very bad	(1.0)	42	37	5	5	1	30	10	15	24	19	23	3	5	28	6
		17%	17%	17%	42%	5%	17%	16%	24%	14%	21%	14%	14%	12%	19%	14%
Bad	(2.0)	58	52	5	3	2	41	15	12	41	15	42	2	10	35	11
		23%	24%	17%	24%	16%	23%	24%	20%	23%	16%	27%	9%	22%	24%	24%
Neither bad nor good	(3.0)	94	77	12	3	7	65	28	21	65	27	66	12	14	54	14
		37%	36%	36%	31%	49%	36%	43%	33%	37%	29%	42%	65%	32%	37%	32%
Good	(4.0)	52	45	7	*	3	39	10	12	40	26b	25-	2	12	27	12
		21%	21%	23%	3%	20%	22%	15%	19%	23%	28%	16%	12%	26%	18%	27%
Very good	(5.0)	6	5	1	-	1	5	-	2	4	4	2	-	2	2	1
		2%	2%	4%	-%	10%	3%	-%	4%	2%	5%	1%	-%	5%	1%	3%
I can't remember		1	-	1	-	-	-	1	-	1	1	-	-	1+	-	-
		*%	-%	3%	-%	-%	-%	2%	-%	1%	1%	-%	-%	2%	-%	-%
NET: Very good/good		58	50	9	*	4	45	10	15	44	30+b	27-	2	14	29	13
		23%	23%	27%	3%	30%	25%	15%	23%	25%	33%	17%	12%	32%	20%	30%
NET: Very bad/Bad		100	89	11	7	3	71	26	28	65	34	65	4	15	63	17
		39%	41%	34%	66%	21%	39%	40%	44%	37%	37%	41%	23%	34%	43%	38%
Mean score		3	3c	3c	2	3c	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.05	1.05	1.13	.96	1.01	1.07	.94	1.16	1.02	1.20	.95	.87	1.11	1.04	1.08
Standard error		.08	.08	.22	.31	.29	.09	.14	.18	.09	.14	.09	.30	.18	.10	.18

95% lower case or +, 99% UPPER CASE or ++

Table 41 (continuation)

A4_r13. When you last complained to Energy companies, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Had reason to complain to									
			BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row		240	59	25	18	16	48	31	29	89	240	240
Effective sample		189	48	20	14	14	41	27	23	73	189	189
Weighted Total		253	62	26	18	16	51	33	23	88	253	253
Very bad	(1.0)	42 17%	12 19%	3 11%	3 18%	1 6%	6 11%	7 20%	2 9%	11 12%	42 17%	42 17%
Bad	(2.0)	58 23%	16 25%	3 10%	4 24%	5 28%	13 26%	5 16%	7 32%	23 26%	58 23%	58 23%
Neither bad nor good	(3.0)	94 37%	23 36%	10 39%	2 10%	6 34%	22 42%	12 37%	7 29%	32 36%	94 37%	94 37%
Good	(4.0)	52 21%	12 19%	10 37%	8 42%	5 29%	9 18%	7 21%	5 24%	19 22%	52 21%	52 21%
Very good	(5.0)	6 2%	1 1%	1 3%	1 7%	1 3%	1 3%	2 6%	1 6%	3 3%	6 2%	6 2%
I can't remember		1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%
NET: Very good/good		58 23%	12 20%	10 40%	9 49%	5 32%	11 21%	9 27%	7 30%	22 25%	58 23%	58 23%
NET: Very bad/Bad		100 39%	27 44%	5 21%	8 42%	6 34%	19 37%	12 36%	9 41%	34 39%	100 39%	100 39%
Mean score		3	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.05	1.04	1.02	1.32	1.00	.97	1.19	1.08	1.03	1.05	1.05
Standard error		.08	.15	.23	.35	.27	.15	.23	.22	.12	.08	.08

95% lower case or +, 99% UPPER CASE or ++

Table 41 (continuation)

A4_r13. When you last complained to Energy companies, how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	240	33	11	9	9	37	23	16	65	240	240	15	8	10	7	20	72	168
Effective sample	189	27	9	6	8	32	19	13	54	189	189	11	6	9	6	16	57	132
Weighted Total	253	35	11	8	10	41	25	12	66	253	253	16	8	11	7	20	77	176
Very bad	(1.0) 42 17%	10 29%	3 25%	3 36%	1 10%	6 14%	5 19%	1 6%	10 15%	42 17%	42 17%	3 20%	4 50%	3 29%	- %	10 50%	17 23%	25 14%
Bad	(2.0) 58 23%	7 19%	- %	2 18%	2 25%	11 28%	3 13%	3 28%	18 28%	58 23%	58 23%	5 29%	1 14%	1 9%	1 14%	2 9%	21 28%	36 20%
Neither bad nor good	(3.0) 94 37%	10 29%	3 33%	2 21%	3 33%	15 38%	11 46%	2 20%	24 36%	94 37%	94 37%	7 44%	1 18%	2 14%	2 30%	4 22%	20- 26%	74+a 42%
Good	(4.0) 52 21%	7 21%	4 35%	1 10%	3 26%	7 18%	5 19%	5 42%	13 19%	52 21%	52 21%	1 7%	1 19%	5 41%	3 46%	4 19%	16 21%	36 21%
Very good	(5.0) 6 2%	1 2%	1 7%	1 16%	1 6%	1 2%	1 3%	1 4%	1 2%	6 2%	6 2%	- %	- %	1 7%	1 10%	- %	1 2%	5 3%
I can't remember	1 *	- %	- %	- %	- %	- %	- %	- %	- %	1 *	1 *	- %	- %	- %	- %	- %	1 1%	- %
NET: Very good/good	58 23%	8 23%	5 42%	2 26%	3 32%	8 20%	5 22%	6 46%	14 21%	58 23%	58 23%	1 7%	1 19%	5 48%	4 56%	4 19%	17 23%	41 23%
NET: Very bad/Bad	100 39%	17 48%	3 25%	5 54%	3 36%	17 42%	8 32%	4 34%	28 43%	100 39%	100 39%	8 49%	5 63%	4 38%	1 14%	12 59%	39+b 50%	61- 35%
Mean score	3	2	3	3	3	3	3	3	3	3	3	2	2	3	4b	2	3	3
Standard deviation	1.05	1.19	1.35	1.54	1.13	1.01	1.09	1.10	1.02	1.05	1.05	.91	1.29	1.45	.92	1.24	1.12	1.02
Standard error	.08	.23	.46	.61	.40	.18	.25	.30	.14	.08	.08	.27	.51	.47	.38	.31	.15	.09

95% lower case or +, 99% UPPER CASE or ++

Table 41 (continuation)

A4_r13. When you last complained to Energy companies, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		240	5	63	81	90	98	71	24	43	68	55	22	91	114	49
Effective sample		189	2	51	65	75	74	59	20	34	56	46	18	67	89	41
Weighted Total		253	7	63	85	98	108	77	24	41	76	62	20	93	124	52
Very bad	(1.0)	42 17%	* 3%	9 14%	16 19%	16 17%	14 13%	14 18%	6 26%	7 17%	10 13%	10 16%	1 7%	19 21%	21 17%	13 25%
Bad	(2.0)	58 23%	2 27%	16 26%	18 22%	21 22%	26 24%	19 25%	3 12%	10 24%	17 22%	14 22%	9 46%	18 20%	33 27%	8 16%
Neither bad nor good	(3.0)	94 37%	5 69%	28 44%	30 35%	32 33%	48 44%	25 32%	6 23%	15 36%	29 38%	26 41%	3 17%	35 38%	43 35%	15 28%
Good	(4.0)	52 21%	- -%	9 15%	18 22%	25 25%	15 14%	19 25%	8 32%	9 23%	17 23%	10 16%	6 31%	19 20%	26 21%	15 28%
Very good	(5.0)	6 2%	- -%	- -%	2 2%	4 4%	5 4%	* 1%	1 3%	- -%	3 4%	3 4%	- -%	* *%	1 1%	2 3%
I can't remember		1 *%	- -%	1 2%	- -%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%
NET: Very good/good		58 23%	- -%	9 15%	20 24%	29 29%	20 18%	20 26%	8 35%	9 23%	20 26%	13 21%	6 31%	19 21%	27 22%	16 31%
NET: Very bad/Bad		100 39%	2 31%	25 40%	35 41%	37 38%	40 37%	33 42%	9 38%	17 41%	27 35%	24 38%	10 52%	38 40%	54 44%	21 41%
Mean score		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.05	.58	.91	1.09	1.12	1.01	1.06	1.29	1.03	1.05	1.06	1.01	1.05	1.03	1.22
Standard error		.08	.40	.13	.14	.13	.12	.14	.30	.18	.14	.16	.24	.13	.11	.19

95% lower case or +, 99% UPPER CASE or ++

Table 42

A4_r14. When you last complained to Travel companies/hotels, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		127	106	21	74	52	61	40	26	46	46	18	17	100	13	7	6	112	15
Effective sample		101	91	12	58	42	50	33	19	34	38	15	14	86	9	6	3	90	11
Weighted Total		133	113	21	79	53	57	49	28	49	49	18	18	118	8	4	2	119	14
Very bad	(1.0)	24 18%	16 14%	9 42%	11 14%	12 23%	10 18%	10 21%	4 15%	6 13%	12 24%	3 16%	3 19%	23 20%	1 7%	1 19%	- -%	24 20%	1 5%
Bad	(2.0)	28 21%	27 24%	2 8%	17 21%	11 21%	11 20%	11 22%	6 23%	13 25%	10 20%	2 13%	4 21%	24 21%	1 14%	* 1%	2 71%	21 18%	7 49%
Neither bad nor good	(3.0)	36 27%	30 27%	6 30%	20 26%	16 30%	14 24%	14 29%	8 29%	13 26%	15 30%	6 33%	3 16%	33 28%	2 20%	1 20%	* 19%	32 27%	4 31%
Good	(4.0)	33 24%	31 28%	1 6%	22 28%	10 19%	17 30%	8 16%	8 27%	11 22%	10 20%	6 32%	6 36%	27 23%	4 45%	2 44%	* 10%	30 25%	2 16%
Very good	(5.0)	12 9%	9 8%	3 14%	9 11%	3 6%	5 8%	6 12%	2 6%	7 14%	3 6%	1 6%	1 8%	10 9%	1 14%	1 16%	- -%	12 10%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		45 33%	40 36%	4 20%	31 39%	13 25%	22 38%	14 28%	9 33%	18 36%	12 26%	7 38%	8 44%	37 31%	5 59%	2 60%	* 10%	42 35%	2 16%
NET: Very bad/Bad		53 39%	42 37%	10 50%	28 35%	24 45%	22 38%	21 43%	10 38%	19 39%	21 44%	5 29%	7 40%	48 40%	2 21%	1 20%	2 71%	45 38%	8 53%
Mean score		3	3	2	3	3	3	3	3	3	3	3	3	3	3	3	2	3	3
Standard deviation		1.24	1.18	1.47	1.23	1.21	1.25	1.29	1.16	1.26	1.22	1.18	1.32	1.24	1.18	1.54	.89	1.28	.84
Standard error		.12	.12	.42	.16	.19	.18	.22	.26	.21	.20	.30	.35	.13	.40	.65	.50	.13	.25

95% lower case or +, 99% UPPER CASE or ++

Table 42 (continuation)

A4_r14. When you last complained to Travel companies/hotels, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		127	91	34	17	11	95	26	23	98	41	83	3	24	68	32
Effective sample		101	74	28	14	10	78	21	20	78	34	65	3	18	54	27
Weighted Total		133	102	28	16	7	109	20	19	107	47	84	3	25	69	36
Very bad	(1.0)	24 18%	20 20%	4 15%	1 4%	2 26%	19 18%	5 25%	3 17%	20 19%	8 17%	17 20%	2 48%	7 29%	7- 10%	8 23%
Bad	(2.0)	28 21%	20 20%	6 21%	4 27%	* 7%	22 20%	4 22%	4 20%	22 21%	11 24%	17 20%	- -%	6 23%	18 26%	4 12%
Neither bad nor good	(3.0)	36 27%	26 26%	10 36%	7 42%	3 39%	33 30%	4 18%	3 17%	33 30%	8 16%	29+ 34%	1 38%	7 27%	20 28%	9 24%
Good	(4.0)	33 24%	28 27%	4 14%	2 14%	1 11%	27 25%	5 23%	7 34%	23 21%	14 30%	16 19%	* 14%	4 17%	18 26%	10 27%
Very good	(5.0)	12 9%	8 8%	4 15%	2 13%	1 18%	8 8%	2 12%	3 13%	9 9%	6 13%	6 7%	- -%	1 4%	6 9%	5 13%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		45 33%	36 35%	8 28%	4 27%	2 29%	35 32%	7 35%	9 47%	32 30%	20 43%	22- 26%	* 14%	5 21%	24 35%	15 40%
NET: Very bad/Bad		53 39%	40 39%	10 36%	5 31%	2 33%	41 38%	10 47%	7 37%	42 40%	19 41%	33 40%	2 48%	13 52%	26 37%	13 35%
Mean score		3	3	3	3	3	3	3	3	3	3	3	2	2	3	3
Standard deviation		1.24	1.25	1.25	1.07	1.49	1.21	1.40	1.35	1.23	1.32	1.19	1.42	1.22	1.15	1.38
Standard error		.12	.15	.24	.29	.46	.14	.30	.30	.14	.23	.15	.90	.29	.16	.26

95% lower case or +, 99% UPPER CASE or ++

Table 42 (continuation)

A4_r14. When you last complained to Travel companies/hotels, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	127	37	16	14	9	32	29	25	62	127	127
Effective sample	101	31	14	12	8	28	23	22	50	101	101
Weighted Total	133	39	16	15	11	36	27	22	62	133	133
Very bad	(1.0) 18%	24 14%	5 13%	2 10%	1 27%	3 20%	7 27%	2 7%	11 18%	24 18%	24 18%
Bad	(2.0) 21%	28 14%	5 10%	2 10%	- 11%	1 10%	3 9%	4 17%	10 16%	28 21%	28 21%
Neither bad nor good	(3.0) 27%	36 27%	13 32%	5 28%	4 27%	2 22%	8 21%	10 36%	8 27%	17 27%	36 27%
Good	(4.0) 24%	33 24%	10 26%	6 35%	6 39%	3 31%	14 38%	6 21%	5 24%	16 27%	33 24%
Very good	(5.0) 9%	12 9%	6 14%	2 13%	4 24%	1 8%	4 11%	2 6%	3 14%	8 13%	12 9%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good	45 33%	16 41%	8 48%	10 63%	4 39%	18 49%	7 27%	8 38%	24 39%	45 33%	45 33%
NET: Very bad/Bad	53 39%	11 27%	4 24%	1 10%	4 39%	10 29%	10 37%	5 24%	21 34%	53 39%	53 39%
Mean score	3	3	3	4fij	3	3	3	3	3	3	3
Standard deviation	1.24	1.24	1.25	1.17	1.41	1.32	1.27	1.13	1.30	1.24	1.24
Standard error	.12	.22	.33	.33	.49	.25	.26	.24	.18	.12	.12

95% lower case or +, 99% UPPER CASE or ++

Table 42 (continuation)

A4_r14. When you last complained to Travel companies/hotels, how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	127	21	6	4	5	22	21	9	44	127	127	11	5	5	7	10	40	87
Effective sample	101	17	5	4	5	19	17	7	35	101	101	9	4	5	6	9	31	70
Weighted Total	133	23	6	4	6	25	20	6	43	133	133	13	5	5	7	12	44	90
Very bad	(1.0)	24 18%	4 19%	2 38%	1 37%	3 47%	5 18%	7 37%	1 20%	10 24%	24 18%	3 23%	1 11%	1 15%	- %	3 24%	10 22%	15 16%
Bad	(2.0)	28 21%	3 13%	- %	- %	- %	3 12%	* 2%	1 21%	5 11%	28 21%	1 4%	- %	2 51%	1 8%	2 20%	4- 10%	24+a 27%
Neither bad nor good	(3.0)	36 27%	6 24%	- %	1 23%	2 26%	4 16%	5 23%	2 27%	11 25%	36 27%	5 37%	1 13%	- %	2 38%	- %	15 34%	22 24%
Good	(4.0)	33 24%	6 26%	1 24%	- %	1 14%	10 39%	6 29%	1 10%	12 28%	33 24%	5 36%	1 26%	- %	2 30%	4 34%	11 25%	22 24%
Very good	(5.0)	12 9%	4 18%	2 38%	2 40%	1 13%	4 16%	2 8%	1 22%	5 12%	12 9%	- %	3 49%	2 34%	2 25%	3 22%	4 10%	8 8%
I can't remember	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
NET: Very good/good	45 33%	10 44%	4 62%	2 40%	2 27%	14 54%	7 37%	2 32%	17 40%	45 33%	45 33%	5 36%	4 75%	2 34%	4 54%	7 56%	15 35%	29 33%
NET: Very bad/Bad	53 39%	7 31%	2 38%	1 37%	3 47%	8 30%	8 40%	3 41%	15 35%	53 39%	53 39%	3 27%	1 11%	3 66%	1 8%	5 44%	14 32%	39 43%
Mean score	3	3	3	3	2	3	3	3	3	3	3	3	4	3	4	3	3	3
Standard deviation	1.24	1.39	1.98	2.02	1.64	1.38	1.46	1.53	1.36	1.24	1.24	1.18	1.43	1.76	1.00	1.60	1.29	1.22
Standard error	.12	.33	.86	1.05	.76	.31	.36	.56	.23	.12	.12	.39	.73	.82	.42	.54	.23	.15

95% lower case or +, 99% UPPER CASE or ++

Table 42 (continuation)

A4_r14. When you last complained to Travel companies/hotels, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		127	-	34	34	58	49	41	15	21	31	34	11	48	65	25
Effective sample		101	-	26	28	47	40	32	12	18	24	28	8	39	53	18
Weighted Total		133	-	34	35	64	54	43	16	19	36	35	11	48	70	24
Very bad	(1.0)	24 18%	- -%	5 16%	3 9%	16 26%	8 14%	9 21%	5 31%	3 14%	9 24%	5 15%	1 5%	10 20%	19+ 27%	2 10%
Bad	(2.0)	28 21%	- -%	5 16%	13 36%	10 16%	10 18%	9 21%	3 16%	7 37%	6 16%	8 23%	1 8%	14 28%	9- 13%	10 41%
Neither bad nor good	(3.0)	36 27%	- -%	12 34%	7 19%	18 28%	18 32%	10 24%	7 44%	1 7%	10 27%	7 19%	6 57%	12 26%	18 26%	7 31%
Good	(4.0)	33 24%	- -%	8 23%	10 29%	13 21%	15 28%	11 25%	1 5%	5 27%	8 22%	13 36%	3 25%	8 17%	16 23%	2 9%
Very good	(5.0)	12 9%	- -%	4 11%	3 8%	6 9%	5 8%	4 9%	1 5%	3 15%	4 11%	2 7%	1 5%	4 9%	7 11%	2 10%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		45 33%	- -%	11 34%	13 36%	19 30%	19 36%	15 34%	2 9%	8 42%	12 33%	15 42%	3 30%	12 26%	23 33%	4 19%
NET: Very bad/Bad		53 39%	- -%	11 31%	16 45%	26 42%	17 32%	18 42%	8 47%	10 51%	14 39%	14 38%	1 13%	23 49%	28 40%	12 51%
Mean score		3	-	3	3	3	3	3	2	3	3	3	3	3	3	3
Standard deviation		1.24	-	1.22	1.15	1.30	1.17	1.28	1.14	1.39	1.33	1.23	.88	1.24	1.36	1.11
Standard error		.12	-	.24	.22	.19	.19	.23	.33	.33	.27	.23	.31	.20	.19	.26

95% lower case or +, 99% UPPER CASE or ++

Table 43

A4_r15. When you last complained to A local shop or supermarket, how was the overall experience?

by

Base: Complained directly to the company

		Type		Gender		Age			Social Grade				Nations				Urban/Rural		
		Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		203	167	36	96	107	75	71	57	66	60	37	40	148	16	21	17	177	26
Effective sample		156	141	23	74	83	60	57	43	53	47	27	31	124	11	18	15	135	21
Weighted Total		203	160	44	105	98	63	74	66	70	58	41	33	172	14	12	5	175	28
Very bad	(1.0)	16 8%	11 7%	5 11%	8 8%	7 7%	5 7%	5 6%	6 10%	6 8%	4 8%	2 6%	3 9%	13 8%	1 5%	2 13%	* 7%	12 7%	4 14%
Bad	(2.0)	28 14%	24 15%	5 11%	13 13%	15 15%	9 14%	12 17%	7 11%	15 21%	6 10%	4 9%	4 11%	25 14%	- -%	3 24%	- -%	22 13%	6 23%
Neither bad nor good	(3.0)	50 25%	42 26%	9 20%	30 29%	20 20%	16 26%	20 28%	14 21%	14 20%	16 27%	12 30%	8 25%	45 26%	1 10%	2 14%	2 37%	45 25%	6 20%
Good	(4.0)	77 38%	57 36%	20 46%	38 36%	39 39%	22 34%	29 39%	26 40%	24 34%	21 36%	18 44%	13 40%	63 37%	8 54%	4 34%	2 42%	68 39%	9 32%
Very good	(5.0)	32 16%	26 16%	6 13%	15 15%	16 17%	11 18%	8 10%	13 19%	11 16%	11 19%	5 12%	5 14%	26 15%	4 30%	1 10%	1 13%	29 16%	3 10%
I can't remember		1 *%	1 *%	- -%	- -%	1 1%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	-- -%	- -%	1 6%	- -%	1 *%	- -%
NET: Very good/good		108 53%	83 52%	26 59%	53 51%	55 56%	33 52%	36 49%	39 59%	35 50%	32 55%	23 56%	18 54%	89 52%	12 84%	5 43%	3 56%	97 55%	12 43%
NET: Very bad/Bad		44 22%	34 22%	9 22%	22 21%	22 23%	13 21%	17 23%	14 21%	20 29%	10 18%	6 15%	7 21%	38 22%	1 5%	4 37%	* 7%	34 19%	10 37%
Mean score		3	3	3	3	3	3	3	3	3	3	3	3	3	4c	3	4	3	3
Standard deviation		1.14	1.13	1.18	1.12	1.16	1.16	1.07	1.20	1.21	1.15	1.02	1.16	1.13	.98	1.32	1.08	1.11	1.26
Standard error		.09	.10	.25	.13	.13	.15	.14	.18	.17	.17	.20	.21	.10	.29	.32	.28	.10	.27

95% lower case or +, 99% UPPER CASE or ++

Table 43 (continuation)

A4_r15. When you last complained to A local shop or supermarket, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		203	155	47	20	18	118	78	59	136	64	133	9	43	100	51
Effective sample		156	121	38	16	14	100	51	41	109	51	100	6	32	81	42
Weighted Total		203	167	35	16	12	128	69	58	137	63	135	15	41	99	48
Very bad	(1.0)	16 8%	12 7%	4 10%	2 9%	1 6%	6 5%	10+a 14%	6 10%	10 7%	6 10%	9 7%	1 10%	3 7%	5 5%	6 13%
Bad	(2.0)	28 14%	24 14%	5 13%	2 15%	1 13%	19 15%	9 14%	7 13%	21 15%	10 15%	19 14%	1 8%	5 12%	15 16%	7 15%
Neither bad nor good	(3.0)	50 25%	37 22%	12 34%	8 48%	3 25%	30 24%	18 26%	15 26%	35 25%	16 26%	30 22%	3 21%	10 25%	29 29%	8 16%
Good	(4.0)	77 38%	66 39%	11 31%	4 23%	5 47%	53 41%	22 32%	22 38%	47 35%	21 33%	55 41%	9 61%	16 38%	36 37%	16 32%
Very good	(5.0)	32 16%	28 17%	4 12%	1 4%	1 9%	20 15%	10 14%	7 12%	24 17%	9 15%	21 16%	- -	8 19%	13 13%	11 22%
I can't remember		1 *%	1 *%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	1 2%
NET: Very good/good		108 53%	93 56%	15 43%	4 27%	6 56%	72 57%	32 46%	29 50%	71 52%	30 48%	77 57%	9 61%	23 57%	50 50%	26 55%
NET: Very bad/Bad		44 22%	36 21%	8 23%	4 24%	2 19%	25 19%	19 28%	13 23%	31 22%	16 26%	28 21%	3 18%	8 19%	20 20%	13 28%
Mean score		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.14	1.14	1.14	.99	1.07	1.07	1.25	1.16	1.15	1.20	1.12	1.01	1.14	1.06	1.35
Standard error		.09	.10	.19	.25	.28	.11	.18	.18	.11	.17	.11	.40	.20	.12	.21

95% lower case or +, 99% UPPER CASE or ++

Table 43 (continuation)

A4_r15. When you last complained to A local shop or supermarket, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	203	47	17	17	11	40	31	22	75	203	203
Effective sample	156	37	14	15	10	31	24	17	57	156	156
Weighted Total	203	45	18	23	12	42	29	17	74	203	203
Very bad	(1.0) 16 8%	5 12%	2 12%	1 6%	1 12%	5 13%	3 11%	2 12%	6 8%	16 8%	16 8%
Bad	(2.0) 28 14%	8 18%	1 8%	4 16%	1 12%	10 24%	2 7%	1 8%	12 16%	28 14%	28 14%
Neither bad nor good	(3.0) 50 25%	14 32%	5 25%	8 35%	4 35%	7 16%	7 23%	5 27%	16 22%	50 25%	50 25%
Good	(4.0) 77 38%	14 31%	8 46%	6 25%	4 34%	16 38%	12 43%	6 38%	30 41%	77 38%	77 38%
Very good	(5.0) 32 16%	4 8%	2 9%	4 18%	1 7%	4 9%	5 16%	3 16%	10 13%	32 16%	32 16%
I can't remember	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%
NET: Very good/good	108 53%	18- 39%	10 55%	10 43%	5 41%	20 48%	17 60%	9 53%	40 54%	108 53%	108 53%
NET: Very bad/Bad	44 22%	13 29%	4 20%	5 22%	3 24%	15+ 36%	5 18%	3 20%	18 25%	44 22%	44 22%
Mean score	3	3	3	3	3	3	3	3	3	3	3
Standard deviation	1.14	1.14	1.16	1.16	1.14	1.23	1.19	1.24	1.16	1.14	1.14
Standard error	.09	.19	.31	.30	.36	.22	.24	.30	.15	.09	.09

95% lower case or +, 99% UPPER CASE or ++

Table 43 (continuation)

A4_r15. When you last complained to A local shop or supermarket, how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	203	28	9	9	8	34	23	12	61	203	203	14	6	8	7	11	60	143
Effective sample	156	24	8	8	7	27	18	10	47	156	156	11	6	7	6	9	48	109
Weighted Total	203	30	10	10	9	35	23	9	60	203	203	15	6	8	8	12	59	145
Very bad	(1.0)	16 8%	2 8%	1 7%	- -%	1 16%	4 11%	3 13%	2 24%	6 10%	16 8%	1 8%	1 9%	1 8%	- -%	1 11%	11++B 19%	4-- 3%
Bad	(2.0)	28 14%	6 19%	1 15%	1 15%	1 17%	8 22%	1 6%	1 15%	9 15%	28 14%	5 32%	1 13%	- -%	- -%	3 22%	8 14%	20 14%
Neither bad nor good	(3.0)	50 25%	9 32%	2 24%	4 39%	2 24%	5 15%	4 18%	* 4%	12 20%	50 25%	6 40%	1 18%	2 26%	- -%	4 34%	13 22%	37 26%
Good	(4.0)	77 38%	9 29%	4 38%	2 20%	3 33%	15 42%	11 47%	3 35%	26 44%	77 38%	1 8%	4 60%	4 46%	4 55%	4 34%	22 38%	54 38%
Very good	(5.0)	32 16%	4 12%	2 16%	3 26%	1 10%	4 11%	3 15%	2 22%	7 11%	32 16%	2 13%	- -%	2 20%	4 45%	- -%	4 7%	27 19%
I can't remember		1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%
NET: Very good/good		108 53%	12 41%	5 54%	5 46%	4 43%	19 52%	14 62%	5 57%	33 55%	108 53%	3 20%	4 60%	5 65%	8 100%	4 34%	27 45%	82 57%
NET: Very bad/Bad		44 22%	8 27%	2 22%	1 15%	3 33%	12 33%	5 20%	3 39%	15 25%	44 22%	6 39%	1 22%	1 8%	- -%	4 32%	19+b 33%	25- 17%
Mean score	3	3	3	4	3	3	3	3	3	3	3	3	3	4	4B	3	3	4A
Standard deviation	1.14	1.14	1.19	1.09	1.32	1.23	1.24	1.62	1.18	1.14	1.14	1.13	1.10	1.13	.53	1.03	1.26	1.05
Standard error	.09	.23	.43	.38	.50	.24	.29	.52	.17	.09	.09	.34	.47	.42	.21	.33	.18	.10

95% lower case or +, 99% UPPER CASE or ++

Table 43 (continuation)

A4_r15. When you last complained to A local shop or supermarket, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		203	6	56	65	74	97	58	20	28	50	55	20	77	80	55
Effective sample		156	4	45	54	59	75	46	14	23	44	45	15	53	57	44
Weighted Total		203	12	56	60	74	106	53	14	29	57	54	16	75	78	54
Very bad	(1.0)	16 8%	2 19%	3 5%	2 4%	8 11%	12 11%	2 4%	1 6%	1 3%	8 14%	3 6%	1 7%	3 5%	6 7%	3 6%
Bad	(2.0)	28 14%	- -%	6 11%	8 13%	15 20%	13 12%	10 18%	3 23%	2 8%	15++D 27%	6 11%	1 8%	6 7%	10 13%	8 15%
Neither bad nor good	(3.0)	50 25%	- -%	16 28%	17 29%	17 23%	30 28%	7- 14%	5 36%	8 27%	10 18%	13 24%	4 23%	24 31%	22 28%	17 32%
Good	(4.0)	77 38%	7 63%	26d 46%	22 37%	20- 27%	38 36%	20 37%	4 26%	16 54%	18 31%	19 36%	8 51%	31 41%	28 36%	19 36%
Very good	(5.0)	32 16%	2 18%	5 8%	10 17%	14 19%	14 13%	14+ 26%	1 9%	3 9%	6 11%	13 24%	2 10%	11 15%	12 15%	6 10%
I can't remember		1 *%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 1%
NET: Very good/good		108 53%	9 81%	30 54%	32 54%	34 46%	52 49%	33 62%	5 35%	18 63%	24 42%	32 59%	10 61%	42 56%	40 51%	25 46%
NET: Very bad/Bad		44 22%	2 19%	9 16%	10 17%	23+ 31%	25 23%	12 23%	4 29%	3 10%	23++bD 41%	9 17%	2 16%	9- 12%	16 21%	12 21%
Mean score		3	4	3	4	3	3	4	3	4	3	4a	3	4a	3	3
Standard deviation		1.14	1.38	.97	1.05	1.28	1.17	1.19	1.08	.87	1.26	1.14	1.06	1.00	1.12	1.06
Standard error		.09	.69	.15	.14	.17	.14	.18	.29	.18	.19	.17	.27	.14	.15	.16

95% lower case or +, 99% UPPER CASE or ++

Table 44

A4_r16. When you last complained to An online shop or retailer, how was the overall experience?

by

Base: Complained directly to the company

		Type		Gender		Age			Social Grade				Nations				Urban/Rural		
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)	
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Unweighted row	391	346	45	188	200	173	122	96	130	129	58	74	295	32	32	30	340	51	
Effective sample	318	288	32	155	160	134	104	82	103	107	49	61	256	28	28	27	276	42	
Weighted Total	396	346	49	203	190	147	140	109	136	134	59	67	336	31	17	9	344	52	
Very bad	(1.0)	46 12%	41 12%	6 12%	24 12%	23 12%	10- 7%	19 14%	17a 16%	20 15%	13 10%	7 12%	6 9%	42 12%	2 6%	1 5%	2 20%	38 11%	8 16%
Bad	(2.0)	61 15%	53 15%	7 15%	31 15%	29 15%	19 13%	27 19%	15 13%	26 19%	17 13%	12 21%	5 8%	53 16%	3 9%	3 17%	1 6%	53 16%	7 14%
Neither bad nor good	(3.0)	85 21%	78 23%	6 13%	41 20%	42 22%	32 22%	24 17%	29 27%	36b 27%	20- 15%	13 22%	16 23%	70 21%	8 26%	4 24%	2 21%	74 22%	10 19%
Good	(4.0)	137 35%	118 34%	19 38%	75 37%	62 33%	62+b 42%	40 28%	36 33%	33-- 24%	53a 40%	24a 40%	27a 41%	112 33%	18 57%	5 28%	3 34%	115 34%	22 43%
Very good	(5.0)	65 17%	55 16%	11 22%	31 16%	33 17%	25 17%	29 20%	12 11%	20 15%	30+C 22%	3- 5%	13c 19%	58 17%	1 2%	5 26%	2 19%	61 18%	4 8%
I can't remember		1 *%	1 *%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	1 1%	- -%	- -%	1 *%	- -%	- -%	- -%	1 *%	- -%
NET: Very good/good	203 51%	173 50%	30 61%	107 53%	95 50%	86+c 59%	68 49%	48 44%	53-- 39%	83+++Ac 62%	26 45%	40a 60%	169 50%	18 59%	9 54%	5 53%	176 51%	26 51%	
NET: Very bad/Bad	107 27%	94 27%	13 26%	55 27%	52 27%	29- 20%	46a 33%	32 29%	46+d 34%	30 22%	20 33%	11 17%	95 28%	5 15%	4 22%	2 25%	91 27%	16 30%	
Mean score	3	3	3	3	3	3c	3	3	3	4Ac	3	4ac	3	3	4	3	3	3	
Standard deviation	1.25	1.24	1.31	1.24	1.26	1.12	1.35	1.24	1.28	1.25	1.14	1.16	1.27	.92	1.22	1.45	1.25	1.25	
Standard error	.07	.07	.23	.10	.10	.10	.13	.14	.13	.12	.16	.15	.08	.18	.23	.28	.08	.19	

95% lower case or +, 99% UPPER CASE or ++

Table 44 (continuation)

A4_r16. When you last complained to An online shop or retailer, how was the overall experience?

by

Base: Complained directly to the company

		Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general				
		Weighted Total	White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		391	302	81	36	31	238	142	124	253	109	278	6	71	245	69
Effective sample		318	256	59	27	27	203	114	102	205	91	224	6	56	202	55
Weighted Total		396	323	59	29	17	275	112	118	262	116	277	7	72	255	62
Very bad	(1.0)	46 12%	39 12%	5 9%	4 12%	1 6%	35 13%	11 10%	17 14%	30 11%	12 10%	34 12%	1 21%	12 17%	24 10%	8 14%
Bad	(2.0)	61 15%	48 15%	10 17%	4 15%	2 14%	41 15%	18 16%	15 13%	45 17%	18 16%	42 15%	1 9%	8 12%	43 17%	8 13%
Neither bad nor good	(3.0)	85 21%	71 22%	8 14%	6 21%	2 13%	55 20%	25 23%	21 18%	55 21%	31 27%	53 19%	- -%	14 20%	58 23%	12 20%
Good	(4.0)	137 35%	110 34%	23 39%	10 34%	10 57%	100 36%	36 32%	42 36%	90 35%	33 28%	103 37%	3 36%	27 37%	88 35%	20 32%
Very good	(5.0)	65 17%	53 17%	12 20%	5 18%	2 10%	42 15%	21 19%	21 18%	42 16%	20 17%	45 16%	2 34%	10 14%	40 16%	13 21%
I can't remember		1 *%	1 *%	- -%	- -%	- -%	1 *%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	1 *%	- -%
NET: Very good/good		203 51%	164 51%	35 60%	15 51%	11 67%	143 52%	57 51%	63 53%	132 51%	53 46%	148 53%	5 70%	37 51%	128 50%	33 53%
NET: Very bad/Bad		107 27%	87 27%	15 26%	8 28%	3 20%	76 28%	30 26%	32 27%	74 28%	31 26%	76 28%	2 30%	21 29%	67 26%	17 27%
Mean score		3	3	3	3	4	3	3	3	3	3	3	4	3	3	3
Standard deviation		1.25	1.25	1.25	1.29	1.08	1.26	1.24	1.31	1.24	1.23	1.26	1.65	1.31	1.20	1.32
Standard error		.07	.08	.16	.25	.21	.09	.12	.13	.09	.13	.08	.69	.18	.08	.18

95% lower case or +, 99% UPPER CASE or ++

Table 44 (continuation)

A4_r16. When you last complained to An online shop or retailer, how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row		391	69	26	22	14	62	50	34	123	391	391
Effective sample		318	58	21	18	12	53	41	27	102	318	318
Weighted Total		396	74	25	24	16	66	53	27	128	396	396
Very bad	(1.0)	46 12%	10 14%	4 17%	5 21%	- -%	6 8%	6 12%	2 6%	13 10%	46 12%	46 12%
Bad	(2.0)	61 15%	11 15%	2 10%	6 23%	7 40%	13 19%	10 19%	3 11%	19 15%	61 15%	61 15%
Neither bad nor good	(3.0)	85 21%	23+ 31%	7 26%	5 19%	5 32%	16 24%	7 14%	4 17%	25 20%	85 21%	85 21%
Good	(4.0)	137 35%	18 25%	9 34%	4 17%	4 23%	17 26%	19 35%	11 40%	42 33%	137 35%	137 35%
Very good	(5.0)	65 17%	11 15%	4 14%	5 19%	1 5%	15 22%	11 20%	7 26%	29 22%	65 17%	65 17%
I can't remember		1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%	1 *%
NET: Very good/good		203 51%	29 40%	12 48%	9 37%	5 28%	32 49%	29 55%	18 67%	70 55%	203 51%	203 51%
NET: Very bad/Bad		107 27%	21 29%	7 26%	10 44%	7 40%	18 27%	16 30%	5 17%	32 25%	107 27%	107 27%
Mean score		3	3	3	3	3	3	3	4ad	3	3	3
Standard deviation		1.25	1.25	1.30	1.44	.94	1.26	1.32	1.17	1.27	1.25	1.25
Standard error		.07	.16	.28	.34	.27	.17	.21	.22	.13	.07	.07

95% lower case or +, 99% UPPER CASE or ++

Table 44 (continuation)

A4_r16. When you last complained to An online shop or retailer, how was the overall experience?

by

Base: Complained directly to the company

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row		391	40	8	10	8	43	35	17	91	391	391	20	7	13	8	21	99	292
Effective sample		318	36	7	9	7	38	28	14	76	318	318	17	6	12	6	19	82	236
Weighted Total		396	48	9	12	9	46	38	12	94	396	396	24	9	15	8	27	104	292
Very bad	(1.0)	46	10	3	5	–	6	5	2	13	46	46	6	1	3	2	8	16	31
		12%	21%	31%	42%	–%	12%	14%	13%	14%	12%	12%	26%	7%	22%	25%	30%	15%	11%
Bad	(2.0)	61	3	–	–	2	6	6	1	11	61	61	2	1	–	1	–	10	51
		15%	6%	–%	–%	19%	14%	15%	6%	12%	15%	15%	7%	12%	–%	7%	–%	10%	17%
Neither bad nor good	(3.0)	85	15	–	2	3	9	5	2	16	85	85	8	4	4	2	7	24	61
		21%	32%	–%	16%	31%	20%	13%	14%	17%	21%	21%	33%	41%	24%	25%	26%	23%	21%
Good	(4.0)	137	10	2	2	4	10	16	5	32	137	137	5	1	4	*	7	35	102
		35%	21%	28%	19%	41%	22%	41%	39%	34%	35%	35%	20%	17%	26%	4%	26%	34%	35%
Very good	(5.0)	65	9	4	3	1	15++ij	7	3	22	65	65	3	2	4	3	5	19	47
		17%	20%	41%	22%	9%	32%	17%	28%	23%	17%	17%	13%	23%	28%	40%	18%	18%	16%
I can't remember		1	–	–	–	–	–	–	–	–	1	1	–	–	–	–	–	–	1
		*%	–%	–%	–%	–%	–%	–%	–%	–%	*%	*%	–%	–%	–%	–%	–%	–%	*%
NET: Very good/good		203	20	6	5	5	25	22	8	54	203	203	8	3	8	3	12	54	148
		51%	41%	69%	41%	51%	54%	59%	67%	58%	51%	51%	33%	40%	54%	44%	44%	52%	51%
NET: Very bad/Bad		107	13	3	5	2	12	11	2	24	107	107	8	2	3	2	8	26	81
		27%	27%	31%	42%	19%	26%	28%	19%	25%	27%	27%	33%	19%	22%	32%	30%	25%	28%
Mean score		3	3	3	3	3	3	3	4	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.25	1.39	1.82	1.73	.95	1.39	1.31	1.37	1.34	1.25	1.25	1.38	1.23	1.50	1.73	1.51	1.30	1.23
Standard error		.07	.23	.71	.57	.36	.23	.25	.37	.15	.07	.07	.33	.50	.43	.68	.35	.14	.08

95% lower case or +, 99% UPPER CASE or ++

Table 44 (continuation)

A4_r16. When you last complained to An online shop or retailer, how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		391	-	101	111	175	154	122	35	77	77	99	30	183	170	106
Effective sample		318	-	85	93	137	131	99	27	59	67	85	21	144	139	86
Weighted Total		396	-	105	112	175	166	124	29	73	85	106	23	180	179	100
Very bad	(1.0)	46 12%	- -%	8 8%	14 12%	23 13%	22 13%	15 12%	4 12%	6 8%	15 17%	12 11%	2 9%	18 10%	31++ 17%	10 10%
Bad	(2.0)	61 15%	- -%	20 19%	12 10%	28 16%	29 18%	13 10%	6 20%	13 18%	17 20%	11 10%	1 6%	31 17%	28 16%	16 16%
Neither bad nor good	(3.0)	85 21%	- -%	26 25%	22 20%	36 21%	39 24%	17- 13%	12 40%	14 19%	14 16%	25 23%	8 34%	37 21%	32 18%	19 19%
Good	(4.0)	137 35%	- -%	39 37%	41 37%	58 33%	53 32%	51 42%	7 25%	25 35%	27 32%	44 41%	9 39%	57 32%	55 31%	39 40%
Very good	(5.0)	65 17%	- -%	13 12%	23 21%	28 16%	23 14%	27 22%	1 4%	15 20%	12 14%	16 15%	3 12%	36 20%	32 18%	15 15%
I can't remember		1 *%	- -%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	1 1%	- -%
NET: Very good/good		203 51%	- -%	52 49%	64 57%	86 49%	76 46%	78++A 63%	8 29%	40 55%	39 46%	60 56%	12 51%	93 51%	87 49%	55 55%
NET: Very bad/Bad		107 27%	- -%	28 26%	26 23%	52 30%	51 31%	28 23%	9 32%	19 26%	32+b 38%	22 21%	3 15%	49 27%	59+ 33%	26 26%
Mean score		3	-	3	3	3	3	4ac	3	3	3	3	3	3	3	3
Standard deviation		1.25	-	1.13	1.28	1.28	1.25	1.29	1.06	1.23	1.34	1.18	1.08	1.26	1.36	1.21
Standard error		.07	-	.12	.13	.11	.11	.13	.21	.16	.16	.13	.24	.11	.12	.13

95% lower case or +, 99% UPPER CASE or ++

Table 45

A4_r17. When you last complained to A social media website (e.g. Facebook), how was the overall experience?

by

Base: Complained directly to the company

		Type		Gender		Age			Social Grade				Nations				Urban/Rural		
		Weighted Total	Online	CATI	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
			(a)	(b)															
Unweighted row		119	105	14	65	52	60	34	25	36	38	18	27	80	11	16	12	110	9
Effective sample		90	82	8	51	37	42	28	20	26	29	15	21	66	10	11	11	84	6
Weighted Total		103	93	10	60	41	48	33	22	30	31	17	24	81	11	7	4	96	7
Very bad	(1.0)	25 24%	20 22%	5 49%	12 20%	12 29%	8 17%	12 35%	5 24%	9 29%	6 21%	2 13%	7 31%	21 27%	- -%	3 40%	1 19%	23 24%	1 23%
Bad	(2.0)	26 25%	22 24%	4 37%	13 22%	13 32%	12 25%	8 23%	6 29%	6 21%	7 23%	6 36%	6 27%	20 25%	4 35%	* 4%	2 39%	26 27%	* 7%
Neither bad nor good	(3.0)	28 28%	27 30%	1 10%	17 29%	10 25%	13 26%	8 26%	7 33%	11 36%	9 30%	3 17%	5 21%	20 25%	3 31%	3 49%	2 42%	25 26%	3 50%
Good	(4.0)	18 17%	17 19%	* 4%	12 20%	6 14%	12 25%	3 9%	3 13%	2 7%	6 19%	6 34%	4 16%	14 18%	3 28%	* 5%	- -%	18 18%	- -%
Very good	(5.0)	6 5%	6 6%	- -%	5 9%	* %*	4 7%	2 6%	- -%	2 7%	2 7%	- -%	1 6%	5 6%	1 6%	* 2%	- -%	4 4%	1 20%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		23 23%	23 25%	* 4%	18 29%	6 14%	15+ 32%	5 16%	3 13%	4 14%	8 26%	6 34%	5 21%	19 24%	4 34%	* 7%	- -%	22 23%	1 20%
NET: Very bad/Bad		51 50%	42 46%	9 86%	25 42%	25 60%	20 42%	19 59%	12 53%	15 49%	14 44%	9 49%	14 58%	42 52%	4 35%	3 44%	2 58%	49 51%	2 29%
Mean score		3	3b	2	3b	2	3	2	2	2	3	3	2	3	3	2	2	3	3
Standard deviation		1.19	1.19	.86	1.25	1.04	1.20	1.23	1.02	1.19	1.22	1.10	1.25	1.23	.97	1.19	.87	1.18	1.44
Standard error		.13	.13	.30	.18	.17	.18	.23	.23	.23	.23	.29	.27	.15	.31	.36	.26	.13	.59

95% lower case or +, 99% UPPER CASE or ++

Table 45 (continuation)

A4_r17. When you last complained to A social media website (e.g. Facebook), how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		119	84	31	11	15	62	50	52	63	32	86	3	17	61	38
Effective sample		90	68	21	8	13	50	36	40	48	26	64	3	12	46	29
Weighted Total		103	77	19	6	7	62	34	47	50	32	70	4	15	54	30
Very bad	(1.0)	25 24%	19 25%	4 23%	- -%	2 31%	12 20%	10 30%	15 31%	8 15%	9 27%	16 23%	2 59%	6 40%	7- 14%	9 31%
Bad	(2.0)	26 25%	20 25%	6 34%	3 46%	2 22%	15 24%	11 32%	11 22%	15 31%	6 19%	20 29%	- -%	2 16%	16 30%	7 24%
Neither bad nor good	(3.0)	28 28%	21 28%	3 14%	1 21%	1 11%	21b 33%	5- 14%	14 29%	12 25%	10 32%	18 26%	- -%	4 29%	21+ 39%	3 10%
Good	(4.0)	18 17%	13 17%	4 19%	2 34%	2 23%	9 15%	7 22%	6 12%	11 23%	3 10%	14 20%	1 41%	2 16%	8 14%	6 20%
Very good	(5.0)	6 5%	4 5%	2 9%	- -%	1 13%	5 8%	1 2%	3 6%	3 6%	4 13%	2 2%	- -%	- -%	1 2%	4 14%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		23 23%	17 22%	5 29%	2 34%	3 36%	14 23%	8 24%	8 17%	14 29%	7 22%	15 22%	1 41%	2 16%	9 17%	10 34%
NET: Very bad/Bad		51 50%	39 50%	11 57%	3 46%	4 53%	27 44%	21 62%	25 54%	23 46%	14 45%	36 52%	2 59%	8 55%	24 44%	17 55%
Mean score		3	3	3	3	3	3	2	2	3	3	2	2	2	3	3
Standard deviation		1.19	1.19	1.32	.97	1.55	1.19	1.20	1.21	1.16	1.33	1.13	1.74	1.17	.98	1.48
Standard error		.13	.14	.29	.34	.44	.17	.20	.19	.17	.26	.14	1.05	.33	.14	.27

95% lower case or +, 99% UPPER CASE or ++

Table 45 (continuation)

A4_r17. When you last complained to A social media website (e.g. Facebook), how was the overall experience?

by

Base: Complained directly to the company

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)
Unweighted row	119	30	14	11	10	26	24	24	55	119	119
Effective sample	90	24	12	10	9	22	20	19	44	90	90
Weighted Total	103	29	13	10	12	27	24	21	51	103	103
Very bad	(1.0) 24%	25 20%	6 16%	2 10%	1 8%	4 16%	5 22%	4 17%	10 19%	25 24%	25 24%
Bad	(2.0) 25%	26 27%	8 27%	4 36%	3 20%	2 23%	6 31%	7 25%	5 25%	13 25%	26 25%
Neither bad nor good	(3.0) 28%	28 32%	9 9%	1 9%	* 5%	5 39%	9 32%	5 21%	6 29%	16 31%	28 28%
Good	(4.0) 17%	18 17%	3 11%	4 27%	3 33%	2 17%	6 23%	3 11%	3 13%	8 17%	18 17%
Very good	(5.0) 5%	6 5%	3 9%	3 21%	2 16%	2 16%	4 6%	3 15%	3 16%	4 8%	6 5%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good	23 23%	6 21%	6 48%	5 50%	4 33%	8 29%	6 26%	6 29%	13 25%	23 23%	23 23%
NET: Very bad/Bad	51 50%	14 48%	6 43%	4 46%	3 29%	11 39%	13 53%	9 42%	23 44%	51 50%	51 50%
Mean score	3	3	3	3	3	3	3	3	3	3	3
Standard deviation	1.19	1.22	1.47	1.39	1.20	1.16	1.36	1.33	1.20	1.19	1.19
Standard error	.13	.25	.43	.45	.39	.25	.31	.30	.18	.13	.13

95% lower case or +, 99% UPPER CASE or ++

Table 45 (continuation)

A4_r17. When you last complained to A social media website (e.g. Facebook), how was the overall experience?

by

Base: Complained directly to the company

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	119	21	11	7	5	20	13	13	42	119	119	8	6	7	6	11	36	83
Effective sample	90	17	9	6	5	16	11	10	33	90	90	6	5	7	5	9	28	62
Weighted Total	103	19	10	6	6	20	11	9	37	103	103	8	4	7	5	11	32	71
Very bad	(1.0)	25 24%	6 30%	2 22%	1 18%	1 17%	4 22%	2 20%	2 17%	8 21%	25 24%	3 35%	1 31%	2 25%	- -	6 54%	10 32%	15 21%
Bad	(2.0)	26 25%	7 35%	2 23%	2 31%	1 25%	5 23%	5 49%	2 20%	10 26%	26 25%	3 43%	2 49%	1 19%	1 12%	2 23%	8 25%	18 26%
Neither bad nor good	(3.0)	28 28%	2 12%	- -	* 8%	2 26%	5 26%	1 7%	2 17%	9 26%	28 28%	2 22%	1 16%	- -	- -	2 21%	9 27%	20 28%
Good	(4.0)	18 17%	2 9%	3 27%	1 14%	- -	4 20%	- -	2 18%	6 17%	18 17%	- -	* 4%	1 20%	1 31%	* 2%	3 8%	15 21%
Very good	(5.0)	6 5%	3 14%	3 28%	2 29%	2 32%	2 8%	3 24%	3 28%	3 9%	6 5%	- -	- -	3 36%	3 57%	- -	3 8%	3 4%
I can't remember	-	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
NET: Very good/good	23 23%	4 22%	5 55%	2 43%	2 32%	6 29%	3 24%	4 46%	10 27%	23 23%	23 23%	- -	* 4%	4 56%	4 88%	* 2%	5 17%	18 26%
NET: Very bad/Bad	51 50%	13 65%	4 45%	3 49%	2 42%	9 45%	8 68%	3 37%	17 48%	51 50%	51 50%	6 78%	3 80%	3 44%	1 12%	8 77%	18 56%	33 46%
Mean score	3	2	3	3	3	3	3	3	3	3	3	2	2	3	4B	2	2	3
Standard deviation	1.19	1.40	1.67	1.68	1.64	1.28	1.51	1.55	1.26	1.19	1.19	.80	.91	1.79	1.11	.90	1.25	1.16
Standard error	.13	.34	.57	.70	.75	.32	.46	.49	.22	.13	.13	.33	.42	.70	.51	.30	.24	.15

95% lower case or +, 99% UPPER CASE or ++

Table 45 (continuation)

A4_r17. When you last complained to A social media website (e.g. Facebook), how was the overall experience?

by

Base: Complained directly to the company

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		119	-	25	34	60	40	43	12	20	24	34	12	48	63	27
Effective sample		90	-	22	24	44	31	32	9	15	18	29	9	34	49	20
Weighted Total		103	-	23	26	54	36	33	9	20	21	32	9	40	58	20
Very bad	(1.0)	25 24%	- -%	6 26%	8 30%	11 20%	10 27%	7 22%	3 31%	2 11%	6 30%	5 17%	* 5%	12 30%	13 23%	4 19%
Bad	(2.0)	26 25%	- -%	7 29%	6 22%	13 25%	10 28%	9 26%	2 24%	5 24%	5 26%	11 34%	2 25%	7 19%	15 27%	7 33%
Neither bad nor good	(3.0)	28 28%	- -%	3 13%	6 25%	19 36%	9 25%	8 25%	1 11%	9 45%	7 32%	9 27%	2 25%	11 28%	16 28%	6 29%
Good	(4.0)	18 17%	- -%	6 26%	3 13%	8 15%	5 13%	7 20%	2 25%	4 19%	1 5%	6 18%	3 33%	8 20%	7 12%	4 19%
Very good	(5.0)	6 5%	- -%	1 6%	2 10%	2 3%	3 7%	2 7%	1 10%	- -%	2 8%	2 5%	1 11%	1 3%	6+ 10%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Very good/good		23 23%	- -%	8 32%	6 23%	10 19%	7 20%	9 27%	3 34%	4 19%	3 13%	7 23%	4 45%	9 24%	12 21%	4 19%
NET: Very bad/Bad		51 50%	- -%	13 55%	13 52%	24 46%	20 55%	16 48%	5 54%	7 36%	12 56%	16 50%	3 30%	19 48%	29 50%	11 52%
Mean score		3	-	3	2	3	2	3	3	3	2	3	3	2	3	2
Standard deviation		1.19	-	1.31	1.33	1.09	1.23	1.24	1.47	.93	1.21	1.13	1.17	1.22	1.25	1.03
Standard error		.13	-	.28	.27	.16	.22	.22	.48	.24	.29	.21	.39	.21	.18	.23

95% lower case or +, 99% UPPER CASE or ++

Table 46

A4. When you last complained to Other media, how was the overall experience?

by

Base: All complaints direct to other media

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		403	368	35	232	171	207	122	74	112	138	77	76	324	28	20	31	373	29
Effective sample		331	311	23	194	139	167	101	65	94	115	64	59	282	23	16	26	307	24
Weighted Total		404	368	36	251	153	186	133	85	121	140	75	68	357	26	11	9	372	31
Very bad	(1.0)	50 12%	43 12%	7 19%	33 13%	17 11%	8-- 4%	21A 16%	21++A 25%	21 17%	14 10%	7 10%	8 12%	43 12%	5 20%	1 13%	1 6%	50 14%	- -%
Bad	(2.0)	73 18%	68 19%	5 13%	38 15%	35 23%	29 15%	22 16%	23+ 27%	11-- 9%	35+A 25%	10 14%	16a 24%	64 18%	5 20%	3 26%	1 8%	68 18%	4 14%
Neither bad nor good	(3.0)	100 25%	85 23%	15 40%	67 27%	33 21%	45 24%	35 26%	20 23%	25 21%	35 25%	20 27%	20 29%	92 26%	1 5%	3 31%	3 29%	92 25%	7 24%
Good	(4.0)	139 34%	129 35%	10 27%	87 35%	52 34%	80++C 43%	42 32%	18-- 21%	55++B 45%	37- 26%	26 34%	22 32%	122 34%	11 44%	3 23%	4 38%	123 33%	16 51%
Very good	(5.0)	39 10%	39 11%	- -%	25 10%	13 9%	23 12%	12 9%	4 5%	9 7%	19D 14%	10D 13%	1- 1%	33 9%	3 11%	1 6%	2 18%	35 9%	4 11%
I can't remember		3 1%	3 1%	- -%	- -%	3 2%	1 1%	1 1%	- -%	- -%	- -%	1 2%	1 2%	3 1%	- -%	- -%	- -%	3 1%	- -%
NET: Very good/good		178 44%	168 46%	10 27%	113 45%	65 43%	103++bC 55%	54c 40%	22-- 26%	64+d 53%	56 40%	36 47%	23 33%	155 43%	14 55%	3 30%	5 56%	159 43%	19 62%
NET: Very bad/Bad		123 31%	112 30%	12 32%	71 28%	52 34%	37-- 20%	43a 32%	44++Ab 51%	32 27%	49 35%	18 24%	25 36%	107 30%	10 40%	4 39%	1 15%	119 32%	4 14%
Mean score		3	3	3	3	3	3BC	3c	3	3	3	3d	3	3	3	3	4	3	4a
Standard deviation		1.19	1.19	1.07	1.19	1.18	1.04	1.22	1.21	1.23	1.22	1.17	1.05	1.18	1.40	1.17	1.14	1.20	.88
Standard error		.07	.07	.23	.09	.10	.08	.12	.15	.13	.11	.15	.14	.07	.29	.29	.22	.07	.18

95% lower case or +, 99% UPPER CASE or ++

Table 46 (continuation)

A4. When you last complained to Other media, how was the overall experience?

by

Base: All complaints direct to other media

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		403	295	106	49	34	280	114	118	265	151	238	13	62	208	120
Effective sample		331	251	87	38	31	240	91	95	219	128	192	12	50	167	102
Weighted Total		404	321	78	39	20	312	83	110	271	164	228	17	62	204	120
Very bad	(1.0)	50 12%	45 14%	5 7%	3 8%	2 10%	40 13%	9 11%	12 11%	33 12%	16 10%	35 15%	1 9%	10 16%	23 11%	16 13%
Bad	(2.0)	73 18%	65+b 20%	8 11%	5 13%	3 15%	55 18%	14 17%	16 15%	54 20%	25 15%	48 21%	1 8%	10 17%	42 21%	19 16%
Neither bad nor good	(3.0)	100 25%	79 25%	18 23%	12 31%	3 17%	75 24%	23 28%	28 26%	67 25%	34 21%	65 28%	5 26%	22+D 36%	58D 28%	15-- 12%
Good	(4.0)	139 34%	107 33%	30 39%	12 32%	6 30%	108 35%	29 35%	40 37%	88 32%	64 39%	67- 29%	7 42%	14 23%	64 32%	53+bc 44%
Very good	(5.0)	39 10%	23-- 7%	16++A 20%	6 16%	5++A 24%	32 10%	6 8%	13 12%	26 9%	24++B 15%	13-- 6%	3 14%	4 7%	16 8%	16 13%
I can't remember		3 1%	2 1%	1 1%	- -%	1 3%	2 1%	1 1%	- -%	3 1%	1 1%	1 1%	- -%	1 1%	- -%	2 2%
NET: Very good/good		178 44%	130-- 40%	46++A 59%	19 48%	11 54%	140 45%	36 43%	53 48%	114 42%	88++B 54%	80-- 35%	10 57%	19- 30%	81 40%	69++BC 57%
NET: Very bad/Bad		123 31%	110++B 34%	14-- 17%	8 21%	5 25%	95 30%	23 28%	29 26%	87 32%	41 25%	82+a 36%	3 17%	20 33%	65 32%	35 29%
Mean score		3	3	4A	3	3a	3	3	3	3	3B	3	3	3	3	3
Standard deviation		1.19	1.18	1.14	1.15	1.34	1.20	1.14	1.18	1.19	1.19	1.16	1.13	1.15	1.14	1.27
Standard error		.07	.07	.12	.19	.24	.08	.12	.12	.08	.11	.08	.32	.16	.09	.13

95% lower case or +, 99% UPPER CASE or ++

Table 46 (continuation)

A4. When you last complained to Other media, how was the overall experience?

by

Base: All complaints direct to other media

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row		403	144	120	108	86	243	227	137	403	346	403
Effective sample		331	121	100	92	74	203	190	113	331	280	331
Weighted Total		404	150	120	110	90	244	232	121	404	342	404
Very bad	(1.0)	50 12%	16d 11%	10 8%	9 8%	2-- 3%	23- 9%	35Dg 15%	9- 7%	50d 12%	44d 13%	50d 12%
Bad	(2.0)	73 18%	18- 12%	13- 11%	11- 10%	10 11%	28-- 12%	53+++abcdEG 23%	9-- 7%	73eG 18%	56-g 16%	73eG 18%
Neither bad nor good	(3.0)	100 25%	36 24%	29 24%	30 27%	20 23%	63 26%	47- 20%	30 24%	100 25%	89 26%	100 25%
Good	(4.0)	139 34%	60 40%	51+ 43%	48+f 43%	45+++FhIj 50%	102+++f 42%	72 31%	51+ 42%	139 34%	114 33%	139 34%
Very good	(5.0)	39 10%	19 12%	16 13%	12 11%	12 14%	26 11%	24 10%	22+++fhi 18%	39 10%	36 11%	39 10%
I can't remember		3 1%	1 *%	1 1%	- -%	- -%	2 1%	- -%	1 1%	3 1%	3 1%	3 1%
NET: Very good/good		178 44%	79+ 53%	67+++fhi 56%	60+f 55%	57+++FHIJ 63%	128+++f 52%	96 41%	73+++FHIJ 60%	178 44%	151 44%	178 44%
NET: Very bad/Bad		123 31%	34- 23%	23-- 19%	20-- 18%	13-- 14%	51-- 21%	89 38%	18-- 15%	123bcDeG 31%	100cDeG 29%	123bcDeG 31%
Mean score		3	3f	3Fhi	3Fhj	4FHIJ	3Fhj	3	4FHIJ	3	3	3
Standard deviation		1.19	1.17	1.11	1.08	.95	1.11	1.25	1.10	1.19	1.20	1.19
Standard error		.07	.11	.11	.11	.11	.08	.09	.10	.07	.07	.07

95% lower case or +, 99% UPPER CASE or ++

Table 46 (continuation)

A4. When you last complained to Other media, how was the overall experience?

by

Base: All complaints direct to other media

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)	
Weighted Total																			
Unweighted row		403	97	90	81	65	207	190	98	403	314	403	33	15	49	48	27	163	240
Effective sample		331	84	74	69	58	172	159	83	331	255	331	27	14	44	42	24	137	194
Weighted Total		404	104	87	79	70	210	198	86	404	308	404	38	16	49	45	35	164	240
Very bad	(1.0)	50 12%	14d 13%	8 10%	7 9%	2- 4%	23 11%	33+dg 17%	6 7%	50d 12%	42d 14%	50d 12%	8 20%	3 18%	4 7%	1- 3%	11 32%	22 14%	28 12%
Bad	(2.0)	73 18%	14 13%	9 11%	9 11%	10 14%	27-- 13%	51 ++aBcEGhi j 26%	4-- 5%	73G 18%	50G 16%	73G 18%	5 14%	3 17%	6 12%	3 7%	8 23%	21- 13%	52+a 22%
Neither bad nor good	(3.0)	100 25%	22 21%	22 26%	23 30%	13 19%	56 27%	40 20%	18 21%	100 25%	77 25%	100 25%	11 29%	1 8%	10 20%	1-- 2%	10 29%	33 20%	67 28%
Good	(4.0)	139 34%	40 38%	35 40%	31 40%	35++Fhi 50%	80 38%	56- 28%	39+F 45%	139 34%	103 33%	139 34%	12 32%	8 51%	20 40%	26++ 57%	6 17%	68+b 41%	72- 30%
Very good	(5.0)	39 10%	14 13%	13 14%	8 11%	10 14%	23 11%	18 9%	18++eFhiJ 21%	39 10%	34 11%	39 10%	2 6%	1 6%	11++ 22%	14++ 31%	- -	20 12%	19 8%
I can't remember		3 1%	- -	- -	- -	- -	2 1%	- -	1 1%	3 1%	2 1%	3 1%	- -	- -	- -	- -	- -	- -	3 1%
NET: Very good/good		178 44%	54f 52%	47f 54%	40 51%	44 64%	102f 49%	74- 37%	57 66%	178 44%	137 45%	178 44%	14 37%	9 57%	30+ 62%	40++ 88%	6 17%	88++B 54%	90-- 38%
NET: Very bad/Bad		123 31%	28g 27%	18- 20%	15- 20%	12- 17%	50--g 24%	85 43%	10-- 12%	123dG 31%	92G 30%	123dG 31%	13 34%	6 35%	9 19%	5-- 10%	19 54%	43 26%	80 33%
Mean score		3	3f	3F	3F	4FhiJ	3F	3	4acEFhiJ	3f	3f	3f	3	3	4a	4B	2	3	3
Standard deviation		1.19	1.24	1.15	1.09	1.01	1.15	1.25	1.09	1.19	1.22	1.19	1.23	1.31	1.17	.95	1.10	1.23	1.15
Standard error		.07	.14	.13	.13	.13	.09	.10	.12	.07	.08	.07	.24	.35	.18	.15	.22	.11	.08

95% lower case or +, 99% UPPER CASE or ++

Table 46 (continuation)

A4. When you last complained to Other media, how was the overall experience?

by

Base: All complaints direct to other media

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		403	1	110	145	147	166	117	60	54	108	109	53	124	203	89
Effective sample		331	1	91	120	120	144	94	49	40	91	94	43	96	164	76
Weighted Total		404	*	114	135	154	177	115	57	51	114	113	46	122	202	90
Very bad	(1.0)	50 12%	- -%	13 11%	19 14%	19 12%	25 14%	16 14%	4 7%	4 8%	13 11%	16 14%	4 9%	16 13%	25 12%	11 13%
Bad	(2.0)	73 18%	* 100%	15 13%	32b 24%	26 17%	29 16%	21 19%	15 27%	6 12%	16 14%	12- 11%	9 19%	33++aB 27%	32 16%	20 22%
Neither bad nor good	(3.0)	100 25%	- -%	34c 30%	23- 17%	42 27%	39 22%	25 21%	13 22%	23+++ABc 45%	25 22%	27 24%	9 19%	36 30%	48 24%	25 27%
Good	(4.0)	139 34%	- -%	45 39%	41 31%	53 34%	70 39%	38 33%	17 29%	14 28%	42 37%	47d 42%	19 40%	31- 25%	74 37%	27 30%
Very good	(5.0)	39 10%	- -%	8 7%	18 14%	12 8%	15 8%	14 12%	7 13%	2 5%	17+d 15%	11 9%	5 11%	6 5%	22 11%	6 7%
I can't remember		3 1%	- -%	- -%	1 *%	2 1%	- -%	1 1%	1 1%	1 1%	1 1%	1 1%	1 2%	- -%	1 *%	1 1%
NET: Very good/good		178 44%	- -%	53 47%	60 44%	65 42%	85 48%	52 45%	24 42%	17 33%	59D 51%	58D 51%	24d 51%	37-- 30%	97 48%	33 37%
NET: Very bad/Bad		123 31%	* 100%	27 24%	51+b 38%	45 29%	54 30%	38 33%	19 34%	11 21%	29 25%	28 25%	13 28%	50+ab 41%	57 28%	31 35%
Mean score		3	2	3	3	3	3	3	3	3	3D	3d	3d	3	3	3
Standard deviation		1.19	-	1.11	1.29	1.15	1.20	1.26	1.18	.97	1.22	1.20	1.17	1.11	1.20	1.15
Standard error		.07	-	.12	.12	.11	.10	.13	.17	.16	.13	.12	.18	.11	.09	.13

95% lower case or +, 99% UPPER CASE or ++

Table 47

A4_r9. When you last complained to Other organisations, how was the overall experience?

by

Base: All complaints direct to other organisations

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		1914	1612	302	995	907	783	636	495	620	587	322	385	1438	161	163	148	1675	238
Effective sample		1513	1351	185	803	704	608	526	389	492	469	250	306	1230	127	132	118	1335	176
Weighted Total		1937	1627	310	1089	836	695	697	545	670	594	319	353	1664	139	85	44	1703	233
Very bad	(1.0)	277 14%	228 14%	48 16%	153 14%	119 14%	61-- 9%	124++A 18%	92A 17%	110 16%	81 14%	39 12%	46 13%	249+b 15%	11-- 8%	11 13%	5 12%	240 14%	36 16%
Bad	(2.0)	403 21%	348 21%	55 18%	210 19%	193 23%	136 20%	153 22%	115 21%	151 23%	120 20%	58 18%	74 21%	350 21%	24 17%	17 20%	9 19%	350 21%	53 23%
Neither bad nor good	(3.0)	510 26%	438 27%	73 23%	303 28%	204 24%	174 25%	174 25%	162 30%	180 27%	153 26%	87 27%	91 26%	437 26%	40 29%	22 26%	12 28%	455 27%	54 23%
Good	(4.0)	533 28%	439 27%	94 30%	306 28%	225 27%	236++BC 34%	170-- 24%	126-- 23%	163-- 24%	170 29%	97 30%	102 29%	439-- 26%	57++Ac 41%	25 29%	13 29%	464 27%	69 29%
Very good	(5.0)	205 11%	165 10%	40 13%	116 11%	88 11%	83 12%	75 11%	46 8%	62 9%	68 11%	34 11%	41 12%	181 11%	8 5%	10 12%	5 12%	185 11%	20 8%
I can't remember		9 *%	9 1%	-- -%	2 *%	7 1%	4 1%	1 *%	3 1%	3 *%	2 *%	4+d 1%	-- -%	8 *%	-- -%	1 1%	* 1%	9 1%	* *%
NET: Very good/good		738 38%	604 37%	134 43%	421 39%	313 37%	320++BC 46%	246 35%	172-- 32%	226-- 34%	238a 40%	131 41%	143 40%	620 37%	64a 46%	35 40%	18 41%	649 38%	88 38%
NET: Very bad/Bad		680 35%	576 35%	104 33%	363 33%	312 37%	197-- 28%	276++A 40%	207A 38%	262+c 39%	201 34%	97 30%	120 34%	600+b 36%	35-- 25%	28 33%	14 31%	590 35%	90 39%
Mean score		3	3	3	3	3	3BC	3	3	3	3a	3a	3a	3	3	3	3	3	3
Standard deviation		1.22	1.21	1.27	1.21	1.23	1.15	1.26	1.20	1.22	1.22	1.19	1.22	1.23	1.04	1.23	1.21	1.22	1.22
Standard error		.03	.03	.09	.04	.05	.05	.06	.06	.06	.06	.08	.07	.04	.09	.11	.11	.03	.09

95% lower case or +, 99% UPPER CASE or ++

Table 47 (continuation)

A4_r9. When you last complained to Other organisations, how was the overall experience?

by

Base: All complaints direct to other organisations

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		1914	1475	411	179	163	1201	648	565	1275	592	1296	57	375	1079	403
Effective sample		1513	1201	309	134	131	1003	473	444	1016	475	1018	39	283	875	322
Weighted Total		1937	1576	310	143	101	1359	524	546	1301	609	1309	69	367	1112	390
Very bad	(1.0)	277 14%	238 15%	34 11%	17 12%	10 10%	190 14%	82 16%	99++B 18%	164-- 13%	91 15%	185 14%	12 18%	58 16%	134-- 12%	72+C 18%
Bad	(2.0)	403 21%	331 21%	61 20%	33 23%	17 17%	280 21%	116 22%	99 18%	287 22%	124 20%	279 21%	9 13%	61 17%	259++b 23%	74 19%
Neither bad nor good	(3.0)	510 26%	411 26%	79 26%	44 30%	23 23%	360 26%	135 26%	147 27%	332 26%	146 24%	357 27%	20 29%	99d 27%	315+D 28%	77-- 20%
Good	(4.0)	533 28%	432 27%	89 29%	35 25%	39+++ac 38%	385 28%	130 25%	139 25%	372 29%	169 28%	355 27%	24 34%	107 29%	298 27%	104 27%
Very good	(5.0)	205 11%	159 10%	43+ 14%	14 10%	13 13%	137 10%	60 11%	58 11%	141 11%	76 12%	126 10%	4 6%	38 10%	100- 9%	62++bC 16%
I can't remember		9 *%	6 *%	3 1%	- -%	- -%	7 1%	2 *%	4 1%	5 *%	3 *%	6 *%	- -%	3 1%	5 *%	1 *%
NET: Very good/good		738 38%	591 38%	132 43%	49 34%	51+++AC 51%	522 38%	190 36%	198 36%	513 39%	245 40%	481 37%	28 40%	146 40%	398- 36%	166c 43%
NET: Very bad/Bad		680 35%	568d 36%	96 31%	50 35%	27- 27%	470 35%	198 38%	198 36%	451 35%	215 35%	464 35%	21 31%	120 33%	393 35%	146 37%
Mean score		3	3	3a	3	3Ac	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.22	1.22	1.22	1.16	1.18	1.21	1.25	1.26	1.20	1.26	1.20	1.20	1.24	1.16	1.36
Standard error		.03	.04	.07	.10	.10	.04	.06	.06	.04	.06	.04	.19	.07	.04	.08

95% lower case or +, 99% UPPER CASE or ++

Table 47 (continuation)

A4_r9. When you last complained to Other organisations, how was the overall experience?

by

Base: All complaints direct to other organisations

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	1914	452	170	153	110	377	327	236	751	1914	1914
Effective sample	1513	373	140	126	98	316	268	187	605	1513	1513
Weighted Total	1937	482	173	163	128	396	331	198	749	1937	1937
Very bad	(1.0) 277 14%	82G 17%	21 12%	21 13%	12 9%	52 13%	57G 17%	17- 9%	101 13%	277g 14%	277g 14%
Bad	(2.0) 403 21%	104 22%	28 16%	25 16%	28 22%	84 21%	79 24%	33 16%	164 22%	403 21%	403 21%
Neither bad nor good	(3.0) 510 26%	135 28%	48 28%	36 22%	35 27%	105 27%	75 23%	49 25%	187 25%	510 26%	510 26%
Good	(4.0) 533 28%	111- 23%	57af 33%	54af 33%	38 30%	107 27%	79 24%	64af 32%	201 27%	533 28%	533 28%
Very good	(5.0) 205 11%	47 10%	18 11%	26+ 16%	15 12%	48 12%	40 12%	35++AIJ 18%	95+ 13%	205 11%	205 11%
I can't remember	9 *%	3 1%	- -%	* *%	- -%	- -%	- -%	* *%	* *%	9 *%	9 *%
NET: Very good/good	738 38%	158- 33%	75a 44%	80++Afhi 49%	j 53 41%	155 39%	119 36%	99 ++AeFhIJ 50%	296a 40%	738 38%	738 38%
NET: Very bad/Bad	680 35%	186bcG 39%	50 29%	46 28%	40 31%	136g 34%	137+bcG 41%	50-- 25%	265G 35%	680G 35%	680G 35%
Mean score	3	3	3a	3Afij	3	3	3	3AEFHIJ	3a	3	3
Standard deviation	1.22	1.23	1.18	1.26	1.16	1.22	1.29	1.20	1.24	1.22	1.22
Standard error	.03	.06	.10	.11	.12	.07	.08	.09	.05	.03	.03

95% lower case or +, 99% UPPER CASE or ++

Table 47 (continuation)

A4_r9. When you last complained to Other organisations, how was the overall experience?

by

Base: All complaints direct to other organisations

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
	Weighted Total	BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)	
Unweighted row	1914	265	78	80	65	292	244	118	577	1914	1914	132	60	73	61	132	566	1348	
Effective sample	1513	225	62	66	58	243	199	95	463	1513	1513	108	51	68	51	115	454	1058	
Weighted Total	1937	303	76	80	77	305	246	92	565	1937	1937	154	67	82	61	157	594	1342	
Very bad	(1.0)	277 14%	71++ 23%	eghIJ 22%	16 20%	11 14%	48 16%	49+ij 20%	12 13%	91 16%	277 14%	277 14%	36++ 24%	16+ 25%	18 22%	7 11%	52++A 33%	114++B 19%	163-- 12%
Bad	(2.0)	403 21%	57 19%	10 13%	9 11%	14 19%	62 20%	61c 25%	16 17%	122 22%	403 21%	403 21%	35 23%	11 16%	12 15%	3-- 5%	32a 20%	106 18%	297 22%
Neither bad nor good	(3.0)	510 26%	75G 25%	12 16%	20g 25%	17 22%	74G 24%	47- 19%	10-- 11%	129-g 23%	510fG 26%	510fG 26%	43 28%	18 26%	14 18%	10 16%	34 22%	148 25%	363 27%
Good	(4.0)	533 28%	66- 22%	23 30%	20 25%	23 30%	77 25%	62 25%	34+Aefij 37%	152 27%	533 28%	533 28%	30 19%	13 20%	22 27%	23B 39%	27- 17%	164 28%	369 27%
Very good	(5.0)	205 11%	34 11%	14+ 18%	15+ij 19%	11 15%	44+ 14%	27 11%	20++AFhIJ 22%	71 13%	205 11%	205 11%	10 6%	9 13%	15+a 19%	18++B 29%	12 8%	59 10%	145 11%
I can't remember	9 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 *%	9 *%	- -%	- -%	- -%	- -%	- -%	3 1%	6 *%	
NET: Very good/good	738 38%	99 33%	37a 48%	35 43%	35 45%	121 40%	89 36%	54 59%	224 40%	738 38%	738 38%	40-- 26%	22 33%	37A 46%	41++B 68%	39-- 25%	224 38%	514 38%	
NET: Very bad/Bad	680 35%	128+gij 42%	27 36%	25 31%	25 33%	110 36%	110++gIJ 45%	27 30%	213 38%	680 35%	680 35%	71+ 46%	27 40%	30 37%	10-- 16%	83++A 53%	220 37%	460 34%	
Mean score	3	3	3	3	3	3a	3	3AeFHIJ	3	3a	3a	3	3	3a	4B	2	3	3	
Standard deviation	1.22	1.32	1.44	1.38	1.28	1.29	1.31	1.35	1.28	1.22	1.22	1.22	1.36	1.44	1.27	1.32	1.27	1.19	
Standard error	.03	.09	.18	.17	.17	.08	.09	.14	.06	.03	.03	.12	.19	.18	.18	.12	.06	.04	

95% lower case or +, 99% UPPER CASE or ++

Table 47 (continuation)

A4_r9. When you last complained to Other organisations, how was the overall experience?

by

Base: All complaints direct to other organisations

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		1914	18	505	572	808	769	597	182	347	441	488	166	797	891	456
Effective sample		1513	9	410	465	638	622	464	142	270	357	411	127	604	701	363
Weighted Total		1937	28	506	572	819	820	601	167	330	486	520	146	769	939	431
Very bad	(1.0)	277 14%	8 29%	60 12%	83 15%	123 15%	128 16%	81 13%	25 15%	39 12%	86+ 18%	69 13%	18 12%	101 13%	160++ 17%	65 15%
Bad	(2.0)	403 21%	2 7%	113 22%	114 20%	173 21%	177 22%	125 21%	33 20%	66 20%	107 22%	99 19%	38 26%	160 21%	198 21%	99 23%
Neither bad nor good	(3.0)	510 26%	5 18%	137 27%	154 27%	214 26%	223 27%	135- 22%	49 29%	93 28%	123 25%	136 26%	35 24%	212 28%	235 25%	100 23%
Good	(4.0)	533 28%	9 32%	145 29%	156 27%	219 27%	201- 25%	183a 31%	45 27%	100 30%	119 25%	152 29%	47 32%	208 27%	239 25%	126 29%
Very good	(5.0)	205 11%	4 14%	47 9%	63 11%	87 11%	86 10%	74 12%	14 9%	30 9%	50 10%	61 12%	9 6%	82 11%	103 11%	39 9%
I can't remember		9 *%	- -%	4 1%	2 *%	3 *%	3 *%	3 *%	1 1%	1 *%	2 *%	2 *%	- -%	5 1%	5 1%	1 *%
NET: Very good/good		738 38%	13 46%	191 38%	219 38%	306 37%	288- 35%	257+A 43%	59 35%	131 40%	169 35%	213 41%	56 38%	291 38%	342 36%	165 38%
NET: Very bad/Bad		680 35%	10 36%	174 34%	197 34%	296 36%	305 37%	206 34%	58 35%	104 32%	192+b 40%	168 32%	55 38%	262 34%	358+ 38%	164 38%
Mean score		3	3	3	3	3	3	3	3	3	3	3a	3	3	3	3
Standard deviation		1.22	1.47	1.17	1.23	1.23	1.23	1.24	1.19	1.16	1.26	1.22	1.14	1.20	1.26	1.22
Standard error		.03	.48	.06	.06	.05	.05	.06	.10	.07	.07	.06	.10	.05	.05	.06

95% lower case or +, 99% UPPER CASE or ++

Table 48

A4. When you last complained how was the overall experience?
by

Base: All complaints

		BBC	ITV	Channel 4	Channel 5	Sky	Virgin Media (TV)	Netflix	Your main bank account provider	Your local council	Your phone or broadband provider	Airlines	Energy companies	Travel companies/hotels	A local shop or supermarket	An online shop or retailer	A social media website (e.g. Facebook)	Other media	Other types of organisation
Unweighted row		118	36	33	22	139	125	48	159	216	359	100	240	127	203	391	119	403	1914
Effective sample		100	28	28	20	114	104	39	128	172	279	81	189	101	156	318	90	331	1513
Weighted Total		129	33	31	24	144	131	41	165	214	366	104	253	133	203	396	103	404	1937
Very bad	(1.0)	28 22%	1 4%	3 10%	- -%	12 9%	30 23%	3 8%	22 14%	35 16%	42 11%	24 23%	42 17%	24 18%	16 8%	46 12%	25 24%	50 12%	277 14%
Bad	(2.0)	41 32%	6 19%	5 17%	2 8%	17 12%	42 32%	1 1%	26 15%	61 28%	83 23%	33 32%	58 23%	28 21%	28 14%	61 15%	26 25%	73 18%	403 21%
Neither bad nor good	(3.0)	36 28%	13 39%	10 34%	3 15%	44 31%	20 15%	9 22%	43 26%	65 30%	92 25%	17 17%	94 37%	36 27%	50 25%	85 21%	28 28%	100 25%	510 26%
Good	(4.0)	16 13%	8 23%	10 32%	15 65%	60 41%	31 24%	16 38%	52 32%	42 20%	99 27%	22 21%	52 21%	33 24%	77 38%	137 35%	18 17%	139 34%	533 28%
Very good	(5.0)	7 6%	5 14%	2 7%	3 13%	9 6%	9 7%	12 28%	21 13%	9 4%	47 13%	7 7%	6 2%	12 9%	32 16%	65 17%	6 5%	39 10%	205 11%
I can't remember		- -%	- -%	- -%	- -%	2 1%	- -%	1 2%	1 *%	2 1%	3 1%	- -%	1 *%	- -%	1 *%	1 *%	- -%	3 1%	9 *%
NET: Very good/good		24 18%	13 38%	12 38%	18 77%	68 47%	40 30%	27 67%	73 44%	52 24%	146 40%	30 29%	58 23%	45 33%	108 53%	203 51%	23 23%	178 44%	738 38%
NET: Very bad/Bad		69 54%	8 23%	9 28%	2 8%	29 20%	72 55%	4 10%	48 29%	96 45%	125 34%	57 55%	100 39%	53 39%	44 22%	107 27%	51 50%	123 31%	680 35%
Mean score		2	3	3	4	3	3	4	3	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.14	1.07	1.10	.77	1.04	1.26	1.15	1.23	1.10	1.22	1.25	1.05	1.24	1.14	1.25	1.19	1.19	1.22
Standard error		.11	.20	.21	.17	.10	.12	.19	.11	.08	.07	.14	.08	.12	.09	.07	.13	.07	.03

Table 49

A7_r1. Which of the following best describes the type of complaint you had about the BBC?

by

Base: Had a reason to complain

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	313	247	66	210	100	126	88	98	94	78	66	75	229	28	32	24	264	49
Effective sample size	241	204	38	162	77	98	71	74	76	58	50	58	197	21	14	17	208	34
Weighted Total	304	246	58	212	89	106	100	97	103	72	58	70	257	24	16	7	258	46
Programming was biased	120 39%	99 40%	21 36%	89 42%	30 34%	29-- 27%	45a 45%	46A 47%	53++C 51%	27 37%	14-- 25%	25 36%	100 39%	11 46%	6 35%	3 40%	98 38%	22 47%
I was offended by something I saw/heard	46 15%	41 17%	5 9%	28 13%	17 19%	13 12%	12 12%	21+ 22%	20 19%	8 11%	8 14%	10 14%	43 17%	* 2%	2 11%	1 17%	43 17%	3 7%
Programming was factually incorrect	51 17%	45 18%	5 10%	38 18%	12 14%	16 15%	22 22%	13 13%	25+ 24%	12 16%	6 11%	8 11%	38 15%	7 31%	4 23%	1 18%	45 17%	6 12%
Programming was poor quality	54 18%	49 20%	5 8%	44 21%	10 11%	22 21%	11 11%	20 20%	21 20%	13 18%	11 18%	9 13%	47 18%	3 12%	2 10%	2 30%	50 20%	3 7%
Programming was potentially harmful	34 11%	34+b 14%	*- 1%	24 11%	11 12%	19+c 18%	11 11%	5- 5%	15 14%	7 10%	7 13%	5 7%	30 12%	3 13%	1 4%	1 11%	33 13%	1 3%
Programming was misleading/dishonest	79 26%	71 29%	8 15%	54 26%	25 28%	21 20%	31 31%	27 27%	38++d 36%	16 22%	13 21%	13 18%	65 25%	8 33%	4 26%	2 27%	69 27%	10 22%
Programming has too many repeats	34 11%	25 10%	10 17%	21 10%	13 15%	10 10%	14 14%	10 10%	11 10%	13 18%	5 8%	6 8%	27 10%	2 7%	4 23%	2 27%	26 10%	8 18%
A complaint about a particular presenter	41 13%	36 14%	5 9%	30 14%	11 12%	12 11%	17 17%	13 13%	18b 18%	3- 5%	11b 18%	9 12%	35 13%	4 18%	1 6%	1 12%	36 14%	5 12%
The BBC was unfairly competing with commercial companies	8 3%	8 3%	- -%	5 2%	3 3%	6+ 6%	* *%	1 2%	5 4%	1 1%	1 1%	2 2%	7 3%	- -%	- -%	* 6%	7 3%	1 2%
TV Licensing issues	60 20%	51 21%	10 17%	41 20%	18 20%	20 19%	25 25%	15 16%	12- 11%	14 19%	18+A 31%	17 24%	53 21%	3 11%	4 25%	* 6%	57 22%	4 8%
Other (specify)	52 17%	29-- 12%	23++A 40%	34 16%	18 21%	11- 11%	15 15%	26+A 26%	14 14%	16 22%	9 15%	13 18%	45 18%	1 4%	5 30%	1 17%	41 16%	11 23%

95% lower case or +, 99% UPPER CASE or ++

Table 49 (continuation)

A7_rl. Which of the following best describes the type of complaint you had about the BBC?

by

Base: Had a reason to complain

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	313	247	66	210	100	126	88	98	94	78	66	75	229	28	32	24	264	49
Effective sample size	241	204	38	162	77	98	71	74	76	58	50	58	197	21	14	17	208	34
Weighted Total	304	246	58	212	89	106	100	97	103	72	58	70	257	24	16	7	258	46
I can't remember	9 3%	9 3%	- -%	5 2%	4 4%	2 2%	5 5%	2 2%	- -%	4a 6%	1 1%	4a 5%	8 3%	- -%	1 5%	* 4%	8 3%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 49 (continuation)

A7_r1. Which of the following best describes the type of complaint you had about the BBC?

by

Base: Had a reason to complain

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	313	250	59	29	19	171	132	93	208	75	226	18	75	164	56
Effective sample size	241	199	42	21	17	141	97	72	159	63	169	10	55	129	48
Weighted Total	304	256	41	23	10	195	102	90	200	78	216	16	66	163	60
Programming was biased	120 39%	102 40%	13 33%	10 45%	1 12%	82 42%	34 33%	39 43%	77 39%	29 37%	91 42%	5 30%	28 43%	58 36%	29 48%
I was offended by something I saw/heard	46 15%	35 14%	8 19%	3 13%	4 38%	32 16%	13 12%	20 22%	24 12%	11 14%	33 15%	2 11%	10 15%	20 12%	14 24%
Programming was factually incorrect	51 17%	37- 14%	12+a 29%	9 38%	2 15%	37 19%	12 12%	20 22%	30 15%	12 15%	35 16%	3 17%	9 13%	31 19%	8 14%
Programming was poor quality	54 18%	41 16%	12+a 30%	6 24%	3 26%	37 19%	16 15%	12 13%	38 19%	17 22%	36 17%	* *%	8 12%	33 20%	13 22%
Programming was potentially harmful	34 11%	24- 9%	7 18%	4 17%	1 12%	24 12%	9 9%	14 16%	20 10%	7 10%	26 12%	5 33%	11c 17%	11- 7%	7 12%
Programming was misleading/dishonest	79 26%	64 25%	13 33%	9 38%	2 18%	58 30%	21 21%	25 28%	53 27%	27 35%	49 23%	4 25%	13 20%	42 26%	20 34%
Programming has too many repeats	34 11%	28 11%	6 14%	4 18%	- -%	21 11%	13 13%	12 14%	20 10%	15+b 18%	20 9%	5 29%	6 9%	18 11%	6 10%
A complaint about a particular presenter	41 13%	34 13%	7 16%	4 19%	- -%	31 16%	10 10%	10 11%	30 15%	12 15%	27 12%	- -%	14 21%	19 12%	8 14%
The BBC was unfairly competing with commercial companies	8 3%	6 3%	1 3%	* 2%	- -%	3 1%	4 4%	2 2%	5 3%	5+B 7%	2-- 1%	- -%	1 2%	4 2%	3 5%
TV Licensing issues	60 20%	53 21%	6 16%	3 13%	2 17%	41 21%	19 18%	18 20%	39 19%	17 22%	43 20%	1 7%	12 18%	31 19%	17 28%
Other (specify)	52 17%	49 19%	3 8%	- -%	2 17%	22-- 11%	29++A 28%	14 16%	38 19%	9 11%	43 20%	6 39%	17+c 27%	21 13%	7 12%

95% lower case or +, 99% UPPER CASE or ++

Table 49 (continuation)

A7_rl. Which of the following best describes the type of complaint you had about the BBC?

by

Base: Had a reason to complain

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	313	250	59	29	19	171	132	93	208	75	226	18	75	164	56
Effective sample size	241	199	42	21	17	141	97	72	159	63	169	10	55	129	48
Weighted Total	304	256	41	23	10	195	102	90	200	78	216	16	66	163	60
I can't remember	9 3%	4-- 1%	5++A 12%	5 20%	1 6%	4 2%	4 4%	4 4%	4 2%	2 3%	6 3%	-- --%	1 1%	8 5%	-- --%

95% lower case or +, 99% UPPER CASE or ++

Table 49 (continuation)

A7_rl. Which of the following best describes the type of complaint you had about the BBC?

by

Base: Had a reason to complain

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	313	313	94	68	48	82	78	74	183	244	313
Effective sample size	241	241	69	54	39	68	62	61	141	194	241
Weighted Total	304	304	88	66	47	82	77	67	176	243	304
Programming was biased	120 39%	120bdG 39%	22-- 25%	18 28%	10-- 22%	24-- 29%	24 31%	14-- 21%	59-- 33%	90g 37%	120bdG 39%
I was offended by something I saw/heard	46 15%	46 15%	12 14%	8 12%	6 13%	11 14%	11 15%	9 13%	22 12%	39 16%	46 15%
Programming was factually incorrect	51 17%	51 17%	12 13%	15 22%	8 17%	14 17%	15 19%	11 17%	32 18%	41 17%	51 17%
Programming was poor quality	54 18%	54 18%	11 13%	17 26%	8 18%	11 13%	21+be 27%	14 21%	32 18%	43 18%	54 18%
Programming was potentially harmful	34 11%	34 11%	12 13%	12 18%	8 16%	18++aij 22%	13 18%	8 13%	23 13%	28 12%	34 11%
Programming was misleading/dishonest	79 26%	79 26%	18 20%	19 30%	12 25%	23 28%	20 27%	13 19%	48 27%	60 25%	79 26%
Programming has too many repeats	34 11%	34 11%	19++agij 21%	13+ 20%	10+ 21%	12 15%	13 17%	6 8%	26+ 15%	28 11%	34 11%
A complaint about a particular presenter	41 13%	41 13%	12 13%	10 16%	8 16%	15 18%	9 12%	10 15%	22 13%	33 14%	41 13%
The BBC was unfairly competing with commercial companies	8 3%	8 3%	5 5%	3 4%	3 6%	6+ 7%	5+ 6%	4 6%	8+ 4%	7 3%	8 3%
TV Licensing issues	60 20%	60 20%	13 15%	13 19%	9 19%	16 19%	19 25%	11 16%	32 18%	51 21%	60 20%
Other (specify)	52 17%	52cdg 17%	18cdg 20%	4-- 6%	1-- 3%	10 12%	8 10%	4-- 6%	33cdg 19%	36d 15%	52cdg 17%

95% lower case or +, 99% UPPER CASE or ++

Table 49 (continuation)

A7_rl. Which of the following best describes the type of complaint you had about the BBC?

by

Base: Had a reason to complain

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	313	313	94	68	48	82	78	74	183	244	313
Effective sample size	241	241	69	54	39	68	62	61	141	194	241
Weighted Total	304	304	88	66	47	82	77	67	176	243	304
I can't remember	9 3%	9 3%	5 6%	3 5%	5++aij 11%	4 5%	5+ 7%	6++aij 8%	8 4%	7 3%	9 3%

95% lower case or +, 99% UPPER CASE or ++

Table 49 (continuation)

A7_rl. Which of the following best describes the type of complaint you had about the BBC?

by

Base: Had a reason to complain

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	313	118	23	20	11	31	37	22	85	184	218	61	30	27	25	59	109	204
Effective sample size	241	100	19	17	10	26	30	19	70	149	179	50	25	24	21	51	89	152
Weighted Total	304	129	24	20	12	33	39	22	88	191	227	69	30	30	24	69	113	191
Programming was biased	120 39%	55 42%	12 52%	8 37%	4 37%	15 44%	14 37%	4 17%	34 38%	75 39%	89 39%	27 40%	15 49%	13 42%	6 25%	32 46%	44 39%	75 39%
I was offended by something I saw/heard	46 15%	22 17%	6 27%	3 14%	2 16%	4 13%	3 7%	7 32%	14 15%	34 18%	40+ 18%	11 16%	4 14%	8 26%	3 14%	14 20%	19 17%	27 14%
Programming was factually incorrect	51 17%	29+ 23%	10 41%	8 37%	3 28%	7 20%	10 25%	7 31%	21+ 24%	34 18%	44 19%	14 20%	10 32%	6 20%	11 45%	16 23%	24 21%	26 14%
Programming was poor quality	54 18%	22 17%	3 14%	6 32%	5 40%	8 23%	10 26%	4 20%	19 22%	38 20%	44 19%	7 10%	6 21%	9 31%	4 19%	16 23%	23 20%	31 16%
Programming was potentially harmful	34 11%	18 14%	5 22%	5 26%	3 27%	8 23%	7 17%	2 10%	14 16%	23 12%	30 13%	9 13%	3 9%	6 20%	5 19%	11 15%	18 16%	17 9%
Programming was misleading/dishonest	79 26%	37 29%	11 47%	7 35%	4 31%	12 36%	12 30%	6 30%	29 32%	50 26%	60 26%	16 23%	13 42%	9 29%	6 26%	24 35%	36 32%	43 22%
Programming has too many repeats	34 11%	12 9%	6 27%	6 32%	4 35%	6 18%	8 20%	3 14%	13 14%	22 11%	24 11%	8 12%	1 3%	3 10%	3 12%	3 5%	16 14%	18 9%
A complaint about a particular presenter	41 13%	31++ 24%	7 29%	4 20%	4 35%	9 28%	5 13%	6 29%	14 16%	29 15%	37+ 16%	14 20%	11 37%	6 19%	5 21%	19++ 28%	24++B 21%	17-- 9%
The BBC was unfairly competing with commercial companies	8 3%	4 3%	3 11%	1 5%	2 13%	2 7%	1 2%	2 11%	5 5%	4 2%	5 2%	1 1%	- -%	3 9%	3 14%	- -%	6 5%	2 1%
TV Licensing issues	60 20%	18 14%	6 27%	5 25%	6 49%	10 29%	11 27%	3 15%	19 22%	43 23%	48 21%	5- 8%	7 23%	6 22%	6 27%	9 13%	23 20%	37 20%

95% lower case or +, 99% UPPER CASE or ++

Table 49 (continuation)

A7_rl. Which of the following best describes the type of complaint you had about the BBC?

by

Base: Had a reason to complain

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	313	118	23	20	11	31	37	22	85	184	218	61	30	27	25	59	109	204
Effective sample size	241	100	19	17	10	26	30	19	70	149	179	50	25	24	21	51	89	152
Weighted Total	304	129	24	20	12	33	39	22	88	191	227	69	30	30	24	69	113	191
Other (specify)	52 17%	22 17%	1 3%	1 6%	- -%	3 10%	6 16%	1 3%	10 12%	29 15%	32- 14%	9 13%	5 17%	7 25%	1 4%	13 18%	10- 9%	42+a 22%
I can't remember	9 3%	-- -%	- -%	- -%	- -%	- -%	1 4%	1 7%	1 2%	2- 1%	4 2%	- -%	- -%	- -%	- -%	- -%	4 3%	5 3%

95% lower case or +, 99% UPPER CASE or ++

Table 49 (continuation)

A7_rl. Which of the following best describes the type of complaint you had about the BBC?

by

Base: Had a reason to complain

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	313	13	103	89	106	119	85	45	60	68	79	38	122	166	66
Effective sample size	241	5	79	74	83	94	65	36	46	50	64	30	93	133	45
Weighted Total	304	9	100	86	105	122	88	36	55	67	82	32	118	172	57
Programming was biased	120 39%	1 8%	42 42%	31 36%	44 42%	49 40%	35 40%	8- 22%	26c 47%	26c 39%	32c 39%	4-- 13%	56+C 47%	71 42%	17 29%
I was offended by something I saw/heard	46 15%	* 1%	19 18%	12 14%	15 14%	16 13%	13 15%	5 14%	11 20%	9 13%	12 14%	8 25%	17 15%	31 18%	6 10%
Programming was factually incorrect	51 17%	* 3%	17 17%	15 17%	18 17%	24 19%	14 16%	5 15%	8 14%	14 22%	11 13%	4 11%	20 17%	35b 20%	3- 5%
Programming was poor quality	54 18%	* 1%	10- 10%	19 22%	25b 23%	22 18%	11 12%	6 18%	14 26%	13 20%	16 19%	7 21%	17 15%	33 19%	9 15%
Programming was potentially harmful	34 11%	* 3%	7 7%	4- 5%	23++BC 22%	13 11%	3- 4%	6b 17%	10B 19%	3 4%	11 13%	2 7%	19a 16%	24 14%	2 3%
Programming was misleading/dishonest	79 26%	* 3%	26 25%	24 28%	29 28%	29 24%	24 27%	7 19%	19 35%	15 23%	18 22%	6 19%	39+ 33%	58++B 34%	6-- 11%
Programming has too many repeats	34 11%	6 61%	12 12%	8 10%	8 8%	13 11%	13c 15%	*- 1%	7c 13%	12 18%	11 14%	1 3%	10 8%	18 11%	8 14%
A complaint about a particular presenter	41 13%	* 3%	21+ 20%	10 11%	10 10%	23+d 19%	12 14%	3 9%	3 5%	12 17%	15 18%	3 8%	11 9%	27 16%	4 7%
The BBC was unfairly competing with commercial companies	8 3%	- -%	4 4%	3 4%	* -%	2 1%	3 3%	2 6%	1 2%	3 5%	2 2%	1 5%	1 1%	4 2%	1 2%
TV Licensing issues	60 20%	* 2%	16 16%	18 20%	27 26%	16- 13%	16 18%	8 22%	20++Ab 37%	11 17%	12 14%	7 20%	30 25%	33 19%	12 22%
Other (specify)	52 17%	8 87%	13 13%	15 17%	15 14%	29+cd 24%	17 19%	2- 5%	4 7%	22++Bcd 32%	9 11%	4 11%	18 15%	23 13%	22++A 38%

95% lower case or +, 99% UPPER CASE or ++

Table 49 (continuation)

A7_rl. Which of the following best describes the type of complaint you had about the BBC?

by

Base: Had a reason to complain

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	313	13	103	89	106	119	85	45	60	68	79	38	122	166	66
Effective sample size	241	5	79	74	83	94	65	36	46	50	64	30	93	133	45
Weighted Total	304	9	100	86	105	122	88	36	55	67	82	32	118	172	57
I can't remember	9 3%	- -%	5 5%	3 3%	1 1%	3 3%	- -%	5+++aBd 13%	1 2%	- -%	- -%	1 5%	7+b 6%	4 2%	1 1%

95% lower case or +, 99% UPPER CASE or ++

Table 50

A7_r2. Which of the following best describes the type of complaint you had about ITV?

by

Base: Had a reason to complain

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	161	109	52	90	71	80	47	33	35	57	34	35	118	17	11	15	140	20
Effective sample size	121	91	33	69	52	65	36	21	27	42	27	25	101	11	3	11	109	12
Weighted Total	155	104	51	85	70	74	50	30	35	55	30	35	131	14	6	5	136	19
Programming was biased	22 14%	19 18%	3 6%	15 18%	7 9%	9 12%	10 20%	3 9%	5 15%	8 15%	2 8%	6 17%	21 16%	1 5%	* 1%	* 8%	20 15%	1 6%
I was offended by something I saw/heard	20 13%	15 14%	5 10%	12 14%	8 12%	9 12%	7 14%	5 15%	8 23%	4 7%	5 18%	3 8%	17 13%	2 12%	1 11%	1 26%	19 14%	1 7%
Programming was factually incorrect	20 13%	20++B 19%	*-- *%	14 17%	5 8%	11 15%	4 9%	3 11%	9 25%	4 8%	5 15%	2 5%	19 14%	* *%	* 1%	1 16%	20 15%	* *%
Programming was poor quality	28 18%	18 18%	9 18%	12 15%	15 22%	17 23%	9 18%	2 5%	5 13%	10 19%	6 18%	7 20%	24 18%	4 27%	– –%	* 6%	25 19%	2 13%
Programming was potentially harmful	22 14%	19 19%	3 5%	13 16%	9 12%	14 19%	6 12%	2 6%	5 15%	4 8%	9 28%	4 11%	16 12%	5 36%	* 6%	1 15%	22 16%	* *%
Programming was misleading/dishonest	17 11%	14 14%	3 5%	10 12%	7 10%	6 8%	10 19%	2 6%	7 19%	4 6%	5 15%	2 7%	15 12%	1 5%	* 6%	1 15%	15 11%	1 6%
Programming has too many repeats	18 12%	8 8%	10 19%	12 14%	6 9%	6 8%	9 19%	2 8%	3 8%	6 11%	5 16%	4 12%	13 10%	* *%	4 59%	1 27%	14 11%	3 18%
A complaint about a particular presenter	19 12%	17+b 16%	2– 3%	10 12%	8 12%	9 12%	5 9%	5 18%	4 11%	9 16%	3 9%	3 9%	18 14%	– –%	* 6%	* 6%	17 13%	1 6%
ITV was unfairly competing with commercial companies	8 5%	6 6%	2 4%	7 8%	1 2%	8+b 10%	– –%	* 1%	4 12%	2 3%	1 3%	1 4%	8 6%	– –%	* 6%	– –%	8 6%	– –%
Other (specify)	34 22%	8-- 8%	26++A 51%	9-- 10%	26++A 37%	12 16%	9 19%	13 43%	5 15%	15 27%	5 18%	9 25%	30 23%	3 19%	* 8%	1 19%	26 19%	9 44%
I can't remember	14 9%	13+b 13%	*– 1%	10 12%	4 5%	5 7%	5 10%	3 11%	1 4%	10++ 18%	– –%	2 7%	12 9%	* 2%	1 20%	* 10%	11 8%	2 11%

95% lower case or +, 99% UPPER CASE or ++

Table 50 (continuation)

A7_r2. Which of the following best describes the type of complaint you had about ITV?

by

Base: Had a reason to complain

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	161	121	39	17	15	91	67	51	101	51	102	17	35	81	28
Effective sample size	121	92	30	13	12	77	42	39	74	43	72	10	24	63	25
Weighted Total	155	123	30	14	9	100	54	51	94	56	94	17	33	77	29
Programming was biased	22 14%	18 14%	4 14%	3 21%	* 3%	16 16%	5 10%	7 13%	15 16%	10 19%	10 11%	- -%	5 14%	11 15%	6 20%
I was offended by something I saw/heard	20 13%	15 12%	5 18%	- -%	2 24%	13 13%	7 13%	7 14%	13 14%	7 12%	12 13%	* *%	3 8%	11 14%	6 22%
Programming was factually incorrect	20 13%	18 14%	2 7%	* 2%	1 11%	17+b 17%	1- 3%	4 7%	15 16%	7 13%	12 13%	2 13%	3 9%	7 9%	8 28%
Programming was poor quality	28 18%	18- 14%	10+a 33%	6 41%	2 19%	18 18%	9 18%	17++B 33%	9-- 10%	12 21%	15 16%	2 9%	6 18%	16 21%	4 13%
Programming was potentially harmful	22 14%	21 17%	1 5%	- -%	1 6%	17 17%	5 8%	5 10%	15 16%	7 12%	15 16%	2 12%	2 6%	14 18%	4 13%
Programming was misleading/dishonest	17 11%	11 9%	6 20%	3 21%	1 15%	15 15%	2 4%	6 13%	11 11%	10 18%	7 7%	1 7%	2 6%	6 7%	8 29%
Programming has too many repeats	18 12%	14 12%	3 12%	1 8%	1 7%	11 11%	7 13%	6 12%	11 11%	5 9%	12 13%	4 22%	5 16%	5 7%	4 14%
A complaint about a particular presenter	19 12%	15 12%	4 12%	1 8%	2 17%	14 14%	5 9%	7 13%	12 13%	6 10%	11 12%	2 10%	5 15%	6 8%	6 20%
ITV was unfairly competing with commercial companies	8 5%	5 4%	3 9%	* 2%	- -%	4 4%	4 7%	- -%	5 6%	7+b 12%	2- 2%	2 10%	* 1%	4 5%	2 9%
Other (specify)	34 22%	26 21%	6 21%	2 15%	2 24%	19 19%	15 29%	4-- 7%	29++A 31%	11 19%	24 25%	5 29%	12 37%	15 20%	2 8%
I can't remember	14 9%	7-- 5%	7++A 23%	5 33%	1 16%	10 10%	4 7%	8+b 17%	5 5%	3 5%	11 11%	* 2%	2 7%	10 13%	1 3%

95% lower case or +, 99% UPPER CASE or ++

Table 50 (continuation)

A7_r2. Which of the following best describes the type of complaint you had about ITV?

by

Base: Had a reason to complain

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	161	94	161	50	49	58	52	52	161	114	161
Effective sample size	121	69	121	40	41	49	43	43	121	92	121
Weighted Total	155	88	155	47	47	55	50	48	155	112	155
Programming was biased	22 14%	18+ 21%	22 14%	12+ 25%	8 17%	10 17%	9 18%	7 15%	22 14%	16 14%	22 14%
I was offended by something I saw/heard	20 13%	13 15%	20 13%	5 11%	6 13%	7 13%	6 11%	7 14%	20 13%	13 12%	20 13%
Programming was factually incorrect	20 13%	14 16%	20 13%	11+ 23%	13++bhj 27%	11 20%	12+ 23%	10 21%	20 13%	18 16%	20 13%
Programming was poor quality	28 18%	15 17%	28 18%	7 15%	5 10%	8 15%	8 17%	11 22%	28 18%	17 15%	28 18%
Programming was potentially harmful	22 14%	16 18%	22 14%	10 21%	7 14%	13+ 23%	7 14%	9 19%	22 14%	16 15%	22 14%
Programming was misleading/dishonest	17 11%	14+ 16%	17 11%	8 16%	6 12%	8 15%	9 17%	6 12%	17 11%	11 10%	17 11%
Programming has too many repeats	18 12%	13 15%	18 12%	4 9%	4 9%	6 11%	6 12%	5 10%	18 12%	14 13%	18 12%
A complaint about a particular presenter	19 12%	9 11%	19 12%	5 11%	7 15%	10 17%	7 14%	7 15%	19 12%	12 10%	19 12%
ITV was unfairly competing with commercial companies	8 5%	7 8%	8 5%	5 11%	8++bhj 17%	5 9%	5 10%	3 7%	8 5%	8 7%	8 5%
Other (specify)	34 22%	12- 14%	34cDefg 22%	3-- 6%	1-- 3%	3-- 6%	4-- 8%	4-- 8%	34cDefg 22%	18d 16%	34cDefg 22%
I can't remember	14 9%	7 8%	14 9%	6 13%	7 14%	8 14%	9+ 18%	7 15%	14 9%	13 12%	14 9%

95% lower case or +, 99% UPPER CASE or ++

Table 50 (continuation)

A7_r2. Which of the following best describes the type of complaint you had about ITV?

by

Base: Had a reason to complain

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	161	28	36	15	14	18	21	16	58	66	86	11	5	12	13	8	58	103
Effective sample size	121	23	28	12	13	16	17	14	47	53	70	8	5	10	11	7	48	74
Weighted Total	155	28	33	15	15	19	21	16	57	66	86	11	5	12	12	10	55	100
Programming was biased	22 14%	14 50%	11 34%	7 45%	3 22%	6 33%	4 20%	3 19%	13+ 24%	14+ 21%	19++ 22%	6 58%	2 45%	5 45%	6 47%	5 53%	14++B 26%	7-- 7%
I was offended by something I saw/heard	20 13%	7 25%	7 22%	3 18%	4 27%	3 17%	4 20%	5 31%	10 18%	10 15%	14 16%	2 16%	1 19%	4 36%	5 45%	- -%	8 15%	12 12%
Programming was factually incorrect	20 13%	7 25%	8 26%	6 37%	7 47%	5 28%	4 20%	2 15%	12+ 20%	12 18%	16+ 19%	3 26%	- -%	4 34%	3 22%	1 15%	10 19%	9 9%
Programming was poor quality	28 18%	4 13%	6 19%	3 20%	1 6%	3 16%	5 25%	3 18%	9 16%	7 11%	12 14%	2 18%	- -%	2 15%	1 9%	3 28%	10 19%	17 17%
Programming was potentially harmful	22 14%	9 31%	9 27%	2 15%	4 28%	7 39%	2 8%	3 20%	14++ 25%	13 20%	16 18%	1 13%	2 37%	5 44%	4 33%	2 20%	10 19%	12 12%
Programming was misleading/dishonest	17 11%	12 42%	12 36%	5 36%	4 27%	6 32%	5 25%	3 22%	13++ 22%	8 13%	13 15%	5 45%	1 18%	6 48%	6 51%	4 44%	10+b 19%	7- 7%
Programming has too many repeats	18 12%	3 9%	3 8%	3 18%	3 22%	3 14%	4 19%	3 17%	8 13%	9 14%	9 11%	* 2%	- -%	2 20%	2 17%	1 7%	8 15%	10 10%
A complaint about a particular presenter	19 12%	7 25%	11 34%	4 27%	5 33%	6 29%	4 21%	4 26%	13++ 22%	9 13%	14 16%	1 13%	1 18%	5 39%	6 48%	- -%	10 18%	9 9%
ITV was unfairly competing with commercial companies	8 5%	4 13%	2 7%	2 13%	2 16%	2 9%	1 4%	2 15%	3 5%	3 5%	6 7%	2 15%	- -%	2 16%	2 16%	2 17%	5 9%	3 3%
Other (specify)	34 22%	1 2%	3 8%	- -%	- -%	2 9%	4 19%	1 4%	6- 10%	13 20%	14 16%	- -%	- -%	1 6%	- -%	1 7%	2-- 4%	32++A 32%

95% lower case or +, 99% UPPER CASE or ++

Table 50 (continuation)

A7_r2. Which of the following best describes the type of complaint you had about ITV?

by

Base: Had a reason to complain

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	161	28	36	15	14	18	21	16	58	66	86	11	5	12	13	8	58	103
Effective sample size	121	23	28	12	13	16	17	14	47	53	70	8	5	10	11	7	48	74
Weighted Total	155	28	33	15	15	19	21	16	57	66	86	11	5	12	12	10	55	100
I can't remember	14 9%	1 3%	1 2%	1 10%	- -%	1 3%	2 9%	1 9%	3 6%	5 7%	6 7%	1 8%	- -%	- -%	1 4%	* 3%	5 9%	9 9%

95% lower case or +, 99% UPPER CASE or ++

Table 50 (continuation)

A7_r2. Which of the following best describes the type of complaint you had about ITV?

by

Base: Had a reason to complain

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	161	14	65	38	41	71	45	26	17	41	38	22	54	73	40
Effective sample size	121	7	51	29	35	53	34	21	12	29	32	17	39	54	29
Weighted Total	155	15	61	33	43	74	41	24	15	43	37	19	51	68	41
Programming was biased	22 14%	* 1%	9 15%	5 14%	8 18%	7 9%	9 22%	2 10%	3 21%	5 12%	7 20%	1 4%	7 14%	13 19%	2 4%
I was offended by something I saw/heard	20 13%	1 4%	6 10%	9 27%	4 10%	13 17%	3 8%	3 10%	2 11%	6 14%	7 18%	2 8%	5 11%	12 17%	5 13%
Programming was factually incorrect	20 13%	- -%	7 11%	2 6%	11+ 25%	11 14%	1- 2%	3 14%	5 33%	4 10%	7 20%	2 9%	6 12%	11 16%	4 9%
Programming was poor quality	28 18%	- -%	13 21%	7 22%	7 16%	10 14%	12 28%	4 17%	2 11%	4 9%	4 11%	3 18%	16++b 32%	10 15%	6 15%
Programming was potentially harmful	22 14%	* 3%	10 16%	5 16%	6 15%	8 11%	6 14%	4 17%	4 23%	6 14%	5 14%	5 24%	5 10%	12 17%	1 4%
Programming was misleading/dishonest	17 11%	* 3%	5 9%	7 20%	5 11%	6 8%	7 16%	2 7%	3 19%	4 8%	5 13%	1 6%	7 14%	14++ 20%	2 4%
Programming has too many repeats	18 12%	6 38%	6 9%	6 19%	1- 2%	9 12%	6 15%	1 6%	1 7%	8 19%	2 5%	3 16%	4 7%	11 16%	4 9%
A complaint about a particular presenter	19 12%	* 3%	10 16%	5 16%	3 8%	9 12%	4 10%	4 16%	2 11%	7 17%	8d 22%	1 6%	2 4%	15++ 22%	- -%
ITV was unfairly competing with commercial companies	8 5%	* 3%	5 8%	2 6%	1 2%	1 1%	4 10%	* 2%	2 16%	2 4%	3 9%	1 6%	2 3%	4 5%	2 4%
Other (specify)	34 22%	8 55%	6-- 10%	5 14%	13b 30%	20 27%	11 26%	4 14%	- -%	12 27%	6 15%	2 9%	14 28%	9- 13%	18 44%
I can't remember	14 9%	* 3%	7 12%	2 5%	5 11%	5 7%	1 2%	5 20%	3 18%	3 6%	2 6%	2 11%	6 11%	8 11%	1 3%

95% lower case or +, 99% UPPER CASE or ++

Table 51

A7_r3. Which of the following best describes the type of complaint you had about Channel 4?

by

Base: Had a reason to complain

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	112	99	13	80	32	69	25	17	25	33	31	23	86	7	7	12	98	14
Effective sample size	89	83	6	66	23	58	19	12	22	27	24	16	75	6	4	9	79	10
Weighted Total	107	98	9	81	26	62	28	16	29	32	29	17	95	6	3	3	95	12
Programming was biased	19 17%	16 17%	2 25%	15 18%	4 15%	8 12%	8 29%	3 17%	6 21%	8 25%	3 10%	2 9%	17 18%	1 11%	1 27%	- -%	17 18%	2 14%
I was offended by something I saw/heard	16 15%	14 14%	2 27%	14 18%	2 8%	9 15%	6 23%	1 6%	7 25%	3 8%	6 22%	- -%	14 15%	2 30%	- -%	1 17%	14 14%	3 21%
Programming was factually incorrect	22 20%	22 22%	* 5%	20 24%	2 8%	8- 13%	12 42%	1 8%	10 33%	5 15%	7 23%	1 4%	20 21%	1 18%	1 25%	- -%	20 21%	2 15%
Programming was poor quality	19 18%	17 17%	2 25%	10 12%	9 36%	11 18%	5 18%	3 21%	10 34%	3 10%	5 16%	2 10%	17 18%	2 28%	- -%	* 14%	18 19%	1 9%
Programming was potentially harmful	14 13%	14 14%	* 1%	10 12%	4 15%	8 13%	4 15%	1 9%	5 16%	6 20%	1 5%	1 8%	13 14%	- -%	1 25%	* 2%	13 14%	1 6%
Programming was misleading/dishonest	14 13%	13 14%	* 5%	8 10%	6 22%	8 12%	5 19%	1 6%	6 21%	5 16%	2 8%	* 2%	11 12%	2 29%	1 25%	* 8%	11 12%	3 21%
Programming has too many repeats	12 12%	12 13%	* 1%	12 14%	1 4%	11+ 18%	1 5%	* *%	3 12%	2 6%	4 15%	3 17%	11 12%	- -%	* 2%	1 30%	11 12%	1 11%
A complaint about a particular presenter	11 10%	11 11%	- -%	9 12%	1 5%	8 12%	2 6%	1 9%	3 12%	5 15%	- -%	2 15%	10 11%	* 7%	- -%	- -%	9 9%	2 16%
Channel 4 was unfairly competing with commercial companies	9 9%	9 10%	* 1%	9 11%	* 1%	9+ 15%	* *%	- -%	3 10%	1 4%	4 15%	1 5%	8 8%	1 25%	- -%	* 2%	8 9%	1 9%
Other (specify)	10 10%	7 7%	3 37%	6 8%	4 16%	4 7%	2 8%	4 24%	3 9%	- -%	4 15%	3 20%	9 10%	- -%	1 20%	1 18%	8 8%	3 23%
I can't remember	14 13%	14 14%	* 5%	9 11%	5 18%	7 12%	4 14%	3 17%	1 5%	6 20%	2 6%	5 28%	11 12%	- -%	1 50%	1 35%	13 14%	1 6%

95% lower case or +, 99% UPPER CASE or ++

Table 51 (continuation)

A7_r3. Which of the following best describes the type of complaint you had about Channel 4?

by

Base: Had a reason to complain

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	112	82	29	17	7	66	41	34	68	41	60	7	20	60	25
Effective sample size	89	64	24	14	6	54	32	28	53	35	45	5	14	48	22
Weighted Total	107	79	27	17	5	71	31	32	63	43	55	6	17	57	27
Programming was biased	19 17%	11 14%	8 29%	6 33%	1 29%	13 19%	5 17%	8 25%	11 17%	7 16%	11 19%	- -%	1 5%	12 21%	6 22%
I was offended by something I saw/heard	16 15%	14 18%	2 9%	1 4%	1 21%	14 20%	2 8%	3 10%	8 13%	10 22%	6 11%	* 1%	4 23%	7 13%	5 19%
Programming was factually incorrect	22 20%	12 15%	10 36%	6 35%	2 33%	16 22%	5 16%	4 14%	12 19%	11 25%	10 18%	- -%	1 8%	12 21%	9 32%
Programming was poor quality	19 18%	14 18%	5 19%	4 25%	- -%	11 16%	8 25%	5 16%	14 22%	9 21%	10 19%	- -%	3 18%	13 23%	3 12%
Programming was potentially harmful	14 13%	9 12%	4 17%	2 15%	1 24%	9 13%	5 15%	4 12%	9 14%	5 11%	7 12%	- -%	1 6%	7 13%	5 20%
Programming was misleading/dishonest	14 13%	8 10%	6 23%	4 22%	1 17%	10 14%	4 11%	3 10%	10 17%	5 12%	8 15%	1 19%	- -%	9 16%	4 14%
Programming has too many repeats	12 12%	9 11%	4 15%	2 9%	- -%	11 16%	1 4%	3 9%	8 13%	7 17%	5 9%	1 9%	1 6%	7 11%	4 16%
A complaint about a particular presenter	11 10%	7 9%	4 14%	1 6%	1 26%	9 13%	1 5%	6 18%	5 8%	6 14%	4 7%	- -%	1 6%	4 7%	6 21%
Channel 4 was unfairly competing with commercial companies	9 9%	7 8%	3 11%	1 6%	1 24%	8 11%	2 5%	3 10%	6 10%	3 6%	6 11%	1 24%	1 3%	4 8%	3 11%
Other (specify)	10 10%	8 10%	2 8%	1 6%	- -%	5 7%	5 15%	4 11%	7 11%	5 12%	5 9%	3 48%	2 14%	4 7%	1 4%
I can't remember	14 13%	9 11%	4 17%	4 27%	- -%	8 11%	4 13%	3 9%	9 15%	6 14%	6 11%	- -%	3 18%	9 15%	2 9%

95% lower case or +, 99% UPPER CASE or ++

Table 51 (continuation)

A7_r3. Which of the following best describes the type of complaint you had about Channel 4?

by

Base: Had a reason to complain

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	112	68	50	112	47	55	46	52	112	91	112
Effective sample size	89	54	40	89	37	45	38	43	89	74	89
Weighted Total	107	66	47	107	42	54	44	45	107	89	107
Programming was biased	19 17%	15 23%	7 15%	19 17%	5 11%	9 17%	9 20%	6 14%	19 17%	15 17%	19 17%
I was offended by something I saw/heard	16 15%	10 15%	5 10%	16 15%	6 14%	9 16%	6 13%	5 11%	16 15%	12 13%	16 15%
Programming was factually incorrect	22 20%	18+ 28%	9 18%	22 20%	10 23%	13 24%	9 20%	11 23%	22 20%	19 21%	22 20%
Programming was poor quality	19 18%	13 20%	8 17%	19 18%	4 10%	8 15%	4 9%	6 14%	19 18%	16 19%	19 18%
Programming was potentially harmful	14 13%	10 15%	8 16%	14 13%	5 12%	8 15%	6 14%	6 14%	14 13%	12 14%	14 13%
Programming was misleading/dishonest	14 13%	10 16%	5 10%	14 13%	5 12%	7 12%	4 10%	4 9%	14 13%	12 14%	14 13%
Programming has too many repeats	12 12%	9 13%	6 13%	12 12%	7 16%	9 17%	8 18%	10+ 21%	12 12%	11 12%	12 12%
A complaint about a particular presenter	11 10%	8 12%	9++ 20%	11 10%	7 17%	7 14%	8+ 19%	8 17%	11 10%	10 11%	11 10%
Channel 4 was unfairly competing with commercial companies	9 9%	8 12%	5 11%	9 9%	5 12%	6 11%	6 14%	8+ 17%	9 9%	9 11%	9 9%
Other (specify)	10 10%	2- 3%	1- 3%	10f 10%	1 3%	2 4%	--- -%	4 9%	10f 10%	7 8%	10f 10%
I can't remember	14 13%	6 9%	6 12%	14 13%	7 17%	7 12%	4 9%	5 10%	14 13%	10 11%	14 13%

95% lower case or +, 99% UPPER CASE or ++

Table 51 (continuation)

A7_r3. Which of the following best describes the type of complaint you had about Channel 4?

by

Base: Had a reason to complain

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	112	25	12	33	12	19	14	18	53	60	73	8	5	12	14	7	50	62
Effective sample size	89	21	9	28	11	17	12	16	45	49	60	7	4	10	12	6	41	48
Weighted Total	107	27	12	31	13	22	16	17	54	61	74	9	6	12	12	10	49	58
Programming was biased	19 17%	10 36%	4 37%	9 29%	3 23%	4 18%	5 34%	3 17%	10 19%	12 20%	15 20%	3 32%	3 49%	4 32%	4 35%	5 52%	9 19%	9 16%
I was offended by something I saw/heard	16 15%	2 8%	1 7%	5 18%	2 17%	4 20%	1 9%	2 12%	10 18%	8 14%	11 15%	- -%	- -%	2 19%	1 7%	1 13%	10 20%	7 11%
Programming was factually incorrect	22 20%	9 35%	4 34%	6 21%	4 30%	5 24%	3 22%	7 40%	14 26%	12 21%	17 23%	3 37%	5 84%	1 9%	2 17%	7 72%	13 27%	9 15%
Programming was poor quality	19 18%	7 28%	3 25%	5 17%	4 28%	3 16%	2 11%	4 21%	9 16%	15 24%	16 21%	1 16%	3 49%	3 26%	3 25%	2 20%	8 16%	11 19%
Programming was potentially harmful	14 13%	5 20%	4 32%	5 17%	4 30%	5 22%	4 25%	3 17%	8 15%	7 11%	9 12%	1 17%	2 40%	1 12%	2 15%	1 15%	9 19%	4 7%
Programming was misleading/dishonest	14 13%	5 20%	3 22%	6 19%	3 21%	5 21%	2 10%	2 14%	8 14%	7 12%	11 15%	- -%	3 49%	2 20%	3 27%	2 20%	6 12%	8 13%
Programming has too many repeats	12 12%	2 7%	2 17%	4 13%	2 13%	3 15%	3 18%	5 30%	8 14%	7 12%	9 12%	* 3%	- -%	2 15%	2 16%	- -%	8 16%	5 8%
A complaint about a particular presenter	11 10%	7 27%	5 42%	9 28%	4 32%	6 29%	3 20%	3 18%	9 16%	8 14%	9 13%	1 8%	1 16%	5 47%	6 47%	1 15%	6 13%	4 7%
Channel 4 was unfairly competing with commercial companies	9 9%	3 9%	3 21%	2 5%	3 24%	2 11%	- -%	4 23%	7 14%	8 13%	8 11%	- -%	- -%	3 22%	3 21%	- -%	7 14%	3 5%
Other (specify)	10 10%	1 3%	- -%	4 14%	- -%	2 9%	- -%	1 5%	4 8%	7 12%	7 10%	1 10%	- -%	- -%	1 8%	- -%	1- 2%	9+a 16%

95% lower case or +, 99% UPPER CASE or ++

Table 51 (continuation)

A7_r3. Which of the following best describes the type of complaint you had about Channel 4?

by

Base: Had a reason to complain

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	112	25	12	33	12	19	14	18	53	60	73	8	5	12	14	7	50	62
Effective sample size	89	21	9	28	11	17	12	16	45	49	60	7	4	10	12	6	41	48
Weighted Total	107	27	12	31	13	22	16	17	54	61	74	9	6	12	12	10	49	58
I can't remember	14	-	-	1	1	-	1	1	2-	6	7	-	-	-	-	-	5	9
	13%	-%	-%	3%	8%	-%	9%	8%	5%	9%	10%	-%	-%	-%	-%	-%	10%	16%

95% lower case or +, 99% UPPER CASE or ++

Table 51 (continuation)

A7_r3. Which of the following best describes the type of complaint you had about Channel 4?

by

Base: Had a reason to complain

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	112	3	43	34	30	40	29	21	20	25	33	17	32	61	17
Effective sample size	89	2	33	29	26	32	22	18	16	20	28	14	23	48	13
Weighted Total	107	1	43	29	33	35	31	21	19	24	33	15	30	58	15
Programming was biased	19 17%	- -%	8 20%	5 17%	5 16%	5 15%	7 22%	2 9%	5 26%	2 10%	7 20%	- -%	9 28%	17+ 29%	* *%
I was offended by something I saw/heard	16 15%	* 12%	10 24%	5 18%	1 3%	2 6%	8 26%	3 15%	3 15%	8 32%	5 16%	* 3%	3 10%	8 14%	2 12%
Programming was factually incorrect	22 20%	- -%	7 17%	6 21%	9 26%	8 24%	10 31%	3 16%	1 3%	6 26%	8 22%	1 4%	7 25%	11 20%	4 30%
Programming was poor quality	19 18%	- -%	8 18%	3 11%	8 25%	7 19%	8 26%	4 17%	1 5%	5 22%	3 10%	4 28%	6 21%	14 24%	1 10%
Programming was potentially harmful	14 13%	- -%	2 5%	5 16%	7 20%	5 15%	1 2%	6 28%	2 10%	1 4%	8 23%	1 8%	4 13%	11 18%	- -%
Programming was misleading/dishonest	14 13%	- -%	5 12%	6 20%	3 8%	4 11%	5 16%	2 10%	3 15%	3 13%	4 11%	1 5%	6 21%	12+ 20%	1 10%
Programming has too many repeats	12 12%	* 11%	4 8%	6 21%	3 8%	5 15%	4 13%	1 4%	2 12%	2 8%	7 20%	3 20%	1 3%	8 13%	1 5%
A complaint about a particular presenter	11 10%	- -%	3 7%	3 11%	4 13%	5 14%	3 9%	1 4%	2 13%	6 26%	2 5%	* 3%	1 5%	9 15%	- -%
Channel 4 was unfairly competing with commercial companies	9 9%	- -%	4 10%	2 6%	3 10%	3 8%	2 6%	2 11%	2 13%	3 12%	2 7%	3 20%	1 2%	7 12%	- -%
Other (specify)	10 10%	* 12%	1- 1%	4 14%	4 13%	8++ 22%	1 2%	1 6%	1 6%	4 17%	3 9%	* 2%	3 10%	3 6%	5 31%
I can't remember	14 13%	* 76%	7 16%	3 10%	4 12%	4 12%	4 14%	2 11%	2 12%	1 5%	6 17%	1 10%	4 13%	4 8%	1 7%

95% lower case or +, 99% UPPER CASE or ++

Table 52

A7_r4. Which of the following best describes the type of complaint you had about Channel 5?

by

Base: Had a reason to complain

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	81	69	12	54	27	54	18	8	17	25	20	19	66	3	5	7	71	9
Effective sample size	64	59	5	45	19	45	14	4	15	19	17	13	57	3	2	5	57	7
Weighted Total	78	71	7	56	23	55	18	3	17	27	20	14	72	3	2	2	71	7
Programming was biased	9 12%	9 13%	* 1%	9 17%	* *%	9 17%	* *%	- -%	2 14%	1 4%	2 11%	4 26%	7 10%	1 48%	1 69%	- -%	9 13%	- -%
I was offended by something I saw/heard	13 16%	11 15%	2 31%	7 13%	5 23%	11 19%	2 9%	* 13%	3 16%	4 16%	5 27%	* 3%	12 17%	- -%	* 26%	1 26%	12 17%	- -%
Programming was factually incorrect	10 13%	10 14%	* 6%	7 12%	4 15%	5 8%	5 26%	- -%	5 33%	1 2%	2 10%	2 17%	10 14%	* 14%	- -%	- -%	10 15%	- -%
Programming was poor quality	10 13%	8 11%	2 24%	7 13%	3 12%	8 14%	2 11%	- -%	4 26%	3 12%	2 11%	- -%	9 12%	- -%	1 65%	- -%	10 14%	- -%
Programming was potentially harmful	9 11%	9 12%	- -%	7 13%	2 8%	9 16%	- -%	- -%	1 5%	4 15%	3 13%	2 11%	9 12%	- -%	- -%	- -%	8 11%	1 14%
Programming was misleading/dishonest	9 11%	8 12%	* 6%	4 8%	5 20%	5 9%	3 14%	1 42%	5 29%	1 3%	3 16%	- -%	8 12%	* 14%	- -%	- -%	8 11%	1 17%
Programming has too many repeats	7 8%	6 9%	* 1%	5 10%	1 6%	5 10%	1 7%	* 2%	2 14%	2 6%	1 4%	2 13%	5 6%	1 39%	* 5%	1 36%	5 8%	1 17%
A complaint about a particular presenter	10 13%	9 12%	1 17%	9 16%	1 3%	10 18%	- -%	- -%	5 27%	1 3%	2 10%	3 18%	10 14%	- -%	- -%	- -%	9 13%	1 10%
Channel 5 was unfairly competing with commercial companies	9 11%	9 12%	- -%	9 16%	- -%	9 16%	- -%	- -%	2 13%	4 15%	3 13%	- -%	8 11%	- -%	1 65%	- -%	9 13%	- -%
Other (specify)	5 7%	4 6%	1 20%	1 2%	4 18%	4 7%	1 7%	* 3%	- -%	3 13%	2 9%	- -%	5 7%	- -%	- -%	* 3%	4 6%	1 18%
I can't remember	15 20%	15 22%	* 1%	11 21%	4 18%	7 13%	7 37%	1 41%	1 6%	9 32%	- -%	6 40%	15 20%	- -%	- -%	1 39%	14 19%	2 24%

95% lower case or +, 99% UPPER CASE or ++

Table 52 (continuation)

A7_r4. Which of the following best describes the type of complaint you had about Channel 5?

by

Base: Had a reason to complain

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	81	60	18	7	6	50	25	31	42	27	45	6	14	37	24
Effective sample size	64	47	16	6	5	43	18	26	31	24	32	4	10	30	21
Weighted Total	78	57	16	7	4	57	17	29	40	30	40	5	10	38	25
Programming was biased	9 12%	7 13%	2 14%	1 11%	1 13%	8 14%	- -%	4 12%	5 12%	5 15%	5 12%	- -%	3 27%	3 7%	4 16%
I was offended by something I saw/heard	13 16%	7 12%	4 24%	1 9%	- -%	11 19%	2 11%	6 21%	5 12%	3 10%	8 20%	* 1%	1 12%	4 10%	8 30%
Programming was factually incorrect	10 13%	6 11%	4 25%	1 13%	2 37%	8 13%	2 10%	2 8%	4 11%	5 18%	5 13%	- -%	1 7%	3 9%	6 25%
Programming was poor quality	10 13%	8 15%	1 9%	- -%	- -%	6 11%	2 14%	1 4%	6 15%	7 22%	3 8%	2 32%	- -%	5 13%	3 13%
Programming was potentially harmful	9 11%	7 12%	2 14%	- -%	1 13%	6 10%	3 18%	3 11%	5 12%	3 10%	3 8%	- -%	- -%	7 19%	2 6%
Programming was misleading/dishonest	9 11%	6 11%	2 15%	1 13%	1 13%	8 14%	1 4%	3 11%	5 14%	4 14%	4 9%	1 23%	1 8%	3 7%	4 17%
Programming has too many repeats	7 8%	4 7%	3 18%	2 27%	- -%	6 11%	* *%	3 11%	3 9%	4 13%	3 7%	1 10%	1 7%	4 12%	1 3%
A complaint about a particular presenter	10 13%	8 13%	2 14%	- -%	1 13%	7 12%	3 18%	5 18%	5 11%	3 9%	5 13%	- -%	1 14%	2 5%	7 26%
Channel 5 was unfairly competing with commercial companies	9 11%	7 13%	1 9%	- -%	1 13%	6 10%	2 13%	2 8%	5 14%	3 11%	4 10%	2 33%	- -%	3 9%	4 15%
Other (specify)	5 7%	3 6%	- -%	- -%	- -%	5 8%	1 4%	4 13%	2 4%	3 9%	3 7%	* 1%	1 12%	3 7%	1 6%
I can't remember	15 20%	7 12%	5 33%	4 51%	2 37%	11 18%	3 16%	6 21%	8 20%	4 13%	11 27%	- -%	4 35%	11 29%	1 3%

95% lower case or +, 99% UPPER CASE or ++

Table 52 (continuation)

A7_r4. Which of the following best describes the type of complaint you had about Channel 5?

by

Base: Had a reason to complain

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	81	48	49	47	81	48	44	42	81	69	81
Effective sample size	64	39	41	37	64	40	36	35	64	57	64
Weighted Total	78	47	47	42	78	50	44	42	78	71	78
Programming was biased	9 12%	4 8%	4 8%	4 10%	9 12%	7 14%	6 15%	5 11%	9 12%	8 11%	9 12%
I was offended by something I saw/heard	13 16%	8 17%	4 9%	6 15%	13 16%	8 16%	9 21%	6 15%	13 16%	12 17%	13 16%
Programming was factually incorrect	10 13%	8 16%	7 16%	9 21%	10 13%	9 17%	7 15%	8 19%	10 13%	9 13%	10 13%
Programming was poor quality	10 13%	7 16%	8 17%	5 12%	10 13%	5 11%	6 13%	4 10%	10 13%	10 14%	10 13%
Programming was potentially harmful	9 11%	7 14%	9 19%	7 17%	9 11%	7 15%	7 15%	7 15%	9 11%	9 12%	9 11%
Programming was misleading/dishonest	9 11%	5 10%	5 11%	5 13%	9 11%	5 11%	4 10%	1 3%	9 11%	8 11%	9 11%
Programming has too many repeats	7 8%	5 11%	5 10%	4 9%	7 8%	5 10%	4 9%	6 15%	7 8%	6 9%	7 8%
A complaint about a particular presenter	10 13%	7 14%	6 12%	5 12%	10 13%	5 10%	5 13%	8 18%	10 13%	10 14%	10 13%
Channel 5 was unfairly competing with commercial companies	9 11%	4 9%	5 10%	6 14%	9 11%	6 12%	7 16%	6 15%	9 11%	9 13%	9 11%
Other (specify)	5 7%	3 7%	1 3%	1 3%	5 7%	3 5%	3 8%	1 3%	5 7%	3 5%	5 7%
I can't remember	15 20%	7 16%	8 17%	7 16%	15 20%	11 22%	6 14%	8 19%	15 20%	13 18%	15 20%

95% lower case or +, 99% UPPER CASE or ++

Table 52 (continuation)

A7_r4. Which of the following best describes the type of complaint you had about Channel 5?

by

Base: Had a reason to complain

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	81	12	11	13	22	12	14	14	37	38	50	3	2	7	7	2	41	40
Effective sample size	64	11	10	12	20	10	12	12	30	32	42	3	2	6	7	2	35	30
Weighted Total	78	13	11	12	24	14	15	14	38	40	52	4	2	7	7	3	39	39
Programming was biased	9 12%	2 18%	2 21%	3 27%	7 28%	4 29%	5 31%	2 17%	7 19%	7 16%	7 13%	- -%	- -%	2 32%	2 34%	- -%	5 13%	4 11%
I was offended by something I saw/heard	13 16%	2 13%	2 19%	2 14%	5 19%	2 15%	2 15%	5 34%	7 17%	9 22%	11 21%	- -%	- -%	2 23%	2 24%	- -%	6 15%	7 17%
Programming was factually incorrect	10 13%	3 25%	3 29%	4 31%	4 19%	4 28%	2 14%	4 30%	5 14%	6 14%	7 13%	- -%	1 50%	2 32%	3 48%	- -%	7 17%	4 10%
Programming was poor quality	10 13%	4 33%	2 17%	2 15%	4 18%	1 10%	2 11%	3 18%	4 11%	6 16%	8 16%	2 62%	- -%	2 26%	3 38%	2 52%	4 10%	6 15%
Programming was potentially harmful	9 11%	5 37%	2 21%	6 44%	3 11%	3 23%	4 24%	3 18%	7 19%	6 14%	8 15%	- -%	1 50%	4 53%	2 26%	1 48%	6 15%	3 8%
Programming was misleading/dishonest	9 11%	3 25%	3 29%	4 31%	6 27%	3 23%	1 10%	1 10%	6 17%	6 15%	8 15%	1 38%	1 50%	1 12%	2 26%	- -%	7 18%	2 4%
Programming has too many repeats	7 8%	1 7%	1 7%	1 7%	2 10%	1 6%	- -%	1 6%	2 6%	4 9%	4 7%	- -%	- -%	1 12%	1 12%	- -%	5 13%	2 4%
A complaint about a particular presenter	10 13%	4 33%	5 47%	4 35%	5 20%	3 23%	3 23%	6 41%	7 17%	8 19%	9 16%	- -%	- -%	4 59%	4 62%	- -%	6 15%	4 10%
Channel 5 was unfairly competing with commercial companies	9 11%	1 7%	3 22%	2 19%	7 30%	2 11%	- -%	2 15%	8+ 21%	6 16%	9 17%	- -%	- -%	1 12%	1 12%	- -%	7 18%	2 5%
Other (specify)	5 7%	- -%	- -%	- -%	1 6%	- -%	1 10%	- -%	1 4%	3 8%	3 7%	- -%	- -%	- -%	- -%	- -%	1 4%	4 10%

95% lower case or +, 99% UPPER CASE or ++

Table 52 (continuation)

A7_r4. Which of the following best describes the type of complaint you had about Channel 5?

by

Base: Had a reason to complain

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	81	12	11	13	22	12	14	14	37	38	50	3	2	7	7	2	41	40
Effective sample size	64	11	10	12	20	10	12	12	30	32	42	3	2	6	7	2	35	30
Weighted Total	78	13	11	12	24	14	15	14	38	40	52	4	2	7	7	3	39	39
I can't remember	15 20%	- -%	- -%	- -%	- -%	2 18%	2 10%	1 10%	4 11%	5 12%	6 12%	- -%	- -%	- -%	- -%	- -%	6 14%	10 25%

95% lower case or +, 99% UPPER CASE or ++

Table 52 (continuation)

A7_r4. Which of the following best describes the type of complaint you had about Channel 5?

by

Base: Had a reason to complain

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	81	3	40	16	21	28	18	21	11	15	27	13	21	40	13
Effective sample size	64	2	30	14	19	21	14	17	9	11	23	10	16	32	9
Weighted Total	78	1	38	13	26	23	17	21	15	11	31	11	21	38	12
Programming was biased	9 12%	- -%	4 9%	2 14%	4 15%	3 13%	- -%	2 11%	3 20%	2 14%	5 15%	1 5%	2 8%	6 14%	2 13%
I was offended by something I saw/heard	13 16%	* 88%	5 12%	2 13%	6 24%	4 17%	3 15%	2 9%	4 24%	1 8%	7 22%	1 12%	4 18%	6 15%	3 26%
Programming was factually incorrect	10 13%	- -%	5 12%	2 18%	3 13%	5 23%	2 14%	3 13%	- -%	6 51%	3 8%	1 7%	1 6%	5 13%	2 19%
Programming was poor quality	10 13%	- -%	5 13%	2 18%	2 10%	3 14%	4 23%	- -%	2 11%	3 29%	3 10%	- -%	3 12%	7 19%	2 14%
Programming was potentially harmful	9 11%	- -%	3 9%	3 25%	2 9%	3 11%	3 15%	2 7%	2 16%	2 15%	3 9%	2 19%	1 7%	4 11%	- -%
Programming was misleading/dishonest	9 11%	- -%	2 4%	3 21%	4 17%	3 13%	2 14%	1 7%	1 8%	2 20%	3 9%	2 15%	1 6%	6 16%	- -%
Programming has too many repeats	7 8%	* 12%	3 9%	1 6%	2 9%	1 4%	4 21%	* 1%	2 13%	1 7%	3 11%	1 13%	1 4%	5 12%	1 10%
A complaint about a particular presenter	10 13%	- -%	5 14%	3 23%	2 6%	6 27%	2 9%	1 5%	- -%	5 40%	4 13%	1 7%	- -%	7 17%	1 5%
Channel 5 was unfairly competing with commercial companies	9 11%	- -%	3 9%	3 25%	2 9%	1 2%	2 14%	4 20%	1 7%	2 14%	4 12%	2 22%	- -%	5 14%	- -%
Other (specify)	5 7%	* 13%	*- *%	1 11%	3 10%	1 6%	* *%	2 10%	2 14%	* 1%	- -%	- -%	5 25%	4 11%	1 11%
I can't remember	15 20%	- -%	10 28%	1 8%	4 15%	3 13%	4 23%	5 24%	2 17%	- -%	8 24%	2 16%	5 23%	5 12%	* 2%

95% lower case or +, 99% UPPER CASE or ++

Table 53

A7. Which of the following best describes the type of complaint you had about ITV, Channel 4 or Channel 5?

by
Base: All causes for complaint about ITV/Channel 4/Channel 5

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	354	277	77	224	130	203	90	58	77	115	85	77	270	27	23	34	309	43
Effective sample size	274	233	44	179	94	167	69	37	64	89	68	54	233	20	8	25	245	28
Weighted Total	341	274	67	221	119	191	96	50	81	114	80	65	297	23	11	10	301	38
Programming was biased	50 15%	44 16%	5 8%	39 18%	11 9%	26 13%	18 19%	5 11%	14 17%	17 15%	7 9%	11 17%	45 15%	3 12%	2 18%	* 4%	47 15%	3 8%
I was offended by something I saw/heard	49 15%	40 14%	10 15%	34 15%	16 13%	28 15%	15 15%	6 12%	18+bD 22%	11 9%	17bD 22%	3- 5%	43 14%	3 15%	1 10%	2 23%	45 15%	4 10%
Programming was factually incorrect	52 15%	51++B 19%	1-- 1%	41+b 18%	11- 9%	23 12%	21 22%	5 9%	24++BD 30%	10- 9%	13 17%	5 8%	49 16%	2 7%	1 7%	1 8%	50 17%	2 5%
Programming was poor quality	57 17%	44 16%	13 20%	29- 13%	28+a 23%	36 19%	16 17%	5 10%	19 23%	17 15%	13 16%	9 13%	50 17%	5 23%	1 9%	1 7%	53 18%	4 9%
Programming was potentially harmful	45 13%	42+b 15%	3- 4%	30 14%	15 12%	31 16%	10 11%	3 7%	10 13%	15 13%	13 16%	7 10%	38 13%	5 22%	1 11%	1 8%	42 14%	2 5%
Programming was misleading/dishonest	40 12%	36 13%	4 5%	22 10%	17 14%	18 9%	17+ 18%	4 9%	17++bD 22%	9 8%	10 13%	3- 4%	35 12%	3 12%	1 11%	1 10%	34 11%	5 13%
Programming has too many repeats	37 11%	27 10%	10 15%	28 13%	9 7%	23 12%	12 12%	3 5%	9 11%	10 8%	10 12%	9 14%	29 10%	1 5%	4 36%	3 29%	31 10%	6 16%
A complaint about a particular presenter	39 12%	36 13%	3 4%	29 13%	10 9%	26 14%	6 7%	7 14%	12 15%	14 13%	5 6%	8 13%	38 13%	* 2%	* 4%	* 3%	35 12%	4 10%
ITV was unfairly competing with commercial companies	26 8%	24 9%	2 3%	25++B 11%	1-- 1%	26++Bc 14%	*-- *%	* 1%	9 11%	7 6%	8 10%	2 3%	23 8%	1 6%	1 13%	* 1%	25 8%	1 3%
Other (specify)	50 15%	19-- 7%	31++A 46%	16-- 7%	34++A 29%	20- 11%	13 13%	17++Ab 34%	8 10%	18 16%	12 15%	12 18%	45 15%	3 11%	1 10%	2 16%	38 12%	13 33%
I can't remember	43 13%	42+b 15%	1- 1%	31 14%	12 10%	20 10%	16 16%	7 15%	4- 5%	25++AC 22%	2-- 2%	13AC 20%	38 13%	* 1%	3 25%	2 24%	38 13%	5 12%

95% lower case or +, 99% UPPER CASE or ++

Table 53 (continuation)

A7. Which of the following best describes the type of complaint you had about ITV, Channel 4 or Channel 5?

by
Base: All causes for complaint about ITV/Channel 4/Channel 5

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	354	263	86	41	28	207	133	116	211	119	207	30	69	178	77
Effective sample size	274	202	70	33	24	174	91	93	158	101	149	18	48	142	67
Weighted Total	341	259	73	38	18	229	102	113	196	129	188	28	60	172	81
Programming was biased	50 15%	36 14%	14 19%	9 24%	2 12%	38 17%	11 10%	18 16%	30 15%	22 17%	26 14%	- -%	8 14%	26 15%	16 19%
I was offended by something I saw/heard	49 15%	36 14%	12 16%	1 3%	3 18%	38 17%	11 11%	17 15%	26 13%	20 15%	26 14%	* 1%	8 13%	22 13%	19+ 24%
Programming was factually incorrect	52 15%	36 14%	16 22%	7 18%	4 22%	41b 18%	8- 8%	10 9%	31 16%	23 18%	27 14%	2 8%	5 8%	22 13%	23++BC 28%
Programming was poor quality	57 17%	40 15%	17 23%	10 26%	2 10%	36 16%	20 19%	23 20%	29 15%	27 21%	28 15%	3 11%	9 15%	34 20%	10 13%
Programming was potentially harmful	45 13%	37 14%	8 11%	2 6%	2 12%	32 14%	12 12%	12 11%	28 14%	14 11%	25 13%	2 7%	3 5%	29b 17%	11 13%
Programming was misleading/dishonest	40 12%	25 10%	15+a 20%	8 20%	3 15%	33+ 14%	7 6%	13 12%	26 13%	20 15%	19 10%	4 13%	3 5%	17 10%	16+bc 20%
Programming has too many repeats	37 11%	27 10%	10 14%	5 12%	1 4%	29 12%	8 8%	12 11%	22 11%	16 13%	20 11%	5 17%	7 12%	16 9%	9 11%
A complaint about a particular presenter	39 12%	29 11%	10 13%	2 6%	3 18%	30 13%	9 9%	18 16%	21 11%	15 11%	21 11%	2 6%	7 12%	12- 7%	18++C 22%
ITV was unfairly competing with commercial companies	26 8%	19 7%	7 10%	1 3%	2 9%	18 8%	8 8%	6 5%	17 9%	12 10%	12 6%	5 17%	1 2%	11 7%	9b 11%
Other (specify)	50 15%	38 15%	9 12%	3 8%	2 13%	28 12%	21 20%	11 10%	37+ 19%	19 14%	32 17%	8 28%	16+cD 26%	22 13%	5- 6%
I can't remember	43 13%	22-- 9%	17+++A 23%	13+++A 33%	3 17%	28 12%	11 10%	18 16%	22 11%	13 10%	28 15%	* 1%	9 15%	30+d 17%	4- 5%

95% lower case or +, 99% UPPER CASE or ++

Table 53 (continuation)

A7. Which of the following best describes the type of complaint you had about ITV, Channel 4 or Channel 5?

by
Base: All causes for complaint about ITV/Channel 4/Channel 5

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	354	210	260	209	177	161	142	146	354	274	354
Effective sample size	274	162	201	166	142	134	117	121	274	224	274
Weighted Total	341	201	249	196	168	159	138	136	341	271	341
Programming was biased	50 15%	37+ 19%	32 13%	34 18%	22 13%	26 16%	24 18%	18 13%	50 15%	38 14%	50 15%
I was offended by something I saw/heard	49 15%	31 15%	29- 12%	28 14%	25 15%	24 15%	21 15%	18 13%	49 15%	37 14%	49 15%
Programming was factually incorrect	52 15%	40++ 20%	36 14%	42++ 21%	33+ 20%	32+ 20%	27 20%	29+ 21%	52 15%	47 17%	52 15%
Programming was poor quality	57 17%	36 18%	44 17%	32 16%	19- 11%	22 14%	18 13%	21 16%	57 17%	44 16%	57 17%
Programming was potentially harmful	45 13%	32 16%	38 15%	31 16%	21 12%	28+ 18%	19 14%	22 16%	45 13%	37 14%	45 13%
Programming was misleading/dishonest	40 12%	29 15%	27 11%	27 14%	20 12%	20 13%	17 12%	11 8%	40 12%	31 11%	40 12%
Programming has too many repeats	37 11%	26 13%	29 11%	20 10%	18 10%	20 13%	18 13%	21+ 15%	37 11%	32 12%	37 11%
A complaint about a particular presenter	39 12%	24 12%	34 14%	21 11%	24 14%	22 14%	21 15%	23+ 17%	39 12%	31 11%	39 12%
ITV was unfairly competing with commercial companies	26 8%	19 10%	18 7%	20 10%	22++ 13%	17 11%	18++ 13%	18++ 13%	26 8%	26+ 10%	26 8%
Other (specify)	50 15%	18-- 9%	37cDEfg 15%	15-- 8%	8-- 5%	8-- 5%	7-- 5%	9-- 7%	50cDEfg 15%	28-- 10%	50cDEfg 15%
I can't remember	43 13%	20 10%	28 11%	27 14%	29+ 17%	25 16%	19 14%	20 15%	43 13%	36 13%	43 13%

95% lower case or +, 99% UPPER CASE or ++

Table 53 (continuation)

A7. Which of the following best describes the type of complaint you had about ITV, Channel 4 or Channel 5?

by
Base: All causes for complaint about ITV/Channel 4/Channel 5

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	354	65	59	61	48	49	49	48	148	164	209	22	12	31	34	17	149	205
Effective sample size	274	55	47	51	43	42	41	42	122	134	172	18	11	27	29	15	123	151
Weighted Total	341	68	56	59	52	55	52	48	149	167	212	24	13	31	31	23	143	197
Programming was biased	50 15%	26++ghIJ 38%	18++ 32%	19++j 33%	13+ 25%	14+ 26%	14+ 27%	8 18%	31+ 21%	33+ 20%	40++ 19%	9 39%	5 40%	11 37%	12 39%	10 45%	29+b 20%	21- 11%
I was offended by something I saw/heard	49 15%	11 16%	10 18%	10 17%	11 21%	10 18%	8 15%	12+ 25%	27 18%	27 16%	36 17%	2 8%	1 7%	8 26%	8 25%	1 6%	24 17%	25 13%
Programming was factually incorrect	52 15%	20++ 29%	16++ 28%	16+ 27%	15++ 30%	15+ 27%	10 19%	14+ 28%	31+ 21%	30 18%	39 19%	6 26%	6 46%	7 24%	8 26%	9 39%	30+b 21%	22- 11%
Programming was poor quality	57 17%	15 23%	11 20%	10 18%	9 17%	8 14%	9 17%	9 19%	22 15%	29 17%	36 17%	6 24%	3 23%	7 22%	7 22%	6 28%	22 15%	35 18%
Programming was potentially harmful	45 13%	19++j 28%	15++ 27%	13+ 22%	11 21%	15++j 28%	9 18%	9 18%	30++ 20%	26 15%	33 15%	3 12%	5 40%	10 34%	7 24%	5 21%	26+b 18%	19- 10%
Programming was misleading/dishonest	40 12%	20++IJ 30%	18++hIJ 32%	15++i 26%	13++ 25%	14++ 26%	8 16%	7 15%	27++ 18%	22 13%	31+ 15%	6 27%	5 37%	9 29%	11 36%	6 27%	24+b 16%	16- 8%
Programming has too many repeats	37 11%	5 8%	5 10%	7 13%	7 14%	7 13%	7 13%	9 18%	18 12%	20 12%	22 10%	1 2%	- %	5 16%	5 16%	1 3%	21 15%	16 8%
A complaint about a particular presenter	39 12%	18++j 27%	21++HIJ 38%	17++ij 29%	14++ 27%	15++ 28%	11+ 21%	13++ 28%	28++ 19%	25 15%	32+ 15%	2 9%	2 14%	14 47%	15 51%	1 6%	22 16%	17 9%
ITV was unfairly competing with commercial companies	26 8%	7 10%	7f 13%	6 10%	13++Fij 24%	6 10%	1 2%	9++f 18%	18f 12%	18 11%	23+ 11%	2 7%	- %	5 17%	5 17%	2 7%	19++B 13%	8-- 4%
Other (specify)	50 15%	2-- 2%	3- 5%	4 8%	1- 3%	4 7%	5 11%	2- 3%	12-- 8%	24ad 14%	25a 12%	1 4%	- %	1 2%	1 3%	1 3%	5-- 3%	46++A 23%

95% lower case or +, 99% UPPER CASE or ++

Table 53 (continuation)

A7. Which of the following best describes the type of complaint you had about ITV, Channel 4 or Channel 5?

by

Base: All causes for complaint about ITV/Channel 4/Channel 5

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	354	65	59	61	48	49	49	48	148	164	209	22	12	31	34	17	149	205
Effective sample size	274	55	47	51	43	42	41	42	122	134	172	18	11	27	29	15	123	151
Weighted Total	341	68	56	59	52	55	52	48	149	167	212	24	13	31	31	23	143	197
I can't remember	43 13%	1-- 1%	1-- 1%	2- 4%	1- 2%	3 5%	5 10%	4 9%	10-- 7%	16a 9%	20-a 9%	1 4%	- -%	- -%	1 2%	* 1%	15 11%	28 14%

95% lower case or +, 99% UPPER CASE or ++

Table 53 (continuation)

A7. Which of the following best describes the type of complaint you had about ITV, Channel 4 or Channel 5?

by
Base: All causes for complaint about ITV/Channel 4/Channel 5

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	354	20	148	88	92	139	92	68	48	81	98	52	107	174	70
Effective sample size	274	8	113	72	79	105	70	56	37	59	83	41	78	134	50
Weighted Total	341	16	142	75	102	132	90	66	48	79	102	45	102	165	68
Programming was biased	50 15%	* 1%	21 15%	11 15%	17 17%	15 11%	16 18%	6 10%	11 23%	9 12%	19c 18%	1- 3%	17c 17%	35++B 21%	3- 5%
I was offended by something I saw/heard	49 15%	1 7%	21 15%	16 21%	11 11%	19 14%	14 16%	8 11%	8 17%	15 19%	19 18%	3 7%	12 12%	25 15%	10 15%
Programming was factually incorrect	52 15%	- -%	19 13%	11 14%	23+ 22%	24 18%	13 14%	9 14%	6 12%	16 21%	17 17%	3 7%	15 15%	27 17%	10 15%
Programming was poor quality	57 17%	- -%	26 18%	13 17%	18 18%	20 15%	24+cd 26%	8 12%	4 9%	12 16%	10 10%	8 17%	25+b 25%	32 19%	9 13%
Programming was potentially harmful	45 13%	* 3%	16 11%	13 18%	15 15%	16 12%	9 10%	11 17%	8 16%	9 11%	16 15%	8 18%	11 10%	27B 16%	1-- 2%
Programming was misleading/dishonest	40 12%	* 3%	12 9%	15+b 20%	12 12%	13 10%	14 15%	5 8%	7 14%	9 11%	11 11%	4 8%	15 14%	31++b 19%	3 4%
Programming has too many repeats	37 11%	6 36%	13 9%	13+d 18%	6 5%	15 11%	14c 15%	2 4%	5 11%	11 14%	12 12%	8d 17%	5 5%	23 14%	6 8%
A complaint about a particular presenter	39 12%	* 3%	18 13%	11 15%	9 9%	20 15%	8 9%	6 9%	4 9%	18++cD 23%	14d 13%	2 5%	3-- 3%	31++B 19%	1-- 1%
ITV was unfairly competing with commercial companies	26 8%	* 3%	13 9%	7 9%	6 6%	4- 3%	8 9%	7 10%	6a 12%	6 8%	10d 9%	7D 15%	2- 2%	16 10%	2 2%
Other (specify)	50 15%	8 52%	7-- 5%	10b 13%	20B 19%	29++d 22%	11 13%	7 10%	3 6%	16bc 20%	9 8%	2- 4%	23+bc 22%	17- 10%	24++A 35%
I can't remember	43 13%	1 6%	24 17%	5 7%	12 12%	13 10%	9 10%	12 18%	8 16%	4- 5%	15 15%	5 12%	15 14%	17 10%	2- 4%

95% lower case or +, 99% UPPER CASE or ++

Table 54

A8. When you need to complain directly to a company or organisation, how do you prefer to complain?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Email	790 33%	653++B 35%	137-- 26%	364 31%	424 35%	238 32%	308+c 37%	244 30%	219 35%	269 35%	137 30%	165 30%	678 34%	59 30%	35 31%	18 27%	680 33%	110 31%
Telephone call	610 25%	411-- 22%	199++A 38%	310 26%	298 24%	156-- 21%	220a 26%	233+A 29%	165 26%	178 23%	103 23%	164+Bc 30%	498 25%	53 27%	36 31%	22+a 33%	510 25%	99 28%
An online complaints form	339 14%	319++B 17%	21-- 4%	180 15%	155 13%	111 15%	132 16%	97 12%	108+D 17%	118d 15%	57 13%	56-- 10%	286 14%	31 16%	12 10%	10 14%	296 14%	43 12%
Web chat	176 7%	167++B 9%	8-- 2%	78 7%	97 8%	88++BC 12%	61C 7%	27-- 3%	32-- 5%	62 8%	36 8%	47a 9%	142 7%	22+ad 11%	9 8%	3 4%	159 8%	16 5%
In person (face to face)	127 5%	76-- 4%	51++A 10%	56 5%	71 6%	34 4%	28-- 3%	65++aB 8%	28 4%	44 6%	30 7%	25 5%	105 5%	7 4%	8 7%	5 8%	101 5%	24 7%
Letter/post	85 4%	52-- 3%	33++A 6%	48 4%	37 3%	15-- 2%	15-- 2%	55++AB 7%	27 4%	27 3%	20 4%	12 2%	73 4%	6 3%	4 3%	2 4%	69 3%	17 5%
Social Media (e.g. Facebook, Twitter)	57 2%	53+b 3%	4-- 1%	31 3%	25 2%	32++bC 4%	19c 2%	6-- 1%	15 2%	19 2%	15 3%	8 1%	50 2%	5 2%	1 1%	1 2%	54 3%	3 1%
Responding to survey or feedback form	53 2%	53++B 3%	--- -%	24 2%	29 2%	27++B 4%	10-- 1%	17 2%	13 2%	17 2%	11 2%	13 2%	45 2%	5 3%	2 2%	1 1%	47 2%	6 2%
Leave a message on their website (not on an online complaints form)	28 1%	23 1%	5 1%	18 2%	10 1%	10 1%	11 1%	7 1%	7 1%	12 2%	7 2%	3 *%	23 1%	* *%	3b 2%	1b 2%	22 1%	6 2%
Other (please specify)	28 1%	6-- *%	22++A 4%	11 1%	17 1%	6 1%	8 1%	14 2%	6 1%	11 1%	8 2%	3 *%	26 1%	1 1%	1 1%	* *%	24 1%	4 1%
I prefer not to complain	113 5%	67-- 4%	46++A 9%	60 5%	53 4%	39 5%	28-- 3%	47b 6%	13-- 2%	20-- 3%	28AB 6%	53++AB 10%	98 5%	8 4%	4 4%	3 4%	91 4%	22 6%

95% lower case or +, 99% UPPER CASE or ++

Table 54 (continuation)

A8. When you need to complain directly to a company or organisation, how do you prefer to complain?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Email	790 33%	707 33%	72 29%	41 31%	16 23%	528++B 35%	244-- 29%	179 32%	581 33%	197 33%	587 33%	62-- 22%	256Ad 34%	404++AD 37%	69-- 25%
Telephone call	610 25%	537 25%	65 26%	33 25%	20 29%	366 24%	226 27%	138 24%	441 25%	146 24%	456 26%	89c 31%	193 26%	258 24%	69 25%
An online complaints form	339 14%	296 14%	38 15%	17 12%	14 21%	233+b 16%	95-- 11%	83 15%	245 14%	102+b 17%	233-- 13%	16-- 5%	101A 13%	168A 15%	55++Ab 20%
Web chat	176 7%	156 7%	13 5%	8 6%	4 6%	131++B 9%	40-- 5%	43 8%	124 7%	61++B 10%	110-- 6%	10-- 3%	44 6%	93a 9%	28Ab 10%
In person (face to face)	127 5%	118 6%	9 3%	5 4%	2 4%	66-- 4%	55a 7%	30 5%	86 5%	21 4%	102 6%	24 8%	44 6%	49 4%	10 4%
Letter/post	85 4%	80 4%	5 2%	4 3%	1 1%	36-- 2%	48++A 6%	28 5%	57 3%	8-- 1%	76++A 4%	26++BCd 9%	24 3%	28-- 3%	8 3%
Social Media (e.g. Facebook, Twitter)	57 2%	48 2%	9 4%	4 3%	3 5%	37 2%	20 2%	19 3%	35 2%	11 2%	43 2%	3 1%	15 2%	27 2%	11 4%
Responding to survey or feedback form	53 2%	45 2%	8 3%	5 4%	2 3%	27 2%	25 3%	10 2%	40 2%	15 3%	36 2%	4 1%	16 2%	24 2%	8 3%
Leave a message on their website (not on an online complaints form)	28 1%	18-- 1%	11++A 4%	6++A 5%	3++A 5%	19 1%	9 1%	6 1%	21 1%	9 1%	19 1%	-- 1%	7 1%	14 1%	7+a 3%
Other (please specify)	28 1%	24 1%	5 2%	-- 1%	-- 1%	18 1%	10 1%	2-- 1%	27+a 2%	7 1%	22 1%	6d 2%	10 1%	12 1%	-- 1%
I prefer not to complain	113 5%	95 4%	17 7%	10 8%	3 4%	43-- 3%	66++A 8%	27 5%	80 5%	21 3%	92 5%	47++BCD 16%	40C 5%	18-- 2%	8 3%

95% lower case or +, 99% UPPER CASE or ++

Table 54 (continuation)

A8. When you need to complain directly to a company or organisation, how do you prefer to complain?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Email	790 33%	83 27%	35- 22%	28 26%	14- 18%	59-- 24%	62 29%	34 26%	159 29%	345-- 29%	397-- 29%
Telephone call	610 25%	59- 20%	30 20%	15-- 14%	14 18%	59c 24%	45 21%	27 21%	129c 24%	342++AbCf 28%	379++AC 28%
An online complaints form	339 14%	66++efhij 22%	21 14%	21 20%	10 12%	35 14%	26 12%	20 15%	77 14%	184 15%	210 15%
Web chat	176 7%	19 6%	8 5%	8 7%	15 19%	33++abij 14%	27++abj 13%	15 12%	49 9%	105+ 9%	113 8%
In person (face to face)	127 5%	13 4%	13 9%	8 7%	5 7%	15 6%	10 5%	5 4%	28 5%	75 6%	84 6%
Letter/post	85 4%	13 4%	8 5%	4 4%	1 1%	4 2%	10 5%	2 2%	17 3%	34 3%	37- 3%
Social Media (e.g. Facebook, Twitter)	57 2%	17++ 6%	16++hIJ 10%	7++ 7%	7++IJ 9%	15++i 6%	13++ij 6%	7+ 5%	29++i 5%	38+ 3%	45++ 3%
Responding to survey or feedback form	53 2%	6 2%	4 3%	4 4%	2 2%	8 3%	7 3%	4 3%	16 3%	29 2%	33 2%
Leave a message on their website (not on an online complaints form)	28 1%	5 2%	3 2%	4 3%	3 3%	5 2%	4 2%	6++Ij 5%	10 2%	15 1%	20 1%
Other (please specify)	28 1%	8+i 3%	8++fgIJ 5%	1 1%	- -%	5 2%	2 1%	- -%	14++i 3%	10 1%	19 1%
I prefer not to complain	113 5%	13 4%	9ij 6%	7Ij 7%	7efhIJ 9%	5 2%	6 3%	11efhIJ 8%	19 3%	26-- 2%	33-- 2%

95% lower case or +, 99% UPPER CASE or ++

Table 54 (continuation)

A8. When you need to complain directly to a company or organisation, how do you prefer to complain?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Email	790 33%	37 29%	6 18%	8 27%	4 18%	35 25%	47 36%	11 27%	89 29%	285-- 28%	313-- 28%	22 32%	7 22%	8 27%	7 29%	22 31%	149 30%	641 34%
Telephone call	610 25%	17-- 13%	5 14%	4 13%	1 4%	48+A 33%	34a 26%	10 25%	86A 28%	306++A 30%	325++A 30%	7-- 10%	5 16%	5 17%	3 13%	7- 11%	119 24%	491 26%
An online complaints form	339 14%	44++EFHIJ 34%	9 27%	7 23%	7 31%	21 15%	16 12%	8 20%	45 15%	163+ 16%	182++ 17%	26++ 38%	11 36%	7 25%	5 21%	22++ 32%	89+b 18%	250- 13%
Web chat	176 7%	8 7%	1 3%	2 7%	2 10%	16 11%	14 11%	4 9%	29 10%	92++ 9%	102++ 9%	5 7%	1 5%	2 7%	1 5%	6 8%	31 6%	145 8%
In person (face to face)	127 5%	4 3%	3 8%	2 8%	3 14%	10 7%	5 4%	1 3%	18 6%	61 6%	68 6%	- -%	2 8%	2 5%	1 4%	3 4%	38+b 8%	88- 5%
Letter/post	85 4%	9+eij 7%	3 8%	3 9%	- -%	2 2%	6 5%	- -%	10 3%	28 3%	30 3%	4 6%	4 12%	1 5%	2 10%	6+ 9%	20 4%	65 3%
Social Media (e.g. Facebook, Twitter)	57 2%	8++i 6%	4 13%	2 7%	1 4%	7 5%	4 3%	1 3%	12 4%	25 2%	29 3%	4 6%	- -%	4 13%	4 19%	2 3%	19+b 4%	38- 2%
Responding to survey or feedback form	53 2%	1 1%	* 1%	1 2%	2 6%	1 1%	1 1%	- -%	5 2%	15 2%	17 2%	1 2%	- -%	- -%	- -%	1 2%	10 2%	43 2%
Leave a message on their website (not on an online complaints form)	28 1%	1 *%	- -%	* 1%	1 6%	1 *%	2 2%	3++AEhIJ 8%	6 2%	13 1%	15 1%	- -%	- -%	1 2%	- -%	- -%	7 1%	21 1%
Other (please specify)	28 1%	- -%	- -%	1 3%	- -%	1 1%	2 1%	- -%	4 1%	7 1%	7- 1%	- -%	- -%	- -%	- -%	- -%	3 1%	25 1%
I prefer not to complain	113 5%	-- -%	3 8%	- -%	2 7%	1- 1%	-- -%	1af 4%	4-- 1%	9-- 1%	11-- 1%	- -%	- -%	- -%	- -%	- -%	12- 2%	101+a 5%

95% lower case or +, 99% UPPER CASE or ++

Table 54 (continuation)

A8. When you need to complain directly to a company or organisation, how do you prefer to complain?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Email	790 33%	3-- 2%	236A 32%	261+A 36%	279+A 36%	321 32%	263 35%	69 33%	131 31%	189 33%	158 29%	52 32%	386b 35%	281 33%	256 34%
Telephone call	610 25%	53d 37%	199d 27%	186 26%	167- 22%	300++BCD 30%	174 23%	42 20%	89- 21%	167 29%	138 25%	35 22%	266 24%	200 23%	188 25%
An online complaints form	339 14%	--- -%	97A 13%	112A 15%	123A 16%	130 13%	112 15%	36 17%	58 14%	82 14%	95+D 18%	25 15%	133- 12%	142+b 17%	88- 12%
Web chat	176 7%	-- -%	48 6%	53a 7%	74++ab 10%	38-- 4%	66A 9%	18A 9%	52++A 12%	25- 4%	44a 8%	10 6%	94A 8%	64 8%	50 7%
In person (face to face)	127 5%	19++cD 13%	48d 6%	32 4%	27- 3%	77++bcD 8%	32 4%	7 3%	10- 2%	34 6%	33 6%	11 7%	48 4%	41 5%	39 5%
Letter/post	85 4%	26++BCD 18%	28d 4%	19 3%	13-- 2%	56++bCD 6%	22c 3%	--- -%	8 2%	34++D 6%	17 3%	5 3%	29- 3%	44++ 5%	22 3%
Social Media (e.g. Facebook, Twitter)	57 2%	- -%	18 2%	17 2%	22 3%	12-- 1%	27+A 4%	10+A 5%	8 2%	10 2%	17 3%	7 4%	21 2%	28 3%	12 2%
Responding to survey or feedback form	53 2%	- -%	25+d 3%	15 2%	13 2%	18 2%	12 2%	9+ab 4%	12 3%	4- 1%	17a 3%	7A 4%	24 2%	18 2%	17 2%
Leave a message on their website (not on an online complaints form)	28 1%	- -%	13 2%	5 1%	11 1%	8 1%	7 1%	4 2%	10+a 2%	5 1%	7 1%	4 2%	12 1%	10 1%	6 1%
Other (please specify)	28 1%	11++BCD 8%	3- *%	5 1%	9 1%	12 1%	11 1%	2 1%	3 1%	13+ 2%	4 1%	- -%	11 1%	9 1%	15+ 2%
I prefer not to complain	113 5%	33++BCD 23%	32 4%	19-- 3%	27 4%	33- 3%	23- 3%	13 6%	41++AB 10%	9-- 2%	11-- 2%	8a 5%	78++AB 7%	16-- 2%	61++A 8%

95% lower case or +, 99% UPPER CASE or ++

Table 55

Bl_rl. Why didn't you complain directly to BBC?

by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	195	139	56	120	74	93	47	54	42	56	42	55	137	17	25	16	161	34
Effective sample size	141	112	33	87	54	72	35	36	31	39	31	40	114	11	9	12	121	21
Weighted Total	175	126	50	114	60	78	52	45	44	48	36	48	147	12	12	5	145	30
I'd rather complain to an independent body	16 9%	12 10%	4 7%	12 10%	4 7%	3- 4%	7 14%	6 13%	6 14%	3 7%	4 10%	3 7%	14 9%	1 12%	* 4%	* 8%	11 8%	5 15%
It was too much effort to complain	41 23%	22- 18%	19+a 37%	24 21%	17 28%	18 24%	13 24%	10 22%	15cd 35%	16cd 34%	4 12%	5- 11%	39 27%	* *%	1 6%	1 14%	37 25%	4 14%
I didn't feel strongly enough about it	20 11%	16 12%	4 8%	12 11%	8 12%	10 12%	6 12%	3 6%	8 19%	3 7%	4 11%	4 8%	17 12%	2 14%	1 8%	* *%	16 11%	3 11%
I didn't think it would make any difference	73 42%	48 38%	25 51%	42 36%	31 52%	27 34%	22 42%	25a 55%	21c 49%	18 38%	8- 24%	25c 52%	59 40%	5 43%	7 60%	2 37%	64 44%	9 31%
I didn't think the complaints system was very accessible/ easy to engage with	22 12%	20 16%	2 3%	10 9%	12 19%	10 13%	9 18%	2 4%	6 13%	9d 19%	5 15%	2- 3%	18 13%	1 12%	* 3%	1 24%	20 14%	2 5%
I complained to my friends or family about it instead	35 20%	22 18%	13 25%	25 22%	10 17%	15 20%	6 11%	14b 30%	13d 30%	14d 28%	4 11%	4- 9%	32 22%	- -%	1 11%	2 31%	29 20%	6 19%
I had complained before and had a bad experience	5 3%	5 4%	- -%	4 4%	1 2%	4 5%	1 2%	- -%	1 3%	2 4%	- -%	2 4%	5 3%	- -%	- -%	- -%	4 3%	1 2%
I didn't feel my complaint would be taken seriously	51 29%	40 32%	11 22%	36 31%	15 25%	18 23%	17 32%	17 37%	19+ 43%	11 23%	7 21%	14 29%	40 28%	3 29%	6 48%	2 32%	43 29%	8 27%
I didn't think my complaint would reach the right person	18 10%	16 12%	2 5%	8 7%	9 16%	7 9%	4 7%	7 15%	5 11%	5 11%	2 7%	5 11%	15 10%	1 6%	2 15%	* 8%	17 12%	1 3%

95% lower case or +, 99% UPPER CASE or ++

Table 55 (continuation)

B1_r1. Why didn't you complain directly to BBC?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	195	139	56	120	74	93	47	54	42	56	42	55	137	17	25	16	161	34
Effective sample size	141	112	33	87	54	72	35	36	31	39	31	40	114	11	9	12	121	21
Weighted Total	175	126	50	114	60	78	52	45	44	48	36	48	147	12	12	5	145	30
I didn't know how to complain	22 12%	16 13%	6 12%	11 9%	11 18%	10 13%	7 13%	5 10%	1- 2%	7 14%	3 10%	10+a 22%	14 10%	1 13%	4 35%	2 30%	18 12%	4 12%
I do not like making official complaints	15 8%	9 7%	6 12%	6- 5%	9+a 15%	7 9%	3 7%	4 9%	2 5%	4 9%	3 8%	5 11%	12 8%	1 11%	* 3%	1 16%	13 9%	2 5%
Other	21 12%	6-- 4%	15++A 31%	10 9%	11 17%	3-- 3%	9a 16%	10+A 22%	4 8%	9 19%	2 6%	6 12%	17 11%	* 4%	4 33%	* 2%	16 11%	5 15%
I can't remember	6 4%	6 5%	- -%	4 3%	1 2%	2 3%	2 4%	2 4%	- -%	3 6%	- -%	3 7%	4 3%	1 9%	1 11%	- -%	3 2%	3 9%

95% lower case or +, 99% UPPER CASE or ++

Table 55 (continuation)

B1_r1. Why didn't you complain directly to BBC?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	195	157	37	14	15	96	93	62	124	43	144	14	51	102	28
Effective sample size	141	116	27	11	13	77	63	45	89	34	101	7	34	77	24
Weighted Total	175	149	24	12	7	106	66	55	109	41	128	11	41	92	31
I'd rather complain to an independent body	16 9%	12 8%	4 18%	2 16%	* 4%	10 9%	6 9%	9+ 17%	7 6%	3 6%	13 11%	2 15%	2 6%	9 9%	3 11%
It was too much effort to complain	41 23%	34 23%	5 21%	4 37%	1 13%	25 23%	16 24%	11 20%	27 25%	6 15%	35 27%	2 18%	13 33%	19 21%	6 20%
I didn't feel strongly enough about it	20 11%	14 10%	5 22%	3 26%	2 31%	13 12%	6 9%	6 11%	10 10%	5 13%	12 10%	* 4%	3 8%	12 13%	4 12%
I didn't think it would make any difference	73 42%	62 41%	10 40%	5 43%	3 40%	38 36%	34 51%	24 43%	48 44%	15 38%	57 45%	9 85%	20 48%	37 40%	7 23%
I didn't think the complaints system was very accessible/ easy to engage with	22 12%	14 10%	5 21%	4 35%	1 16%	16 15%	6 9%	9 16%	13 12%	5 11%	17 13%	2 15%	3 7%	13 14%	4 12%
I complained to my friends or family about it instead	35 20%	27 18%	6 23%	2 17%	2 23%	18 17%	17 26%	8 14%	22 20%	6 13%	27 21%	1 9%	13 31%	18 20%	3 9%
I had complained before and had a bad experience	5 3%	4 3%	1 4%	- -%	1 14%	1 1%	4 6%	1 3%	3 2%	1 1%	3 2%	- -%	2 5%	3 3%	- -%
I didn't feel my complaint would be taken seriously	51 29%	44 29%	5 22%	3 26%	1 9%	34 33%	16 24%	14 25%	36 33%	8 20%	43+ 34%	6 51%	11 28%	21 23%	13 40%
I didn't think my complaint would reach the right person	18 10%	13 8%	3 13%	3 24%	- -%	10 9%	7 10%	8 15%	10 9%	1 3%	16 13%	3 24%	3 8%	11 12%	1 5%

95% lower case or +, 99% UPPER CASE or ++

Table 55 (continuation)
 B1_r1. Why didn't you complain directly to BBC?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	195	157	37	14	15	96	93	62	124	43	144	14	51	102	28
Effective sample size	141	116	27	11	13	77	63	45	89	34	101	7	34	77	24
Weighted Total	175	149	24	12	7	106	66	55	109	41	128	11	41	92	31
I didn't know how to complain	22 12%	17 11%	3 11%	* 3%	1 18%	12 12%	9 14%	8 14%	13 12%	5 12%	17 13%	5 41%	4 10%	12 13%	1 4%
I do not like making official complaints	15 8%	10 7%	4 18%	4 36%	* 4%	4-- 4%	10+a 15%	4 8%	10 10%	3 8%	11 9%	4 31%	7+c 17%	3- 3%	1 3%
Other	21 12%	19 13%	2 8%	2 14%	- -%	10 10%	11 16%	7 13%	14 13%	3 8%	18 14%	7 60%	6 14%	9 9%	- -%
I can't remember	6 4%	5 3%	1 6%	1 13%	- -%	2 2%	3 4%	4 7%	1 1%	2 5%	3 3%	- -%	- -%	5 5%	1 4%

95% lower case or +, 99% UPPER CASE or ++

Table 55 (continuation)

B1_r1. Why didn't you complain directly to BBC?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	195	195	66	43	36	48	47	55	122	142	195
Effective sample size	141	141	46	33	28	38	37	44	89	109	141
Weighted Total	175	175	60	39	34	45	43	48	109	132	175
I'd rather complain to an independent body	16 9%	16 9%	1- 2%	2 6%	2 7%	4 9%	5 10%	3 6%	6 6%	9 7%	16 9%
It was too much effort to complain	41 23%	41 23%	15 24%	7 17%	5 16%	13 29%	9 22%	12 25%	26 24%	35 26%	41 23%
I didn't feel strongly enough about it	20 11%	20 11%	4 7%	5 12%	5 16%	8 19%	6 15%	9 19%	14 13%	19+ 15%	20 11%
I didn't think it would make any difference	73 42%	73bcfg 42%	15-- 26%	7-- 18%	6 17%	13 29%	10- 24%	11-- 22%	35-- 32%	54cg 41%	73bcfg 42%
I didn't think the complaints system was very accessible/ easy to engage with	22 12%	22 12%	6 9%	5 14%	8 25%	7 15%	9 20%	7 14%	12 11%	17 13%	22 12%
I complained to my friends or family about it instead	35 20%	35 20%	15 24%	9 22%	9 26%	13 29%	9 21%	8 16%	29+ 27%	30 23%	35 20%
I had complained before and had a bad experience	5 3%	5 3%	3 5%	1 1%	2 7%	2 5%	2 4%	4+ 8%	4 4%	4 3%	5 3%
I didn't feel my complaint would be taken seriously	51 29%	51g 29%	9-- 15%	7 18%	3 8%	8 17%	10 23%	5-- 10%	28g 25%	31-- 23%	51g 29%
I didn't think my complaint would reach the right person	18 10%	18 10%	1- 2%	1 2%	2 6%	4 9%	3 7%	1 3%	7 6%	16b 12%	18 10%

95% lower case or +, 99% UPPER CASE or ++

Table 55 (continuation)
 B1_r1. Why didn't you complain directly to BBC?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	195	195	66	43	36	48	47	55	122	142	195
Effective sample size	141	141	46	33	28	38	37	44	89	109	141
Weighted Total	175	175	60	39	34	45	43	48	109	132	175
I didn't know how to complain	22 12%	22 12%	10 16%	2 5%	5 14%	8 17%	6 14%	5 10%	15 14%	15 12%	22 12%
I do not like making official complaints	15 8%	15 8%	4 7%	1 4%	1 2%	2 5%	3 6%	1 2%	6 6%	10 7%	15 8%
Other	21 12%	21 12%	13+Efg 21%	3 7%	1 4%	1- 2%	2 4%	2 5%	14 12%	13 10%	21 12%
I can't remember	6 4%	6 4%	3 6%	3 8%	3 9%	2 5%	3 7%	3 7%	5 5%	5 4%	6 4%

95% lower case or +, 99% UPPER CASE or ++

Table 55 (continuation)
 B1_r1. Why didn't you complain directly to BBC?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	195	-	2	2	4	9	17	13	39	91	100	-	-	-	-	-	47	148
Effective sample size	141	-	2	2	3	6	14	11	31	71	79	-	-	-	-	-	37	105
Weighted Total	175	-	2	2	4	8	16	13	37	89	99	-	-	-	-	-	44	131
I'd rather complain to an independent body	16 9%	- -%	- -%	- -%	1 34%	2 19%	3 18%	1 11%	5 12%	9 10%	9 9%	- -%	- -%	- -%	- -%	- -%	4 8%	12 9%
It was too much effort to complain	41 23%	- -%	1 74%	1 41%	1 17%	4 42%	- -%	2 16%	7 18%	24 27%	25 26%	- -%	- -%	- -%	- -%	- -%	9 21%	32 24%
I didn't feel strongly enough about it	20 11%	- -%	- -%	- -%	- -%	2 29%	1 3%	2 13%	5 13%	14 16%	16+ 16%	- -%	- -%	- -%	- -%	- -%	2 5%	17 13%
I didn't think it would make any difference	73 42%	- -%	* 26%	1 41%	- -%	3 31%	5 34%	* 3%	10 27%	41 46%	41 42%	- -%	- -%	- -%	- -%	- -%	14 31%	59 45%
I didn't think the complaints system was very accessible/ easy to engage with	22 12%	- -%	- -%	1 41%	2 49%	* 5%	1 5%	2 14%	6 15%	14 16%	14 14%	- -%	- -%	- -%	- -%	- -%	6 14%	15 12%
I complained to my friends or family about it instead	35 20%	- -%	- -%	- -%	- -%	4 45%	4 22%	1 8%	8 21%	19 21%	20 20%	- -%	- -%	- -%	- -%	- -%	8 17%	27 21%
I had complained before and had a bad experience	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 1%	2 3%	2 2%	- -%	- -%	- -%	- -%	- -%	3 7%	2 2%
I didn't feel my complaint would be taken seriously	51 29%	- -%	- -%	2 100%	- -%	3 31%	4 23%	- -%	7 20%	27 30%	29 30%	- -%	- -%	- -%	- -%	- -%	17 38%	34 26%
I didn't think my complaint would reach the right person	18 10%	- -%	- -%	- -%	- -%	1 16%	1 6%	* 3%	3 7%	12 14%	12 13%	- -%	- -%	- -%	- -%	- -%	5 11%	13 10%

95% lower case or +, 99% UPPER CASE or ++

Table 55 (continuation)

B1_r1. Why didn't you complain directly to BBC?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	195	-	2	2	4	9	17	13	39	91	100	-	-	-	-	-	47	148
Effective sample size	141	-	2	2	3	6	14	11	31	71	79	-	-	-	-	-	37	105
Weighted Total	175	-	2	2	4	8	16	13	37	89	99	-	-	-	-	-	44	131
I didn't know how to complain	22 12%	- -%	- -%	- -%	- -%	- -%	2 12%	3 19%	4 12%	12 14%	13 13%	- -%	- -%	- -%	- -%	- -%	3 8%	18 14%
I do not like making official complaints	15 8%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	1 2%	5 6%	5 5%	- -%	- -%	- -%	- -%	- -%	2 5%	12 10%
Other	21 12%	- -%	- -%	1 41%	- -%	- -%	2 12%	- -%	3 8%	8 8%	8 8%	- -%	- -%	- -%	- -%	- -%	2 5%	19 14%
I can't remember	6 4%	- -%	- -%	- -%	- -%	- -%	1 9%	2 17%	2 6%	3 3%	4 4%	- -%	- -%	- -%	- -%	- -%	2 3%	5 4%

95% lower case or +, 99% UPPER CASE or ++

Table 55 (continuation)
 B1_r1. Why didn't you complain directly to BBC?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	195	13	67	49	64	67	54	33	39	37	38	28	88	93	49
Effective sample size	141	5	49	39	49	46	41	26	28	24	30	22	64	72	30
Weighted Total	175	9	61	42	60	61	53	26	33	35	36	23	78	89	39
I'd rather complain to an independent body	16 9%	- -%	4 6%	4 10%	6 10%	5 8%	3 5%	2 6%	7 20%	- -%	6 17%	1 5%	9 12%	8 9%	3 8%
It was too much effort to complain	41 23%	3 34%	17c 28%	3-- 7%	17c 29%	13 22%	13 24%	7 28%	7 22%	11 30%	4 12%	6 24%	20 25%	20 22%	11 29%
I didn't feel strongly enough about it	20 11%	* 4%	7 12%	5 11%	8 13%	4 7%	11+ 21%	1 4%	3 8%	1 3%	9 25%	3 11%	7 9%	8 9%	8 20%
I didn't think it would make any difference	73 42%	5 54%	21 35%	19 45%	28 47%	22 36%	22 42%	10 37%	19 57%	16 45%	10 27%	3 14%	43++ 56%	35 39%	19 48%
I didn't think the complaints system was very accessible/ easy to engage with	22 12%	- -%	6 10%	3 8%	12+ 20%	3 5%	6 11%	6 24%	6 19%	2 6%	4 10%	5 19%	11 14%	14 16%	4 11%
I complained to my friends or family about it instead	35 20%	4 48%	13 21%	8 19%	10 16%	18+ 29%	9 16%	3 10%	5 16%	11 32%	7 19%	3 11%	14 18%	14 16%	7 18%
I had complained before and had a bad experience	5 3%	- -%	4 6%	1 4%	- -%	2 3%	2 3%	1 5%	- -%	1 4%	1 3%	1 3%	- -%	3 3%	- -%
I didn't feel my complaint would be taken seriously	51 29%	4 44%	18 29%	10 24%	19 32%	20 32%	17 31%	5 19%	10 29%	18 51%	6 16%	7 28%	20 26%	34+ 38%	4 10%
I didn't think my complaint would reach the right person	18 10%	- -%	6 10%	2 5%	10 16%	6 10%	2 5%	3 11%	6 19%	4 11%	2 4%	2 7%	11 14%	10 11%	2 6%

95% lower case or +, 99% UPPER CASE or ++

Table 55 (continuation)
 B1_r1. Why didn't you complain directly to BBC?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	195	13	67	49	64	67	54	33	39	37	38	28	88	93	49
Effective sample size	141	5	49	39	49	46	41	26	28	24	30	22	64	72	30
Weighted Total	175	9	61	42	60	61	53	26	33	35	36	23	78	89	39
I didn't know how to complain	22 12%	4 45%	5 8%	2 4%	11 18%	6 9%	7 12%	3 11%	7 20%	6 16%	4 12%	3 13%	9 11%	6 7%	12 31%
I do not like making official complaints	15 8%	2 23%	5 8%	1 3%	6 11%	5 7%	4 8%	3 12%	3 9%	3 8%	2 6%	2 8%	8 10%	4 4%	5 13%
Other	21 12%	6 63%	6 10%	3 7%	5 8%	15++b 24%	3 5%	2 6%	1 4%	11 33%	2 6%	- -%	7 9%	8 9%	10 27%
I can't remember	6 4%	- -%	2 4%	2 5%	2 3%	3 5%	- -%	2 8%	- -%	1 2%	1 2%	1 6%	3 4%	3 4%	* 1%

95% lower case or +, 99% UPPER CASE or ++

Table 56
B1_r2. Why didn't you complain directly to ITV?
by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	125	78	47	69	56	61	34	29	23	48	28	26	90	14	9	12	105	20
Effective sample size	93	66	30	53	41	50	26	18	18	35	22	18	77	9	3	8	81	12
Weighted Total	122	75	47	66	56	58	37	26	24	47	25	26	102	11	6	4	103	19
I'd rather complain to an independent body	9 8%	8 10%	2 3%	6 9%	3 6%	3 6%	5 13%	1 5%	1 6%	6 12%	2 8%	- -%	8 8%	1 12%	* 5%	* 1%	7 7%	2 11%
It was too much effort to complain	26 21%	11 15%	15 31%	8- 12%	18+a 32%	12 20%	7 20%	7 26%	5 20%	11 24%	4 16%	6 22%	24 23%	1 13%	- -%	1 23%	23 22%	3 15%
I didn't feel strongly enough about it	11 9%	6 8%	6 12%	6 9%	5 9%	6 10%	4 12%	* *%	2 6%	2 5%	1 6%	6 24%	11 11%	1 6%	- -%	- -%	9 8%	3 14%
I didn't think it would make any difference	36 30%	16 21%	20 43%	18 27%	18 32%	14 24%	14 39%	8 30%	4 18%	17 35%	7 29%	8 31%	29 28%	1 13%	4 72%	2 52%	28 27%	9 45%
I didn't think the complaints system was very accessible/ easy to engage with	5 4%	5 7%	* *%	5 7%	1 1%	3 5%	2 6%	* *%	1 3%	1 3%	- -%	3 13%	5 5%	* *%	- -%	- -%	5 5%	* *%
I complained to my friends or family about it instead	27 22%	11 15%	16 33%	11 17%	16 28%	11 20%	5 15%	10 40%	9 38%	9 19%	4 17%	5 19%	25 25%	1 6%	- -%	1 36%	25 24%	2 13%
I had complained before and had a bad experience	6 5%	6 7%	- -%	3 5%	2 4%	4 7%	- -%	1 6%	1 3%	3 7%	* 2%	1 4%	5 5%	- -%	- -%	1 24%	6 5%	- -%
I didn't feel my complaint would be taken seriously	26 21%	11 15%	15 31%	15 24%	10 18%	14 25%	5 13%	7 25%	3 14%	6 13%	9 35%	7 27%	16 16%	5 45%	3 56%	1 31%	18 18%	8 39%
I didn't think my complaint would reach the right person	5 4%	2 3%	3 6%	4 6%	1 2%	2 4%	2 5%	1 5%	* *%	2 5%	1 6%	2 6%	5 5%	* *%	* 5%	- -%	4 4%	1 6%

95% lower case or +, 99% UPPER CASE or ++

Table 56 (continuation)
 B1_r2. Why didn't you complain directly to ITV?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	125	78	47	69	56	61	34	29	23	48	28	26	90	14	9	12	105	20
Effective sample size	93	66	30	53	41	50	26	18	18	35	22	18	77	9	3	8	81	12
Weighted Total	122	75	47	66	56	58	37	26	24	47	25	26	102	11	6	4	103	19
I didn't know how to complain	16 13%	9 12%	7 15%	10 16%	6 10%	9 15%	3 9%	4 15%	3 13%	3 6%	3 14%	6 25%	10 10%	2 17%	3 59%	1 21%	10 9%	6 33%
I do not like making official complaints	12 10%	4 5%	8 17%	1-- 2%	11++A 19%	4 7%	3 8%	5 18%	* *%	2 5%	3 13%	6 24%	7 7%	3 32%	1 9%	1 23%	8 8%	3 17%
Other	14 12%	2 2%	13 26%	3- 5%	11+a 19%	3 6%	6 17%	5 18%	3 11%	7 15%	3 12%	1 5%	14 14%	* *%	- -%	- -%	12 11%	3 14%
I can't remember	7 5%	7 9%	- -%	6 8%	1 2%	2 4%	1 4%	3 11%	- -%	5+ 11%	- -%	1 5%	5 5%	- -%	1 14%	* 13%	4 4%	2 11%

95% lower case or +, 99% UPPER CASE or ++

Table 56 (continuation)
 B1_r2. Why didn't you complain directly to ITV?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	125	98	26	10	11	67	56	37	81	36	83	15	28	66	16
Effective sample size	93	73	21	9	8	56	36	28	58	30	58	8	19	53	14
Weighted Total	122	99	21	9	7	73	49	37	76	40	78	14	27	66	16
I'd rather complain to an independent body	9 8%	7 7%	2 11%	1 8%	1 11%	9 12%	1 2%	5 13%	5 6%	3 8%	5 7%	- -%	3 12%	6 9%	- -%
It was too much effort to complain	26 21%	22 22%	3 17%	1 15%	2 27%	12 17%	14 29%	6 15%	20 26%	6 16%	19 25%	2 14%	6 22%	13 20%	5 32%
I didn't feel strongly enough about it	11 9%	9 9%	2 10%	1 6%	2 22%	7 9%	4 8%	3 9%	7 9%	7 19%	4 5%	- -%	5 18%	7 10%	- -%
I didn't think it would make any difference	36 30%	30 30%	7 32%	3 38%	2 23%	21 30%	15 31%	11 30%	25 33%	8 20%	28 36%	6 43%	7 25%	21 31%	3 19%
I didn't think the complaints system was very accessible/ easy to engage with	5 4%	3 3%	2 10%	1 15%	1 10%	4 5%	2 4%	1 4%	4 5%	2 4%	4 5%	* *%	1 4%	4 6%	1 4%
I complained to my friends or family about it instead	27 22%	25 25%	2 11%	- -%	1 8%	13 17%	15 30%	6 17%	18 24%	7 17%	20 25%	2 12%	11 40%	10 15%	5 32%
I had complained before and had a bad experience	6 5%	6 6%	- -%	- -%	- -%	2 3%	3 7%	2 6%	2 3%	1 3%	3 4%	* 3%	1 5%	2 4%	1 7%
I didn't feel my complaint would be taken seriously	26 21%	19 19%	5 24%	2 22%	1 12%	14 20%	11 23%	9 23%	15 20%	7 17%	19 24%	8 58%	2 9%	9 14%	6 41%
I didn't think my complaint would reach the right person	5 4%	5 5%	- -%	- -%	- -%	5 6%	1 2%	2 5%	3 4%	2 5%	3 4%	* *%	3 10%	3 4%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 56 (continuation)
 B1_r2. Why didn't you complain directly to ITV?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	125	98	26	10	11	67	56	37	81	36	83	15	28	66	16
Effective sample size	93	73	21	9	8	56	36	28	58	30	58	8	19	53	14
Weighted Total	122	99	21	9	7	73	49	37	76	40	78	14	27	66	16
I didn't know how to complain	16 13%	13 13%	1 5%	1 8%	* 5%	7 10%	8 17%	5 14%	7 10%	1 4%	14+ 18%	8 55%	3 10%	4- 6%	2 10%
I do not like making official complaints	12 10%	9 9%	1 5%	1 12%	- -%	5 7%	7 14%	1 1%	8 11%	6 16%	6 7%	4 27%	4 14%	4 6%	* 3%
Other	14 12%	13 13%	2 8%	- -%	2 23%	4- 6%	10+a 21%	3 8%	11 15%	3 8%	11 14%	1 6%	4 15%	10 14%	- -%
I can't remember	7 5%	4 4%	2 11%	2 22%	* 5%	4 6%	2 5%	4 10%	2 3%	1 4%	4 5%	- -%	* 2%	5 8%	1 5%

95% lower case or +, 99% UPPER CASE or ++

Table 56 (continuation)

B1_r2. Why didn't you complain directly to ITV?

by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	125	71	125	38	38	40	34	39	125	84	125
Effective sample size	93	50	93	30	31	34	28	32	93	69	93
Weighted Total	122	64	122	35	36	38	33	36	122	84	122
I'd rather complain to an independent body	9 8%	2 4%	9 8%	2 7%	4 11%	4 10%	4 12%	2 7%	9 8%	8 9%	9 8%
It was too much effort to complain	26 21%	13 20%	26 21%	5 14%	4 10%	6 15%	5 16%	7 19%	26 21%	15 18%	26 21%
I didn't feel strongly enough about it	11 9%	6 9%	11 9%	4 11%	5 13%	5 13%	3 9%	1 4%	11 9%	11 13%	11 9%
I didn't think it would make any difference	36 30%	16 25%	36 30%	6 17%	8 22%	7 18%	10 29%	9 23%	36 30%	20 24%	36 30%
I didn't think the complaints system was very accessible/ easy to engage with	5 4%	3 5%	5 4%	2 5%	1 4%	1 3%	1 4%	3 8%	5 4%	5 6%	5 4%
I complained to my friends or family about it instead	27 22%	16 25%	27 22%	5 13%	7 19%	7 18%	5 15%	7 18%	27 22%	15 18%	27 22%
I had complained before and had a bad experience	6 5%	3 4%	6 5%	3 8%	3 9%	2 5%	3 10%	3 7%	6 5%	4 5%	6 5%
I didn't feel my complaint would be taken seriously	26 21%	16 24%	26 21%	5 14%	8 23%	5 14%	4 13%	7 20%	26 21%	17 20%	26 21%
I didn't think my complaint would reach the right person	5 4%	*- *%	5 4%	2 5%	- -%	- -%	- -%	- -%	5 4%	5 6%	5 4%

95% lower case or +, 99% UPPER CASE or ++

Table 56 (continuation)

B1_r2. Why didn't you complain directly to ITV?

by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	125	71	125	38	38	40	34	39	125	84	125
Effective sample size	93	50	93	30	31	34	28	32	93	69	93
Weighted Total	122	64	122	35	36	38	33	36	122	84	122
I didn't know how to complain	16 13%	10 15%	16 13%	5 15%	5 15%	6 17%	5 16%	5 13%	16 13%	9 10%	16 13%
I do not like making official complaints	12 10%	3 5%	12 10%	1 3%	1 3%	2 6%	* *%	1 4%	12 10%	5 6%	12 10%
Other	14 12%	6 9%	14 12%	2 6%	1 3%	1- 2%	2 6%	2 5%	14 12%	5 6%	14 12%
I can't remember	7 5%	4 6%	7 5%	4 12%	3 7%	3 8%	3 9%	3 9%	7 5%	6 7%	7 5%

95% lower case or +, 99% UPPER CASE or ++

Table 56 (continuation)

B1_r2. Why didn't you complain directly to ITV?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	125	7	-	4	6	4	9	7	22	42	50	5	1	1	3	3	39	86
Effective sample size	93	6	-	4	5	4	8	6	19	35	42	4	1	1	3	2	33	62
Weighted Total	122	6	-	5	6	5	10	7	24	44	52	4	1	1	2	3	36	87
I'd rather complain to an independent body	9 8%	1 15%	- -%	1 21%	1 12%	- -%	1 10%	1 10%	2 7%	5 11%	6 11%	- -%	1 100%	- -%	1 44%	- -%	3 9%	6 7%
It was too much effort to complain	26 21%	- -%	- -%	- -%	2 27%	1 28%	- -%	- -%	3 13%	6 13%	6 11%	- -%	- -%	- -%	- -%	- -%	7 19%	19 22%
I didn't feel strongly enough about it	11 9%	1 18%	- -%	- -%	- -%	- -%	1 6%	- -%	1 2%	5 11%	6 12%	1 30%	- -%	- -%	1 23%	- -%	5 15%	6 7%
I didn't think it would make any difference	36 30%	1 24%	- -%	1 32%	2 27%	1 31%	1 14%	- -%	5 19%	11 26%	11 22%	- -%	- -%	1 100%	- -%	1 43%	6 16%	31 35%
I didn't think the complaints system was very accessible/ easy to engage with	5 4%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	1 3%	3 6%	3 6%	- -%	- -%	- -%	- -%	- -%	2 6%	3 4%
I complained to my friends or family about it instead	27 22%	- -%	- -%	- -%	- -%	- -%	1 8%	1 10%	1 3%	6 14%	7 13%	- -%	- -%	- -%	- -%	- -%	5 14%	22 25%
I had complained before and had a bad experience	6 5%	1 12%	- -%	1 16%	* 8%	* 9%	- -%	- -%	1 5%	3 7%	3 6%	1 19%	- -%	- -%	1 33%	- -%	3 9%	2 3%
I didn't feel my complaint would be taken seriously	26 21%	2 26%	- -%	- -%	4 66%	- -%	2 21%	3 40%	6 25%	13 29%	14 27%	2 43%	- -%	- -%	- -%	2 47%	7 18%	19 22%
I didn't think my complaint would reach the right person	5 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 7%	3 6%	- -%	- -%	- -%	- -%	- -%	1 4%	4 5%

95% lower case or +, 99% UPPER CASE or ++

Table 56 (continuation)

B1_r2. Why didn't you complain directly to ITV?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	125	7	-	4	6	4	9	7	22	42	50	5	1	1	3	3	39	86
Effective sample size	93	6	-	4	5	4	8	6	19	35	42	4	1	1	3	2	33	62
Weighted Total	122	6	-	5	6	5	10	7	24	44	52	4	1	1	2	3	36	87
I didn't know how to complain	16 13%	1 24%	- -%	1 32%	2 42%	3 62%	1 6%	1 10%	7 29%	7 16%	8 16%	- -%	- -%	1 100%	- -%	1 43%	5 15%	10 12%
I do not like making official complaints	12 10%	- -%	- -%	- -%	1 14%	- -%	- -%	- -%	1 4%	2 6%	2 5%	- -%	- -%	- -%	- -%	- -%	2 6%	10 11%
Other	14 12%	- -%	- -%	- -%	- -%	- -%	2 20%	- -%	2 8%	2 4%	2- 4%	- -%	- -%	- -%	- -%	- -%	-- -%	14+a 16%
I can't remember	7 5%	* 5%	- -%	1 32%	- -%	- -%	1 15%	1 20%	3 12%	3 6%	4 8%	* 9%	- -%	- -%	- -%	* 10%	2 4%	5 6%

95% lower case or +, 99% UPPER CASE or ++

Table 56 (continuation)
 B1_r2. Why didn't you complain directly to ITV?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	125	13	50	28	31	56	37	19	12	32	25	15	49	52	35
Effective sample size	93	7	39	21	26	41	28	16	9	23	21	12	36	38	24
Weighted Total	122	14	46	25	34	60	33	18	11	36	24	14	45	49	36
I'd rather complain to an independent body	9 8%	- -%	3 7%	4 16%	2 6%	5 8%	2 7%	2 13%	* *%	5 14%	4 18%	- -%	*- *%	6 12%	2 6%
It was too much effort to complain	26 21%	4 31%	10 21%	2 7%	10 30%	16 26%	5 14%	5 28%	- -%	4 12%	4 15%	2 12%	16+ 35%	10 21%	12 33%
I didn't feel strongly enough about it	11 9%	- -%	5 11%	1 4%	4 12%	5 9%	5 15%	1 3%	1 5%	3 8%	5 19%	2 14%	2 4%	3 6%	5 13%
I didn't think it would make any difference	36 30%	6 44%	10 23%	7 28%	13 38%	16 26%	8 24%	7 37%	6 55%	13 35%	5 21%	2 12%	17 38%	11 23%	13 38%
I didn't think the complaints system was very accessible/ easy to engage with	5 4%	- -%	3 7%	* *%	2 7%	*- *%	2 7%	3 16%	- -%	- -%	- -%	3 22%	1 3%	3 6%	- -%
I complained to my friends or family about it instead	27 22%	7 48%	8 17%	5 21%	7 22%	19+ 32%	7 20%	1 7%	* 3%	7 20%	6 25%	3 18%	11 25%	14 28%	7 19%
I had complained before and had a bad experience	6 5%	- -%	4 9%	1 6%	- -%	-- -%	4 12%	1 7%	* 4%	1 4%	4 15%	- -%	* 1%	5 9%	- -%
I didn't feel my complaint would be taken seriously	26 21%	6 41%	8 18%	6 23%	6 17%	15 25%	3 8%	4 19%	4 41%	13 35%	4 19%	2 17%	5 11%	7 15%	12 33%
I didn't think my complaint would reach the right person	5 4%	- -%	3 7%	* 1%	2 5%	3 4%	2 6%	1 4%	- -%	3 8%	- -%	2 12%	1 2%	3 6%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 56 (continuation)
 B1_r2. Why didn't you complain directly to ITV?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	125	13	50	28	31	56	37	19	12	32	25	15	49	52	35
Effective sample size	93	7	39	21	26	41	28	16	9	23	21	12	36	38	24
Weighted Total	122	14	46	25	34	60	33	18	11	36	24	14	45	49	36
I didn't know how to complain	16 13%	6 42%	4 9%	1 5%	4 12%	9 16%	2 7%	2 13%	1 14%	9 26%	1 3%	3 24%	1- 3%	3 7%	4 11%
I do not like making official complaints	12 10%	4 26%	4 9%	2 10%	- -%	8 14%	2 7%	- -%	1 11%	4 12%	1 4%	1 8%	5 12%	1 2%	5 14%
Other	14 12%	3 18%	5 11%	2 8%	3 10%	9 15%	5 16%	- -%	- -%	4 10%	3 14%	- -%	7 16%	5 11%	8 22%
I can't remember	7 5%	- -%	3 6%	2 6%	2 5%	4 6%	1 3%	2 12%	- -%	2 6%	1 3%	2 13%	1 3%	4 9%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 57
 Bl_r3. Why didn't you complain directly to Channel 4?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	79	67	12	56	23	49	19	10	16	23	23	17	58	6	6	9	67	12
Effective sample size	61	56	6	45	16	41	15	6	14	19	18	12	51	5	3	7	53	8
Weighted Total	76	67	8	57	19	46	22	7	20	21	23	12	67	5	2	2	66	10
I'd rather complain to an independent body	3 4%	3 5%	- -%	3 6%	- -%	2 4%	1 7%	- -%	- -%	1 4%	2 11%	- -%	3 5%	- -%	- -%	- -%	3 5%	- -%
It was too much effort to complain	17 22%	14 21%	2 26%	14 24%	3 16%	8 18%	7 32%	2 21%	7 35%	4 20%	3 14%	2 19%	16 24%	1 13%	* 4%	- -%	14 21%	3 29%
I didn't feel strongly enough about it	17 22%	14 20%	3 40%	9 16%	8 42%	11 24%	5 23%	- -%	3 15%	5 26%	6 27%	2 19%	17 25%	* 8%	- -%	- -%	17 25%	* 4%
I didn't think it would make any difference	11 15%	10 15%	1 11%	7 13%	4 20%	4 9%	5 21%	2 31%	3 15%	2 12%	4 15%	2 18%	9 14%	1 22%	* 24%	1 24%	10 15%	1 15%
I didn't think the complaints system was very accessible/ easy to engage with	8 11%	8 12%	- -%	8 15%	- -%	7 15%	1 6%	- -%	2 12%	* 2%	4 16%	2 14%	7 10%	1 27%	- -%	* 18%	7 11%	1 11%
I complained to my friends or family about it instead	8 11%	8 12%	- -%	8 14%	- -%	6 14%	2 7%	- -%	3 15%	1 3%	4 17%	1 5%	6 9%	1 30%	- -%	1 22%	8 12%	- -%
I had complained before and had a bad experience	4 5%	4 6%	- -%	4 7%	- -%	1 3%	3 11%	- -%	1 7%	1 5%	1 6%	- -%	4 6%	- -%	- -%	- -%	4 6%	- -%
I didn't feel my complaint would be taken seriously	12 16%	9 13%	3 33%	10 17%	2 11%	7 14%	5 23%	* 1%	5 24%	3 13%	4 17%	* 2%	10 14%	1 13%	1 69%	* 14%	9 13%	3 30%
I didn't think my complaint would reach the right person	8 10%	6 9%	2 25%	4 8%	4 19%	4 8%	4 19%	- -%	4 20%	1 6%	1 4%	2 14%	7 11%	1 13%	- -%	- -%	8 12%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 57 (continuation)

B1_r3. Why didn't you complain directly to Channel 4?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	79	67	12	56	23	49	19	10	16	23	23	17	58	6	6	9	67	12
Effective sample size	61	56	6	45	16	41	15	6	14	19	18	12	51	5	3	7	53	8
Weighted Total	76	67	8	57	19	46	22	7	20	21	23	12	67	5	2	2	66	10
I didn't know how to complain	4 6%	4 6%	- -%	4 8%	- -%	- -%	3 14%	1 17%	3 16%	1 5%	- -%	- -%	4 6%	- -%	- -%	- -%	3 5%	1 13%
I do not like making official complaints	3 4%	2 4%	1 9%	1 2%	2 12%	3 6%	* *%	* 1%	- -%	2 11%	1 3%	* 1%	2 4%	- -%	1 38%	* 1%	3 5%	* *%
Other	4 5%	2 3%	2 21%	3 6%	1 3%	1 3%	1 6%	1 19%	- -%	1 4%	3 14%	- -%	3 5%	- -%	1 31%	- -%	3 4%	1 13%
I can't remember	7 9%	7 11%	- -%	7 12%	* 3%	5 11%	1 7%	1 12%	- -%	2 11%	2 8%	3 26%	6 9%	- -%	- -%	1 46%	6 10%	1 8%

95% lower case or +, 99% UPPER CASE or ++

Table 57 (continuation)
 Bl_r3. Why didn't you complain directly to Channel 4?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	79	62	16	10	3	44	32	22	49	29	41	6	19	41	13
Effective sample size	61	47	13	8	3	36	25	18	37	24	30	4	13	33	11
Weighted Total	76	59	16	11	2	49	24	20	45	30	38	5	16	41	15
I'd rather complain to an independent body	3 4%	3 5%	- -%	- -%	- -%	2 5%	1 3%	2 9%	1 3%	1 5%	1 3%	- -%	- -%	2 4%	1 10%
It was too much effort to complain	17 22%	14 24%	3 17%	3 26%	- -%	14 28%	3 11%	4 22%	7 16%	4 15%	11 29%	* 1%	6 38%	11 26%	- -%
I didn't feel strongly enough about it	17 22%	13 23%	3 17%	- -%	1 72%	10 20%	5 21%	1 7%	12 25%	6 20%	8 20%	1 29%	2 11%	12 31%	2 11%
I didn't think it would make any difference	11 15%	7 12%	4 25%	4 37%	- -%	8 17%	3 12%	3 17%	8 17%	4 12%	7 20%	1 27%	3 17%	4 10%	3 21%
I didn't think the complaints system was very accessible/ easy to engage with	8 11%	6 11%	2 14%	1 7%	- -%	7 14%	1 6%	2 10%	7 14%	4 14%	4 11%	* 10%	1 5%	4 10%	3 20%
I complained to my friends or family about it instead	8 11%	7 11%	1 8%	1 7%	1 28%	8 16%	* 1%	2 9%	5 10%	2 6%	6 17%	1 32%	3 17%	3 6%	1 9%
I had complained before and had a bad experience	4 5%	4 7%	- -%	- -%	- -%	1 3%	3 10%	- -%	3 7%	2 7%	2 5%	- -%	2 11%	- -%	2 14%
I didn't feel my complaint would be taken seriously	12 16%	8 14%	3 21%	3 25%	- -%	8 17%	3 14%	2 12%	7 16%	3 10%	7 20%	* 2%	4 25%	5 12%	3 19%
I didn't think my complaint would reach the right person	8 10%	5 9%	3 16%	3 25%	- -%	4 9%	4 15%	1 3%	7 16%	5 15%	3 9%	- -%	1 5%	6 16%	1 4%

95% lower case or +, 99% UPPER CASE or ++

Table 57 (continuation)
 B1_r3. Why didn't you complain directly to Channel 4?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	79	62	16	10	3	44	32	22	49	29	41	6	19	41	13
Effective sample size	61	47	13	8	3	36	25	18	37	24	30	4	13	33	11
Weighted Total	76	59	16	11	2	49	24	20	45	30	38	5	16	41	15
I didn't know how to complain	4 6%	2 4%	2 13%	2 19%	- -%	2 4%	2 9%	- -%	3 7%	- -%	4 11%	- -%	1 7%	3 8%	- -%
I do not like making official complaints	3 4%	2 4%	1 5%	1 8%	- -%	2 4%	1 4%	- -%	3 7%	1 2%	3 7%	* 1%	1 4%	2 6%	- -%
Other	4 5%	4 7%	- -%	- -%	- -%	2 4%	2 9%	3 13%	1 3%	2 6%	2 6%	- -%	3 21%	1 2%	- -%
I can't remember	7 9%	4 6%	4 23%	4 34%	- -%	5 10%	2 10%	2 9%	5 11%	4 13%	3 7%	- -%	2 13%	3 7%	2 16%

95% lower case or +, 99% UPPER CASE or ++

Table 57 (continuation)

B1_r3. Why didn't you complain directly to Channel 4?

by

Base: Had a reason to complain but didn't complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	79	48	35	79	34	39	27	38	79	62	79
Effective sample size	61	37	27	61	26	32	22	31	61	51	61
Weighted Total	76	45	32	76	30	40	26	34	76	62	76
I'd rather complain to an independent body	3 4%	3 7%	1 2%	3 4%	2 6%	3 8%	2 7%	2 5%	3 4%	3 5%	3 4%
It was too much effort to complain	17 22%	9 20%	4 13%	17 22%	4 15%	9 23%	3 13%	9 26%	17 22%	15 24%	17 22%
I didn't feel strongly enough about it	17 22%	6 14%	3 11%	17 22%	7 24%	12 30%	4 14%	7 22%	17 22%	14 22%	17 22%
I didn't think it would make any difference	11 15%	8 18%	3 11%	11 15%	3 8%	3 9%	3 13%	1- 4%	11 15%	6 10%	11 15%
I didn't think the complaints system was very accessible/ easy to engage with	8 11%	5 12%	7 23%	8 11%	4 14%	4 10%	4 17%	5 16%	8 11%	8 13%	8 11%
I complained to my friends or family about it instead	8 11%	6 14%	6 19%	8 11%	5 16%	5 12%	5 18%	3 9%	8 11%	6 10%	8 11%
I had complained before and had a bad experience	4 5%	3 7%	1 5%	4 5%	1 5%	2 6%	1 6%	1 4%	4 5%	4 6%	4 5%
I didn't feel my complaint would be taken seriously	12 16%	9 20%	3 11%	12 16%	3 10%	3 8%	2 9%	3 8%	12 16%	10 15%	12 16%
I didn't think my complaint would reach the right person	8 10%	3 8%	2 5%	8 10%	1 2%	3 7%	- -%	-- -%	8 10%	7 11%	8 10%

95% lower case or +, 99% UPPER CASE or ++

Table 57 (continuation)

B1_r3. Why didn't you complain directly to Channel 4?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	79	48	35	79	34	39	27	38	79	62	79
Effective sample size	61	37	27	61	26	32	22	31	61	51	61
Weighted Total	76	45	32	76	30	40	26	34	76	62	76
I didn't know how to complain	4 6%	2 4%	- -%	4 6%	- -%	- -%	- -%	- -%	4 6%	4 7%	4 6%
I do not like making official complaints	3 4%	1 2%	* *%	3 4%	* *%	1 2%	1 4%	1 3%	3 4%	1 1%	3 4%
Other	4 5%	3 7%	2 6%	4 5%	1 4%	1 2%	- -%	2 6%	4 5%	2 3%	4 5%
I can't remember	7 9%	3 6%	3 8%	7 9%	3 9%	4 11%	3 12%	5 14%	7 9%	5 8%	7 9%

95% lower case or +, 99% UPPER CASE or ++

Table 57 (continuation)

B1_r3. Why didn't you complain directly to Channel 4?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	79	7	1	-	4	8	4	10	20	35	40	3	2	2	4	2	33	46
Effective sample size	61	6	1	-	4	7	4	9	18	28	33	3	2	2	4	2	27	34
Weighted Total	76	9	1	-	5	11	4	11	23	37	43	3	3	2	4	3	33	43
I'd rather complain to an independent body	3 4%	1 17%	- -%	- -%	- -%	1 14%	1 18%	1 7%	2 10%	2 7%	3 8%	- -%	1 43%	- -%	- -%	1 43%	2 7%	1 2%
It was too much effort to complain	17 22%	3 31%	- -%	- -%	1 16%	4 33%	- -%	3 27%	5 22%	9 25%	10 23%	- -%	2 57%	1 30%	1 17%	2 57%	9 27%	8 18%
I didn't feel strongly enough about it	17 22%	- -%	- -%	- -%	1 18%	3 26%	- -%	3 28%	5 23%	10 26%	13 30%	- -%	- -%	- -%	- -%	- -%	4 11%	13 31%
I didn't think it would make any difference	11 15%	2 23%	- -%	- -%	- -%	1 6%	1 14%	- -%	1 5%	4 11%	4 10%	- -%	2 57%	- -%	- -%	2 57%	3 9%	8 20%
I didn't think the complaints system was very accessible/ easy to engage with	8 11%	- -%	- -%	- -%	3 66%	1 13%	1 34%	3 23%	6 24%	7 20%	7 17%	- -%	- -%	- -%	- -%	- -%	6 17%	3 6%
I complained to my friends or family about it instead	8 11%	1 17%	1 100%	- -%	- -%	1 14%	- -%	- -%	1 6%	2 5%	2 4%	- -%	- -%	1 70%	1 40%	- -%	4 14%	4 8%
I had complained before and had a bad experience	4 5%	2 26%	- -%	- -%	- -%	1 14%	- -%	1 7%	2 10%	3 8%	3 7%	1 25%	1 43%	- -%	1 20%	1 43%	4 12%	- -%
I didn't feel my complaint would be taken seriously	12 16%	2 23%	- -%	- -%	2 35%	3 26%	- -%	1 7%	5 22%	8 22%	8 19%	- -%	2 57%	- -%	- -%	2 57%	8 24%	4 9%
I didn't think my complaint would reach the right person	8 10%	2 23%	- -%	- -%	- -%	1 6%	- -%	- -%	1 3%	7 19%	7 16%	- -%	2 57%	- -%	- -%	2 57%	3 10%	4 10%

95% lower case or +, 99% UPPER CASE or ++

Table 57 (continuation)

B1_r3. Why didn't you complain directly to Channel 4?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	79	7	1	-	4	8	4	10	20	35	40	3	2	2	4	2	33	46
Effective sample size	61	6	1	-	4	7	4	9	18	28	33	3	2	2	4	2	27	34
Weighted Total	76	9	1	-	5	11	4	11	23	37	43	3	3	2	4	3	33	43
I didn't know how to complain	4 6%	2 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 9%	3 8%	- -%	2 57%	- -%	- -%	2 57%	3 9%	1 3%
I do not like making official complaints	3 4%	1 10%	- -%	- -%	- -%	1 8%	- -%	- -%	1 4%	1 2%	1 2%	1 29%	- -%	- -%	1 23%	- -%	- -%	3 7%
Other	4 5%	1 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	1 3%	1 47%	- -%	- -%	- -%	- -%	- -%	4 9%
I can't remember	7 9%	- -%	- -%	- -%	- -%	- -%	1 35%	1 14%	1 6%	1 2%	2 5%	- -%	- -%	- -%	- -%	- -%	2 7%	5 11%

95% lower case or +, 99% UPPER CASE or ++

Table 57 (continuation)

B1_r3. Why didn't you complain directly to Channel 4?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	79	3	36	17	21	25	24	17	13	15	22	12	26	41	12
Effective sample size	61	2	27	15	18	19	18	14	11	11	19	10	19	31	8
Weighted Total	76	1	36	15	23	19	26	18	13	14	23	12	24	38	10
I'd rather complain to an independent body	3 4%	- -%	1 3%	1 5%	1 6%	1 4%	- -%	1 8%	1 8%	- -%	1 4%	1 6%	1 6%	2 5%	- -%
It was too much effort to complain	17 22%	* 11%	12 34%	3 19%	2 7%	2 10%	9 33%	6 34%	- -%	4 32%	3 15%	1 12%	7 28%	7 19%	2 17%
I didn't feel strongly enough about it	17 22%	- -%	9 24%	5 36%	3 14%	3 17%	8 31%	4 21%	2 16%	1 10%	9 40%	* 3%	6 25%	8 22%	3 27%
I didn't think it would make any difference	11 15%	1 89%	5 12%	3 21%	3 14%	3 16%	3 11%	2 12%	3 26%	2 15%	- -%	1 5%	9 36%	7 20%	2 21%
I didn't think the complaints system was very accessible/ easy to engage with	8 11%	- -%	2 5%	- -%	7 29%	2 11%	4 16%	2 9%	* 4%	2 18%	2 9%	3 27%	* 2%	3 8%	1 14%
I complained to my friends or family about it instead	8 11%	- -%	6 16%	- -%	2 10%	3 14%	2 6%	2 11%	2 14%	- -%	2 10%	1 12%	4 17%	2 6%	3 30%
I had complained before and had a bad experience	4 5%	- -%	3 7%	- -%	1 6%	- -%	1 3%	2 13%	1 8%	1 5%	1 4%	1 6%	1 6%	1 2%	- -%
I didn't feel my complaint would be taken seriously	12 16%	* 12%	6 17%	2 15%	3 14%	2 11%	6 22%	2 13%	2 13%	3 22%	2 9%	3 27%	4 15%	8 22%	1 6%
I didn't think my complaint would reach the right person	8 10%	- -%	6 15%	- -%	2 10%	1 3%	7 25%	- -%	1 5%	- -%	3 12%	3 21%	3 11%	6 16%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 57 (continuation)
 B1_r3. Why didn't you complain directly to Channel 4?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	79	3	36	17	21	25	24	17	13	15	22	12	26	41	12
Effective sample size	61	2	27	15	18	19	18	14	11	11	19	10	19	31	8
Weighted Total	76	1	36	15	23	19	26	18	13	14	23	12	24	38	10
I didn't know how to complain	4 6%	- -%	3 8%	1 9%	- -%	1 7%	2 8%	- -%	1 8%	1 9%	1 4%	- -%	2 8%	2 5%	- -%
I do not like making official complaints	3 4%	* 11%	1 2%	- -%	2 10%	1 4%	- -%	1 5%	2 12%	* *%	2 6%	- -%	1 3%	2 6%	1 7%
Other	4 5%	- -%	1 2%	- -%	2 9%	3 13%	- -%	1 8%	- -%	- -%	1 3%	- -%	3 13%	1 2%	3 32%
I can't remember	7 9%	- -%	6 16%	1 5%	1 2%	3 15%	1 2%	2 12%	1 12%	1 5%	3 12%	2 14%	1 2%	4 10%	1 8%

95% lower case or +, 99% UPPER CASE or ++

Table 58
 B1_r4. Why didn't you complain directly to Channel 5?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	59	47	12	39	20	35	16	7	8	20	14	17	46	3	4	6	49	9
Effective sample size	44	39	5	32	13	28	13	3	7	15	12	12	39	3	2	4	37	7
Weighted Total	55	48	7	39	15	35	17	2	8	22	14	11	49	3	1	2	47	7
I'd rather complain to an independent body	5 9%	5 10%	- -%	3 8%	1 10%	3 10%	1 8%	- -%	- -%	2 11%	1 7%	1 13%	5 10%	- -%	- -%	- -%	4 8%	1 14%
It was too much effort to complain	11 21%	11 24%	* 1%	8 20%	4 23%	7 21%	4 25%	* 3%	- -%	5 25%	4 25%	2 22%	10 20%	1 48%	* 12%	- -%	11 24%	- -%
I didn't feel strongly enough about it	7 12%	6 13%	* 6%	5 13%	2 10%	4 11%	1 9%	* 20%	2 20%	1 7%	2 16%	1 13%	6 13%	- -%	* 74%	- -%	6 14%	- -%
I didn't think it would make any difference	9 16%	8 18%	* 7%	3 8%	6 38%	4 11%	5 29%	* 4%	- -%	4 21%	3 21%	1 12%	7 15%	2 52%	* 1%	* 4%	6 14%	2 34%
I didn't think the complaints system was very accessible/ easy to engage with	7 13%	7 15%	- -%	5 13%	2 13%	4 12%	3 17%	- -%	1 13%	6 25%	- -%	1 5%	7 14%	- -%	- -%	- -%	6 13%	1 10%
I complained to my friends or family about it instead	10 18%	10 20%	- -%	6 14%	4 26%	7 20%	3 16%	- -%	4 47%	3 12%	3 22%	* 2%	9 19%	- -%	- -%	* 17%	10 20%	- -%
I had complained before and had a bad experience	3 5%	3 5%	- -%	2 5%	1 4%	3 7%	- -%	- -%	2 28%	* 2%	- -%	- -%	2 4%	- -%	- -%	* 28%	3 5%	- -%
I didn't feel my complaint would be taken seriously	5 9%	4 7%	1 18%	3 7%	2 13%	5 14%	- -%	* 4%	- -%	2 9%	3 20%	- -%	5 10%	- -%	- -%	* 4%	5 10%	- -%
I didn't think my complaint would reach the right person	7 13%	5 11%	2 25%	3 7%	4 27%	5 15%	2 10%	- -%	- -%	7 32%	- -%	- -%	6 13%	- -%	- -%	* 28%	7 15%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 58 (continuation)

B1_r4. Why didn't you complain directly to Channel 5?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	59	47	12	39	20	35	16	7	8	20	14	17	46	3	4	6	49	9
Effective sample size	44	39	5	32	13	28	13	3	7	15	12	12	39	3	2	4	37	7
Weighted Total	55	48	7	39	15	35	17	2	8	22	14	11	49	3	1	2	47	7
I didn't know how to complain	7 13%	6 12%	2 25%	4 9%	4 24%	4 12%	3 18%	- -%	- -%	6 30%	1 6%	- -%	7 15%	- -%	- -%	- -%	7 16%	- -%
I do not like making official complaints	6 11%	3 6%	4 52%	3 9%	3 18%	4 13%	2 11%	* 3%	- -%	4 19%	- -%	2 19%	6 12%	- -%	* 25%	* 4%	6 13%	- -%
Other	3 6%	2 4%	1 19%	1 3%	2 13%	2 6%	1 7%	* 2%	- -%	2 9%	1 9%	- -%	3 7%	- -%	- -%	- -%	2 4%	1 18%
I can't remember	6 12%	6 13%	- -%	5 12%	2 11%	3 9%	2 10%	1 71%	- -%	4 18%	- -%	2 22%	6 11%	- -%	- -%	1 46%	5 10%	2 24%

95% lower case or +, 99% UPPER CASE or ++

Table 58 (continuation)

B1_r4. Why didn't you complain directly to Channel 5?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	59	44	12	6	5	32	22	24	28	15	36	5	14	29	11
Effective sample size	44	33	11	5	5	27	16	20	19	13	24	3	10	23	9
Weighted Total	55	39	11	6	4	38	14	22	24	17	29	3	10	31	10
I'd rather complain to an independent body	5 9%	5 12%	- -%	- -%	- -%	5 13%	- -%	5 21%	- -%	- -%	4 13%	- -%	3 28%	2 6%	- -%
It was too much effort to complain	11 21%	8 21%	1 12%	1 21%	- -%	9 24%	2 17%	9 40%	* *%	3 17%	8 26%	* 2%	3 28%	9 28%	- -%
I didn't feel strongly enough about it	7 12%	6 15%	1 9%	- -%	1 27%	3 8%	3 19%	1 3%	4 15%	2 14%	3 9%	- -%	1 10%	3 10%	3 26%
I didn't think it would make any difference	9 16%	2 6%	5 44%	4 66%	1 15%	7 20%	1 11%	6 29%	2 10%	3 17%	6 20%	1 36%	1 13%	6 19%	* 4%
I didn't think the complaints system was very accessible/ easy to engage with	7 13%	2 6%	3 27%	1 21%	2 42%	5 13%	1 9%	4 18%	3 13%	1 9%	5 16%	- -%	- -%	7 23%	- -%
I complained to my friends or family about it instead	10 18%	6 16%	1 12%	- -%	1 15%	9 24%	1 5%	3 13%	5 21%	2 14%	7 24%	- -%	- -%	7 22%	3 26%
I had complained before and had a bad experience	3 5%	3 7%	- -%	- -%	- -%	* 1%	2 16%	* 2%	2 9%	1 4%	2 6%	* 13%	1 7%	- -%	1 13%
I didn't feel my complaint would be taken seriously	5 9%	2 5%	1 7%	1 12%	- -%	5 13%	* 1%	4 18%	1 3%	- -%	4 12%	* 2%	2 16%	3 10%	- -%
I didn't think my complaint would reach the right person	7 13%	4 11%	1 6%	1 10%	- -%	6 16%	1 5%	4 17%	3 13%	1 9%	5 16%	* 13%	- -%	4 14%	2 22%

95% lower case or +, 99% UPPER CASE or ++

Table 58 (continuation)

B1_r4. Why didn't you complain directly to Channel 5?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	59	44	12	6	5	32	22	24	28	15	36	5	14	29	11
Effective sample size	44	33	11	5	5	27	16	20	19	13	24	3	10	23	9
Weighted Total	55	39	11	6	4	38	14	22	24	17	29	3	10	31	10
I didn't know how to complain	7 13%	4 10%	1 12%	1 21%	- -%	7 19%	- -%	4 18%	3 13%	1 9%	6 20%	- -%	1 8%	5 16%	2 16%
I do not like making official complaints	6 11%	5 14%	- -%	- -%	- -%	2 4%	3 25%	1 4%	4 19%	2 9%	3 10%	2 50%	* 1%	2 7%	2 23%
Other	3 6%	1 3%	- -%	- -%	- -%	3 8%	* *%	3 14%	* *%	1 7%	2 7%	- -%	1 12%	2 6%	- -%
I can't remember	6 12%	2 6%	1 14%	1 24%	- -%	4 12%	2 12%	1 4%	4 16%	1 8%	5 17%	- -%	1 7%	5 16%	1 7%

95% lower case or +, 99% UPPER CASE or ++

Table 58 (continuation)

B1_r4. Why didn't you complain directly to Channel 5?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	59	37	35	35	59	31	27	28	59	48	59
Effective sample size	44	29	28	27	44	25	21	23	44	39	44
Weighted Total	55	35	32	29	55	33	25	28	55	48	55
I'd rather complain to an independent body	5 9%	2 5%	2 7%	2 7%	5 9%	3 10%	3 13%	2 7%	5 9%	3 7%	5 9%
It was too much effort to complain	11 21%	6 18%	6 18%	4 13%	11 21%	10 30%	8 32%	6 22%	11 21%	9 19%	11 21%
I didn't feel strongly enough about it	7 12%	5 13%	5 14%	5 16%	7 12%	5 16%	3 13%	3 12%	7 12%	6 12%	7 12%
I didn't think it would make any difference	9 16%	8 23%	6 18%	3 11%	9 16%	6 18%	5 22%	4 15%	9 16%	8 17%	9 16%
I didn't think the complaints system was very accessible/ easy to engage with	7 13%	6 17%	3 11%	2 7%	7 13%	5 16%	4 16%	3 9%	7 13%	7 15%	7 13%
I complained to my friends or family about it instead	10 18%	8 23%	6 18%	6 21%	10 18%	7 22%	6 25%	4 13%	10 18%	10 20%	10 18%
I had complained before and had a bad experience	3 5%	2 5%	2 6%	3 9%	3 5%	2 6%	3 11%	3 9%	3 5%	3 5%	3 5%
I didn't feel my complaint would be taken seriously	5 9%	4 11%	1 3%	1 3%	5 9%	3 8%	3 11%	1 3%	5 9%	5 10%	5 9%
I didn't think my complaint would reach the right person	7 13%	4 11%	3 8%	3 11%	7 13%	4 12%	4 16%	2 7%	7 13%	7 14%	7 13%

95% lower case or +, 99% UPPER CASE or ++

Table 58 (continuation)

B1_r4. Why didn't you complain directly to Channel 5?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	59	37	35	35	59	31	27	28	59	48	59
Effective sample size	44	29	28	27	44	25	21	23	44	39	44
Weighted Total	55	35	32	29	55	33	25	28	55	48	55
I didn't know how to complain	7 13%	5 14%	3 9%	1 5%	7 13%	5 15%	5 19%	3 10%	7 13%	7 15%	7 13%
I do not like making official complaints	6 11%	3 8%	3 8%	1 4%	6 11%	3 8%	1 4%	1 4%	6 11%	6 13%	6 11%
Other	3 6%	3 9%	1 4%	1 4%	3 6%	2 6%	2 8%	1 4%	3 6%	2 4%	3 6%
I can't remember	6 12%	3 9%	3 8%	3 9%	6 12%	5 14%	2 9%	5 19%	6 12%	5 11%	6 12%

95% lower case or +, 99% UPPER CASE or ++

Table 58 (continuation)
 B1_r4. Why didn't you complain directly to Channel 5?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	59	5	3	5	-	3	5	5	15	19	28	2	1	2	2	2	23	36
Effective sample size	44	4	3	4	-	2	4	5	11	15	22	2	1	2	2	2	19	26
Weighted Total	55	5	2	4	-	5	4	6	14	20	29	2	1	2	2	3	20	34
I'd rather complain to an independent body	5 9%	1 18%	- -%	1 22%	- -%	- -%	1 26%	- -%	1 7%	1 5%	2 7%	- -%	1 100%	- -%	1 57%	- -%	2 12%	2 7%
It was too much effort to complain	11 21%	- -%	- -%	- -%	- -%	- -%	1 20%	1 13%	1 5%	3 15%	4 13%	- -%	- -%	- -%	- -%	- -%	5 25%	6 19%
I didn't feel strongly enough about it	7 12%	- -%	1 73%	- -%	- -%	- -%	- -%	3 48%	3 22%	3 13%	5 16%	- -%	- -%	- -%	- -%	- -%	2 10%	5 14%
I didn't think it would make any difference	9 16%	- -%	- -%	- -%	- -%	- -%	1 14%	- -%	1 4%	4 18%	4 14%	- -%	- -%	- -%	- -%	- -%	3 17%	5 16%
I didn't think the complaints system was very accessible/ easy to engage with	7 13%	1 10%	1 27%	1 12%	- -%	- -%	- -%	- -%	1 4%	3 17%	4 14%	- -%	- -%	1 27%	- -%	- -%	4 17%	4 10%
I complained to my friends or family about it instead	10 18%	- -%	- -%	1 15%	- -%	- -%	- -%	- -%	1 5%	4 22%	5 17%	- -%	- -%	- -%	- -%	- -%	3 15%	7 19%
I had complained before and had a bad experience	3 5%	1 14%	- -%	1 15%	- -%	- -%	- -%	1 13%	1 10%	1 7%	2 7%	1 31%	- -%	- -%	1 43%	- -%	2 10%	1 2%
I didn't feel my complaint would be taken seriously	5 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 20%	4 14%	- -%	- -%	- -%	- -%	- -%	2 8%	3 9%
I didn't think my complaint would reach the right person	7 13%	1 28%	- -%	2 51%	- -%	1 32%	- -%	- -%	2 16%	5 24%	5 17%	- -%	- -%	1 73%	- -%	1 48%	2 9%	5 15%

95% lower case or +, 99% UPPER CASE or ++

Table 58 (continuation)

B1_r4. Why didn't you complain directly to Channel 5?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	59	5	3	5	-	3	5	5	15	19	28	2	1	2	2	2	23	36
Effective sample size	44	4	3	4	-	2	4	5	11	15	22	2	1	2	2	2	19	26
Weighted Total	55	5	2	4	-	5	4	6	14	20	29	2	1	2	2	3	20	34
I didn't know how to complain	7 13%	1 28%	- -%	1 34%	- -%	1 32%	- -%	- -%	1 10%	4 21%	4 15%	- -%	- -%	1 73%	- -%	1 48%	2 11%	5 15%
I do not like making official complaints	6 11%	2 31%	- -%	- -%	- -%	1 16%	* 2%	- -%	1 6%	3 14%	4 15%	2 69%	- -%	- -%	- -%	2 52%	1 4%	5 16%
Other	3 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 10%	2 7%	- -%	- -%	- -%	- -%	- -%	- -%	3 9%
I can't remember	6 12%	- -%	- -%	- -%	- -%	2 52%	1 39%	1 26%	4 27%	2 12%	4 14%	- -%	- -%	- -%	- -%	- -%	- -%	6 19%

95% lower case or +, 99% UPPER CASE or ++

Table 58 (continuation)

B1_r4. Why didn't you complain directly to Channel 5?

by
Base: Had a reason to complain but didn't complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	59	3	33	10	12	19	13	15	10	8	20	10	18	24	12
Effective sample size	44	2	24	9	10	13	10	12	8	5	17	8	13	18	8
Weighted Total	55	1	31	8	14	14	13	13	13	5	23	8	17	21	11
I'd rather complain to an independent body	5 9%	- -%	2 8%	1 12%	1 10%	- -%	1 11%	2 18%	1 7%	- -%	5 20%	- -%	- -%	3 15%	- -%
It was too much effort to complain	11 21%	* 12%	8 26%	1 10%	3 18%	1 6%	2 18%	5 38%	3 26%	1 32%	4 16%	2 29%	4 24%	7 35%	2 14%
I didn't feel strongly enough about it	7 12%	* 74%	3 11%	1 13%	2 15%	2 11%	3 24%	2 16%	- -%	- -%	5 22%	* 5%	1 3%	2 8%	1 9%
I didn't think it would make any difference	9 16%	* 13%	4 13%	1 15%	4 26%	2 12%	1 9%	3 23%	3 24%	* 10%	2 8%	1 7%	6 35%	6 26%	1 11%
I didn't think the complaints system was very accessible/ easy to engage with	7 13%	- -%	3 9%	1 9%	3 24%	- -%	2 17%	2 15%	2 15%	- -%	1 6%	1 17%	3 20%	4 19%	- -%
I complained to my friends or family about it instead	10 18%	- -%	3 11%	1 8%	5 38%	4 28%	2 13%	* 2%	4 28%	- -%	5 20%	1 10%	4 25%	6 29%	2 19%
I had complained before and had a bad experience	3 5%	- -%	2 6%	1 8%	- -%	1 5%	1 6%	1 6%	* 3%	1 16%	1 3%	1 10%	* 3%	1 6%	1 6%
I didn't feel my complaint would be taken seriously	5 9%	* 13%	2 6%	- -%	3 19%	2 14%	- -%	- -%	2 15%	1 26%	2 7%	- -%	2 12%	2 9%	- -%
I didn't think my complaint would reach the right person	7 13%	- -%	1 3%	1 9%	5 36%	2 12%	1 6%	- -%	5 35%	1 16%	1 3%	- -%	6 34%	4 18%	2 16%

95% lower case or +, 99% UPPER CASE or ++

Table 58 (continuation)
 B1_r4. Why didn't you complain directly to Channel 5?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	59	3	33	10	12	19	13	15	10	8	20	10	18	24	12
Effective sample size	44	2	24	9	10	13	10	12	8	5	17	8	13	18	8
Weighted Total	55	1	31	8	14	14	13	13	13	5	23	8	17	21	11
I didn't know how to complain	7 13%	- -%	2 7%	- -%	5 36%	2 12%	- -%	1 10%	3 27%	- -%	1 4%	- -%	6 39%	3 15%	2 16%
I do not like making official complaints	6 11%	* 12%	3 9%	2 23%	2 12%	2 14%	2 15%	1 6%	2 13%	* 1%	2 7%	- -%	4 27%	1 3%	3 33%
Other	3 6%	- -%	* *%	- -%	2 14%	1 9%	* *%	- -%	2 15%	* 1%	- -%	- -%	3 19%	2 9%	1 12%
I can't remember	6 12%	- -%	5 18%	- -%	1 7%	2 12%	- -%	2 17%	2 19%	- -%	3 14%	2 22%	1 6%	2 9%	* 2%

95% lower case or +, 99% UPPER CASE or ++

Table 59
 Bl_r5. Why didn't you complain directly to Sky?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	102	92	10	68	34	69	23	9	24	24	23	31	85	7	4	6	92	10
Effective sample size	82	78	5	53	28	55	18	8	19	19	20	25	72	6	2	5	73	9
Weighted Total	98	89	9	63	35	62	24	11	26	23	23	26	88	7	1	2	86	11
I'd rather complain to an independent body	8 8%	8 9%	- -%	8 12%	- -%	5 8%	3 12%	- -%	- -%	2 7%	5 24%	1 2%	7 8%	1 15%	- -%	- -%	7 8%	1 9%
It was too much effort to complain	16 16%	14 16%	2 17%	9 15%	6 18%	10 16%	2 9%	3 32%	4 14%	6 27%	1 4%	5 19%	15 17%	- -%	1 37%	* 11%	14 16%	2 17%
I didn't feel strongly enough about it	10 10%	10 11%	* 1%	6 9%	4 12%	7 12%	1 4%	2 18%	4 15%	1 3%	3 15%	2 8%	7 8%	3 42%	* 4%	- -%	8 9%	2 17%
I didn't think it would make any difference	25 26%	24 27%	1 16%	10 15%	16 45%	16 25%	5 22%	5 44%	3 12%	7 32%	9 39%	6 24%	22 24%	3 51%	- -%	* 29%	20 24%	5 45%
I didn't think the complaints system was very accessible/ easy to engage with	14 15%	14 16%	- -%	10 16%	4 12%	11 17%	1 6%	2 23%	4 15%	4 20%	3 14%	3 11%	14 16%	- -%	- -%	* 29%	14 17%	- -%
I complained to my friends or family about it instead	18 18%	17 20%	* 5%	10 15%	8 24%	14 23%	4 16%	- -%	5 19%	3 13%	3 15%	7 26%	14 16%	3 41%	1 37%	1 41%	17 19%	1 9%
I had complained before and had a bad experience	6 7%	6 7%	- -%	4 7%	2 6%	4 7%	2 9%	- -%	1 5%	3 13%	- -%	2 10%	6 7%	1 10%	- -%	- -%	6 7%	1 6%
I didn't feel my complaint would be taken seriously	11 12%	11 13%	- -%	8 12%	4 11%	8 14%	2 7%	1 12%	3 11%	3 15%	2 11%	3 10%	10 11%	1 15%	- -%	* 18%	10 12%	1 9%
I didn't think my complaint would reach the right person	12 13%	10 11%	2 23%	6 10%	6 17%	5 9%	4 15%	3 30%	5 20%	3 15%	2 11%	1 4%	12 13%	- -%	1 37%	- -%	10 12%	2 17%

95% lower case or +, 99% UPPER CASE or ++

Table 59 (continuation)

B1_r5. Why didn't you complain directly to Sky?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	102	92	10	68	34	69	23	9	24	24	23	31	85	7	4	6	92	10
Effective sample size	82	78	5	53	28	55	18	8	19	19	20	25	72	6	2	5	73	9
Weighted Total	98	89	9	63	35	62	24	11	26	23	23	26	88	7	1	2	86	11
I didn't know how to complain	7 7%	7 8%	- -%	4 6%	3 10%	6 9%	1 6%	- -%	3 11%	4 16%	- -%	1 2%	6 7%	- -%	1 37%	* 29%	6 7%	1 13%
I do not like making official complaints	7 7%	6 7%	* 1%	1 2%	5 15%	2 4%	3 13%	- -%	2 7%	1 5%	2 10%	1 5%	3 4%	2 37%	1 58%	- -%	7 8%	- -%
Other	8 8%	4 5%	4 44%	5 7%	3 10%	5 8%	3 12%	* *%	4 15%	3 12%	- -%	1 5%	8 9%	- -%	- -%	* 1%	7 8%	1 13%
I can't remember	7 7%	7 8%	- -%	6 9%	1 3%	6 9%	1 6%	- -%	1 4%	4 17%	* 1%	2 7%	7 8%	- -%	- -%	* 18%	6 7%	1 6%

95% lower case or +, 99% UPPER CASE or ++

Table 59 (continuation)

B1_r5. Why didn't you complain directly to Sky?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	102	71	28	14	10	56	42	35	61	31	60	5	20	62	15
Effective sample size	82	57	23	12	9	47	34	29	48	26	47	4	15	51	13
Weighted Total	98	72	22	13	6	63	32	30	59	33	56	5	15	64	14
I'd rather complain to an independent body	8 8%	7 9%	1 4%	1 5%	* 6%	6 9%	2 6%	4 14%	2 3%	2 6%	6 10%	- -%	2 16%	4 7%	1 8%
It was too much effort to complain	16 16%	12 17%	1 5%	- -%	1 21%	12 19%	4 11%	4 14%	10 17%	5 16%	10 18%	* 7%	2 14%	11 18%	2 13%
I didn't feel strongly enough about it	10 10%	8 11%	2 10%	1 8%	1 19%	7 12%	3 8%	4 13%	6 10%	2 6%	7 13%	- -%	* *%	8 13%	2 12%
I didn't think it would make any difference	25 26%	18 25%	4 20%	4 28%	* 6%	14 23%	11 35%	9 30%	14 23%	5 17%	16 29%	* 7%	2 15%	20 32%	2 17%
I didn't think the complaints system was very accessible/ easy to engage with	14 15%	7 9%	6 27%	3 25%	1 19%	8 12%	7 22%	8 27%	5 9%	2 5%	12+ 22%	* 10%	2 10%	10 16%	2 14%
I complained to my friends or family about it instead	18 18%	13 18%	3 15%	1 8%	1 25%	13 21%	3 11%	8 27%	8 13%	6 19%	11 20%	2 39%	5 36%	8 13%	2 18%
I had complained before and had a bad experience	6 7%	2 3%	4 20%	3 20%	2 27%	4 6%	3 8%	3 10%	3 6%	1 2%	5 9%	- -%	1 4%	4 6%	2 15%
I didn't feel my complaint would be taken seriously	11 12%	7 10%	2 11%	1 11%	1 9%	7 11%	4 14%	5 17%	6 11%	1 2%	11+ 19%	- -%	4 29%	7 10%	1 4%
I didn't think my complaint would reach the right person	12 13%	9 12%	1 6%	1 10%	- -%	8 12%	5 14%	4 12%	9 15%	5 14%	8 14%	- -%	1 9%	10 15%	1 8%

95% lower case or +, 99% UPPER CASE or ++

Table 59 (continuation)
 B1_r5. Why didn't you complain directly to Sky?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	102	71	28	14	10	56	42	35	61	31	60	5	20	62	15
Effective sample size	82	57	23	12	9	47	34	29	48	26	47	4	15	51	13
Weighted Total	98	72	22	13	6	63	32	30	59	33	56	5	15	64	14
I didn't know how to complain	7 7%	4 5%	1 6%	1 10%	- -%	7+ 11%	- -%	4 12%	3 6%	2 6%	5 9%	* 10%	1 3%	5 7%	1 11%
I do not like making official complaints	7 7%	5 7%	1 6%	- -%	1 23%	4 7%	1 3%	3 11%	2 4%	5 16%	1 2%	1 22%	1 8%	4 5%	1 5%
Other	8 8%	6 8%	- -%	- -%	- -%	6 9%	2 7%	2 6%	6 10%	1 4%	7 12%	- -%	1 9%	7 10%	- -%
I can't remember	7 7%	3 5%	3 12%	3 19%	- -%	5 7%	1 5%	2 6%	5 9%	5 14%	1- 1%	2 36%	* 2%	3 5%	2 13%

95% lower case or +, 99% UPPER CASE or ++

Table 59 (continuation)

B1_r5. Why didn't you complain directly to Sky?

by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	102	51	40	36	36	102	40	41	102	77	102
Effective sample size	82	42	33	29	30	82	33	33	82	65	82
Weighted Total	98	49	36	32	36	98	38	36	98	76	98
I'd rather complain to an independent body	8 8%	3 6%	4 10%	3 10%	5 13%	8 8%	4 11%	4 10%	8 8%	7 9%	8 8%
It was too much effort to complain	16 16%	7 15%	5 13%	3 9%	5 14%	16 16%	8 20%	3 9%	16 16%	9 12%	16 16%
I didn't feel strongly enough about it	10 10%	3 7%	3 9%	1 2%	1- 1%	10 10%	2 5%	3 7%	10 10%	6 8%	10 10%
I didn't think it would make any difference	25 26%	15 30%	7 19%	6 19%	11 30%	25 26%	10 27%	8 21%	25 26%	19 25%	25 26%
I didn't think the complaints system was very accessible/ easy to engage with	14 15%	9 19%	6 17%	5 17%	12++ehj 33%	14 15%	9 24%	9+ 26%	14 15%	13 17%	14 15%
I complained to my friends or family about it instead	18 18%	9 18%	3- 7%	3 9%	5 13%	18 18%	8 22%	3- 7%	18 18%	15 20%	18 18%
I had complained before and had a bad experience	6 7%	3 6%	2 6%	2 6%	3 8%	6 7%	3 9%	3 7%	6 7%	6 8%	6 7%
I didn't feel my complaint would be taken seriously	11 12%	3 7%	3 8%	3 10%	6 16%	11 12%	6 15%	4 10%	11 12%	7 10%	11 12%
I didn't think my complaint would reach the right person	12 13%	6 12%	3 9%	5 15%	5 13%	12 13%	4 12%	2 5%	12 13%	9 11%	12 13%

95% lower case or +, 99% UPPER CASE or ++

Table 59 (continuation)

B1_r5. Why didn't you complain directly to Sky?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	102	51	40	36	36	102	40	41	102	77	102
Effective sample size	82	42	33	29	30	82	33	33	82	65	82
Weighted Total	98	49	36	32	36	98	38	36	98	76	98
I didn't know how to complain	7 7%	5 11%	3 9%	* 1%	5 14%	7 7%	4 10%	5 13%	7 7%	7 9%	7 7%
I do not like making official complaints	7 7%	2 4%	2 6%	1 3%	1 3%	7 7%	3 8%	1 2%	7 7%	5 7%	7 7%
Other	8 8%	4 9%	1 2%	1 2%	2 5%	8 8%	2 5%	2 6%	8 8%	4 5%	8 8%
I can't remember	7 7%	2 5%	4 11%	5 16%	5 13%	7 7%	4 10%	5 14%	7 7%	6 8%	7 7%

95% lower case or +, 99% UPPER CASE or ++

Table 59 (continuation)
 B1_r5. Why didn't you complain directly to Sky?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	102	12	4	5	8	-	10	9	25	40	55	6	3	3	5	4	39	63
Effective sample size	82	10	3	5	7	-	9	8	21	33	46	5	3	3	4	4	33	49
Weighted Total	98	12	3	3	8	-	9	10	23	41	55	7	3	2	4	5	36	61
I'd rather complain to an independent body	8 8%	1 5%	- -%	1 19%	1 10%	- -%	- -%	- -%	1 6%	4 9%	4 7%	- -%	1 22%	- -%	- -%	1 13%	3 9%	4 7%
It was too much effort to complain	16 16%	1 13%	- -%	- -%	1 9%	- -%	1 16%	1 8%	2 9%	7 18%	7 14%	1 21%	- -%	- -%	- -%	- -%	8 21%	8 13%
I didn't feel strongly enough about it	10 10%	1 4%	- -%	1 16%	1 7%	- -%	1 6%	2 21%	3 11%	6 14%	6 11%	1 7%	- -%	- -%	1 12%	- -%	2 5%	8 14%
I didn't think it would make any difference	25 26%	4 32%	1 19%	2 48%	1 10%	- -%	2 25%	2 25%	6 24%	8 20%	16 29%	1 20%	2 78%	- -%	2 56%	1 27%	5- 12%	21+a 34%
I didn't think the complaints system was very accessible/ easy to engage with	14 15%	1 5%	1 16%	1 33%	4 51%	- -%	1 15%	3 28%	6 24%	9 23%	11 19%	- -%	- -%	1 31%	- -%	- -%	7 21%	7 11%
I complained to my friends or family about it instead	18 18%	2 17%	- -%	1 16%	1 7%	- -%	2 16%	1 6%	2 9%	9 23%	9 17%	2 21%	- -%	1 32%	- -%	2 31%	5 13%	13 22%
I had complained before and had a bad experience	6 7%	1 5%	* 14%	1 36%	1 7%	- -%	1 15%	1 6%	3 13%	3 7%	5 9%	- -%	- -%	1 37%	1 15%	- -%	4 12%	2 3%
I didn't feel my complaint would be taken seriously	11 12%	- -%	- -%	1 16%	1 17%	- -%	- -%	1 14%	2 9%	4 11%	4 8%	- -%	- -%	- -%	- -%	- -%	2 5%	9 15%
I didn't think my complaint would reach the right person	12 13%	1 5%	- -%	1 19%	- -%	- -%	- -%	- -%	1 3%	7 18%	7 13%	- -%	1 22%	- -%	- -%	1 13%	3 9%	9 15%

95% lower case or +, 99% UPPER CASE or ++

Table 59 (continuation)

B1_r5. Why didn't you complain directly to Sky?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	102	12	4	5	8	-	10	9	25	40	55	6	3	3	5	4	39	63
Effective sample size	82	10	3	5	7	-	9	8	21	33	46	5	3	3	4	4	33	49
Weighted Total	98	12	3	3	8	-	9	10	23	41	55	7	3	2	4	5	36	61
I didn't know how to complain	7 7%	- -%	- -%	- -%	2 18%	- -%	- -%	- -%	2 6%	5 12%	5 9%	- -%	- -%	- -%	- -%	- -%	3 9%	4 6%
I do not like making official complaints	7 7%	1 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	2 4%	1 10%	- -%	- -%	1 17%	- -%	3 9%	3 6%
Other	8 8%	1 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 8%	3 6%	1 20%	- -%	- -%	- -%	1 30%	*- *%	8+a 13%
I can't remember	7 7%	- -%	2 50%	- -%	2 20%	- -%	1 16%	1 15%	3 14%	1 3%	4 8%	- -%	- -%	- -%	- -%	- -%	2 7%	5 7%

95% lower case or +, 99% UPPER CASE or ++

Table 59 (continuation)

B1_r5. Why didn't you complain directly to Sky?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	102	-	47	24	29	36	25	21	20	20	28	17	34	46	19
Effective sample size	82	-	39	20	23	29	20	17	16	14	25	14	28	37	14
Weighted Total	98	-	48	18	31	32	28	19	18	19	33	12	32	47	15
I'd rather complain to an independent body	8 8%	- -%	6 12%	1 4%	1 4%	1 3%	1 4%	4 21%	2 9%	1 8%	3 10%	2 18%	- -%	4 8%	1 4%
It was too much effort to complain	16 16%	- -%	8 17%	2 11%	5 17%	6 18%	6 22%	1 3%	3 17%	5 27%	3 10%	3 22%	5 15%	9 19%	3 17%
I didn't feel strongly enough about it	10 10%	- -%	6 13%	2 12%	2 5%	7 21%	1 5%	- -%	2 10%	5 25%	2 6%	1 5%	3 9%	3 7%	4 26%
I didn't think it would make any difference	25 26%	- -%	10 20%	7 41%	9 28%	12 36%	2 9%	5 26%	6 35%	1 6%	7 22%	1 11%	16 50%	13 27%	3 22%
I didn't think the complaints system was very accessible/ easy to engage with	14 15%	- -%	5 10%	2 11%	7 24%	4 12%	2 6%	3 14%	6 33%	1 7%	6 19%	2 18%	5 15%	7 16%	1 9%
I complained to my friends or family about it instead	18 18%	- -%	7 15%	2 9%	8 27%	4 14%	6 23%	2 12%	5 26%	2 10%	5 16%	1 12%	9 29%	10 20%	2 15%
I had complained before and had a bad experience	6 7%	- -%	2 5%	2 12%	2 6%	1 4%	1 3%	3 16%	1 8%	1 5%	2 6%	1 9%	3 8%	3 7%	1 4%
I didn't feel my complaint would be taken seriously	11 12%	- -%	5 10%	- -%	6 20%	3 11%	1 3%	3 14%	4 24%	- -%	4 11%	- -%	5 16%	6 14%	1 3%
I didn't think my complaint would reach the right person	12 13%	- -%	5 11%	1 4%	6 20%	4 12%	4 13%	2 11%	3 14%	2 10%	4 13%	2 19%	4 12%	6 12%	3 20%

95% lower case or +, 99% UPPER CASE or ++

Table 59 (continuation)

B1_r5. Why didn't you complain directly to Sky?

by
Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	102	-	47	24	29	36	25	21	20	20	28	17	34	46	19
Effective sample size	82	-	39	20	23	29	20	17	16	14	25	14	28	37	14
Weighted Total	98	-	48	18	31	32	28	19	18	19	33	12	32	47	15
I didn't know how to complain	7 7%	- -%	2 4%	- -%	5 16%	- -%	1 5%	2 10%	4 21%	- -%	2 5%	1 4%	5 16%	7+ 14%	1 3%
I do not like making official complaints	7 7%	- -%	4 9%	2 11%	- -%	2 6%	1 4%	1 4%	3 15%	2 8%	1 3%	- -%	4 12%	-- -%	2 12%
Other	8 8%	- -%	3 6%	* *%	5 17%	2 7%	4 14%	- -%	2 11%	2 13%	4 11%	- -%	2 6%	7 14%	1 9%
I can't remember	7 7%	- -%	4 8%	3 16%	- -%	2 6%	1 5%	4 20%	- -%	2 10%	2 7%	2 15%	1 3%	3 7%	* 2%

95% lower case or +, 99% UPPER CASE or ++

Table 60
 Bl_r6. Why didn't you complain directly to Virgin Media (TV)?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	89	86	3	56	33	70	14	4	21	29	19	20	77	2	4	6	86	3
Effective sample size	71	70	1	46	25	56	11	3	18	23	16	15	64	2	3	5	70	2
Weighted Total	82	81	1	52	30	63	13	4	20	29	19	14	75	3	2	2	80	1
I'd rather complain to an independent body	6 8%	6 8%	- -%	4 8%	2 8%	5 8%	1 10%	- -%	- -%	2 8%	4 21%	- -%	5 7%	- -%	1 45%	* 23%	6 8%	- -%
It was too much effort to complain	14 17%	14 17%	- -%	7 13%	7 24%	11 17%	3 21%	- -%	3 18%	7 23%	3 14%	1 7%	13 18%	- -%	* 15%	- -%	14 17%	- -%
I didn't feel strongly enough about it	11 13%	11 13%	- -%	4 7%	7 24%	7 12%	3 25%	- -%	3 14%	4 12%	2 12%	2 15%	9 13%	1 47%	- -%	- -%	11 13%	- -%
I didn't think it would make any difference	21 26%	21 27%	- -%	9 18%	12 41%	17 26%	3 21%	2 44%	5 23%	10 33%	5 24%	3 19%	20 26%	1 47%	* 15%	- -%	21 27%	- -%
I didn't think the complaints system was very accessible/ easy to engage with	18 22%	18 22%	- -%	11 21%	7 24%	12 20%	5 42%	- -%	3 15%	8 26%	5 25%	2 18%	17 22%	1 47%	- -%	- -%	18 22%	- -%
I complained to my friends or family about it instead	17 21%	17 22%	- -%	9 17%	8 28%	14 23%	3 24%	- -%	5 24%	7 25%	3 16%	2 16%	15 21%	1 53%	* 15%	* 14%	17 21%	* 26%
I had complained before and had a bad experience	8 10%	8 10%	- -%	5 9%	3 11%	8 13%	- -%	- -%	2 12%	2 6%	3 15%	1 7%	8 10%	- -%	- -%	* 23%	8 10%	- -%
I didn't feel my complaint would be taken seriously	13 16%	13 16%	- -%	5 9%	8 28%	10 15%	4 28%	- -%	4 19%	4 13%	4 20%	2 15%	12 16%	1 47%	- -%	- -%	13 17%	- -%
I didn't think my complaint would reach the right person	18 22%	18 23%	- -%	9 18%	9 31%	15 23%	3 21%	1 16%	5 27%	10 32%	1 5%	3 19%	16 22%	1 47%	- -%	1 46%	18 23%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 60 (continuation)
 B1_r6. Why didn't you complain directly to Virgin Media (TV)?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	89	86	3	56	33	70	14	4	21	29	19	20	77	2	4	6	86	3
Effective sample size	71	70	1	46	25	56	11	3	18	23	16	15	64	2	3	5	70	2
Weighted Total	82	81	1	52	30	63	13	4	20	29	19	14	75	3	2	2	80	1
I didn't know how to complain	7 8%	7 9%	- -%	5 9%	2 7%	6 9%	1 8%	- -%	1 4%	4 12%	- -%	3 19%	7 9%	- -%	* 15%	- -%	7 9%	- -%
I do not like making official complaints	7 8%	6 7%	1 94%	3 7%	3 11%	4 6%	1 8%	1 21%	2 12%	1 5%	1 7%	2 13%	5 7%	- -%	1 48%	* 23%	7 8%	- -%
Other	3 3%	3 3%	* 6%	* 1%	2 8%	2 4%	* 2%	- -%	- -%	2 7%	- -%	1 4%	2 3%	- -%	- -%	* 17%	3 3%	* 6%
I can't remember	6 8%	6 8%	- -%	6 12%	- -%	6 9%	- -%	1 20%	2 11%	2 8%	- -%	2 12%	6 7%	- -%	1 36%	- -%	6 7%	1 68%

95% lower case or +, 99% UPPER CASE or ++

Table 60 (continuation)

B1_r6. Why didn't you complain directly to Virgin Media (TV)?

by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	89	59	29	16	9	50	36	32	50	33	53	4	20	43	22
Effective sample size	71	50	22	13	7	43	32	27	39	27	41	3	17	33	19
Weighted Total	82	59	20	12	4	56	23	33	42	32	46	4	17	38	22
I'd rather complain to an independent body	6 8%	6 11%	- -%	- -%	- -%	5 9%	- -%	2 7%	3 7%	2 5%	5 10%	- -%	- -%	2 5%	4 19%
It was too much effort to complain	14 17%	12 19%	* 2%	- -%	* 7%	10 19%	3 14%	4 12%	9 21%	5 14%	8 18%	- -%	2 11%	6 15%	6 27%
I didn't feel strongly enough about it	11 13%	6 10%	5 25%	4 35%	- -%	10 17%	1 4%	4 11%	7 16%	6 19%	5 10%	- -%	3 20%	4 12%	3 12%
I didn't think it would make any difference	21 26%	16 27%	3 17%	3 26%	* 7%	17 30%	4 18%	8 24%	12 28%	11 35%	8 18%	- -%	7 40%	10 25%	5 22%
I didn't think the complaints system was very accessible/ easy to engage with	18 22%	10 17%	6 28%	3 27%	1 12%	14 26%	3 15%	11 35%	7 16%	5 15%	13 29%	- -%	5 30%	10 25%	3 14%
I complained to my friends or family about it instead	17 21%	9 15%	7 32%	5 42%	2 34%	13 23%	5 20%	9 28%	6 15%	6 20%	11 24%	2 44%	5 28%	10 26%	1 4%
I had complained before and had a bad experience	8 10%	7 12%	1 4%	1 7%	- -%	6 10%	3 11%	2 5%	7 15%	4 13%	4 8%	- -%	2 14%	3 7%	3 14%
I didn't feel my complaint would be taken seriously	13 16%	9 15%	2 11%	1 7%	1 32%	10 17%	4 15%	5 16%	8 18%	7 23%	6 13%	- -%	4 22%	6 15%	4 16%
I didn't think my complaint would reach the right person	18 22%	11 19%	5 26%	1 11%	- -%	14 25%	4 17%	9 27%	9 22%	9 28%	8 18%	* 12%	1 8%	11 28%	6 26%

95% lower case or +, 99% UPPER CASE or ++

Table 60 (continuation)
 B1_r6. Why didn't you complain directly to Virgin Media (TV)?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	89	59	29	16	9	50	36	32	50	33	53	4	20	43	22
Effective sample size	71	50	22	13	7	43	32	27	39	27	41	3	17	33	19
Weighted Total	82	59	20	12	4	56	23	33	42	32	46	4	17	38	22
I didn't know how to complain	7 8%	4 6%	1 6%	* 3%	- -%	5 10%	1 6%	4 14%	2 6%	3 10%	4 8%	- -%	* 2%	5 13%	2 8%
I do not like making official complaints	7 8%	3 6%	3 17%	2 18%	1 30%	2-- 3%	3 13%	2 5%	2 5%	4 11%	3 7%	- -%	2 14%	3 8%	1 6%
Other	3 3%	* 1%	* 1%	- -%	* 6%	2 4%	1 2%	2 6%	* 1%	* *%	3 5%	- -%	* *%	3 7%	- -%
I can't remember	6 8%	4 7%	2 11%	2 18%	- -%	5 9%	1 6%	2 5%	5 11%	4 12%	2 5%	2 44%	1 6%	3 8%	1 3%

95% lower case or +, 99% UPPER CASE or ++

Table 60 (continuation)
 B1_r6. Why didn't you complain directly to Virgin Media (TV)?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	89	41	31	32	30	38	89	40	89	76	89
Effective sample size	71	32	26	26	24	32	71	32	71	61	71
Weighted Total	82	37	29	28	29	36	82	36	82	70	82
I'd rather complain to an independent body	6 8%	3 7%	3 9%	4 14%	4 12%	2 5%	6 8%	4 12%	6 8%	4 6%	6 8%
It was too much effort to complain	14 17%	7 17%	3 12%	2 8%	5 16%	3 8%	14 17%	7 20%	14 17%	12 16%	14 17%
I didn't feel strongly enough about it	11 13%	5 13%	5 16%	3 10%	5 17%	5 14%	11 13%	4 11%	11 13%	8 11%	11 13%
I didn't think it would make any difference	21 26%	8 21%	1 5%	4 15%	6 20%	7 19%	21 26%	5- 13%	21 26%	18 26%	21 26%
I didn't think the complaints system was very accessible/ easy to engage with	18 22%	8 23%	5 17%	4 16%	8 26%	11 32%	18 22%	8 23%	18 22%	17 24%	18 22%
I complained to my friends or family about it instead	17 21%	11 30%	10 34%	7 26%	9 31%	11 31%	17 21%	6 18%	17 21%	16 23%	17 21%
I had complained before and had a bad experience	8 10%	4 12%	2 6%	2 7%	1 3%	3 8%	8 10%	4 11%	8 10%	7 10%	8 10%
I didn't feel my complaint would be taken seriously	13 16%	4 10%	1 3%	1 3%	3 9%	5 15%	13 16%	2- 5%	13 16%	13 18%	13 16%
I didn't think my complaint would reach the right person	18 22%	7 19%	4 13%	5 19%	7 25%	9 24%	18 22%	9 25%	18 22%	17 24%	18 22%

95% lower case or +, 99% UPPER CASE or ++

Table 60 (continuation)

B1_r6. Why didn't you complain directly to Virgin Media (TV)?

by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	89	41	31	32	30	38	89	40	89	76	89
Effective sample size	71	32	26	26	24	32	71	32	71	61	71
Weighted Total	82	37	29	28	29	36	82	36	82	70	82
I didn't know how to complain	7 8%	5 13%	2 8%	2 8%	4 15%	4 12%	7 8%	3 7%	7 8%	7 10%	7 8%
I do not like making official complaints	7 8%	4 11%	3 10%	3 12%	4 14%	3 8%	7 8%	2 5%	7 8%	6 8%	7 8%
Other	3 3%	2 5%	- -%	- -%	2 7%	2 5%	3 3%	* 1%	3 3%	3 4%	3 3%
I can't remember	6 8%	2 4%	3 11%	2 6%	2 8%	4 11%	6 8%	4 11%	6 8%	6 9%	6 8%

95% lower case or +, 99% UPPER CASE or ++

Table 60 (continuation)
 B1_r6. Why didn't you complain directly to Virgin Media (TV)?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	89	11	6	9	8	8	-	6	21	41	49	4	2	5	7	3	31	58
Effective sample size	71	9	5	7	7	7	-	5	17	34	40	3	2	4	6	3	27	45
Weighted Total	82	10	6	7	8	8	-	5	19	40	47	4	2	5	6	4	28	53
I'd rather complain to an independent body	6 8%	- -%	- -%	1 21%	3 32%	- -%	- -%	- -%	3 16%	4 10%	4 9%	- -%	- -%	- -%	- -%	- -%	3 11%	3 6%
It was too much effort to complain	14 17%	- -%	- -%	- -%	2 20%	- -%	- -%	* 6%	2 10%	9 22%	9 19%	- -%	- -%	- -%	- -%	- -%	3 12%	10 20%
I didn't feel strongly enough about it	11 13%	2 20%	2 35%	2 30%	3 33%	2 23%	- -%	1 16%	3 16%	5 14%	7 14%	- -%	1 60%	1 23%	2 35%	- -%	6 21%	5 9%
I didn't think it would make any difference	21 26%	1 6%	- -%	1 9%	1 11%	- -%	- -%	2 38%	4 19%	10 26%	12 25%	- -%	1 40%	- -%	- -%	1 17%	2 8%	19 36%
I didn't think the complaints system was very accessible/ easy to engage with	18 22%	2 20%	1 10%	2 27%	- -%	1 11%	- -%	1 14%	3 18%	12 31%	14 29%	1 21%	1 40%	1 12%	1 15%	1 17%	3 11%	15 28%
I complained to my friends or family about it instead	17 21%	3 26%	3 46%	1 17%	2 20%	2 31%	- -%	1 20%	4 20%	5 13%	6 13%	- -%	1 60%	2 37%	3 45%	- -%	9 30%	9 17%
I had complained before and had a bad experience	8 10%	3 32%	- -%	* 7%	- -%	2 23%	- -%	1 18%	2 12%	7+ 18%	7 15%	3 82%	- -%	- -%	2 27%	2 44%	2 8%	6 11%
I didn't feel my complaint would be taken seriously	13 16%	1 9%	* 4%	* 3%	- -%	- -%	- -%	- -%	* 1%	9 22%	10 21%	1 18%	- -%	* 5%	1 16%	- -%	4 13%	10 18%
I didn't think my complaint would reach the right person	18 22%	3 29%	1 15%	4 53%	2 27%	3 36%	- -%	1 16%	5 26%	15++ 37%	16+ 33%	- -%	1 40%	2 51%	1 15%	2 56%	4 14%	14 27%

95% lower case or +, 99% UPPER CASE or ++

Table 60 (continuation)
 B1_r6. Why didn't you complain directly to Virgin Media (TV)?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	89	11	6	9	8	8	-	6	21	41	49	4	2	5	7	3	31	58
Effective sample size	71	9	5	7	7	7	-	5	17	34	40	3	2	4	6	3	27	45
Weighted Total	82	10	6	7	8	8	-	5	19	40	47	4	2	5	6	4	28	53
I didn't know how to complain	7 8%	1 8%	1 15%	1 12%	1 10%	1 11%	- -%	1 22%	1 6%	5 13%	5 11%	- -%	- -%	1 19%	1 15%	- -%	3 11%	4 7%
I do not like making official complaints	7 8%	1 9%	1 17%	2 35%	2 24%	1 12%	- -%	- -%	2 13%	2 6%	3 7%	- -%	1 60%	- -%	1 16%	- -%	1 5%	5 10%
Other	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 6%	3 5%	- -%	- -%	- -%	- -%	- -%	- -%	3 5%
I can't remember	6 8%	- -%	2 29%	- -%	2 20%	1 9%	- -%	- -%	2 13%	2 5%	5 10%	- -%	- -%	- -%	- -%	- -%	2 9%	4 7%

95% lower case or +, 99% UPPER CASE or ++

Table 60 (continuation)
 B1_r6. Why didn't you complain directly to Virgin Media (TV)?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	89	-	36	24	29	20	25	25	18	9	23	17	36	37	16
Effective sample size	71	-	28	20	24	17	19	21	15	7	19	15	27	30	12
Weighted Total	82	-	31	19	32	17	23	21	20	6	23	16	33	37	12
I'd rather complain to an independent body	6 8%	- -%	3 9%	1 5%	3 8%	1 6%	* 2%	2 8%	2 11%	- -%	1 6%	2 11%	2 7%	5 13%	- -%
It was too much effort to complain	14 17%	- -%	2 7%	4 20%	8 24%	1 9%	4 17%	3 13%	6 28%	- -%	3 13%	3 17%	8 25%	9 23%	3 27%
I didn't feel strongly enough about it	11 13%	- -%	5 15%	2 11%	4 13%	5 28%	1 4%	4 18%	1 7%	2 32%	3 15%	1 6%	4 13%	4 12%	2 16%
I didn't think it would make any difference	21 26%	- -%	6 20%	5 27%	10 32%	4 25%	6 25%	3 12%	9 44%	2 24%	7 29%	3 18%	10 31%	6 17%	8 65%
I didn't think the complaints system was very accessible/ easy to engage with	18 22%	- -%	9 29%	1 7%	8 24%	3 21%	* 2%	7 34%	7 34%	- -%	6 25%	3 19%	8 25%	11 30%	3 22%
I complained to my friends or family about it instead	17 21%	- -%	7 23%	3 18%	7 21%	3 20%	3 15%	4 19%	7 33%	2 31%	3 13%	3 18%	10 29%	8 21%	4 30%
I had complained before and had a bad experience	8 10%	- -%	2 7%	2 9%	4 13%	1 8%	4 17%	3 13%	- -%	1 12%	4 19%	1 7%	1 3%	4 12%	- -%
I didn't feel my complaint would be taken seriously	13 16%	- -%	3 11%	3 15%	7 23%	6 35%	* 1%	1 3%	6 32%	1 15%	2 7%	- -%	10 30%	3 9%	3 24%
I didn't think my complaint would reach the right person	18 22%	- -%	5 17%	4 22%	9 28%	3 20%	3 12%	2 12%	10 49%	1 20%	2 8%	4 26%	11 32%	10 27%	3 28%

95% lower case or +, 99% UPPER CASE or ++

Table 60 (continuation)
 B1_r6. Why didn't you complain directly to Virgin Media (TV)?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	89	-	36	24	29	20	25	25	18	9	23	17	36	37	16
Effective sample size	71	-	28	20	24	17	19	21	15	7	19	15	27	30	12
Weighted Total	82	-	31	19	32	17	23	21	20	6	23	16	33	37	12
I didn't know how to complain	7 8%	- -%	2 6%	2 11%	3 10%	1 6%	4 16%	* 2%	2 10%	1 14%	- -%	3 22%	3 8%	5 14%	* 3%
I do not like making official complaints	7 8%	- -%	3 9%	2 12%	2 6%	3 17%	3 13%	- -%	- -%	1 16%	3 12%	- -%	2 6%	2 6%	1 9%
Other	3 3%	- -%	* *%	* 1%	2 7%	* 2%	* 1%	- -%	2 10%	- -%	- -%	- -%	3 8%	2 6%	* *%
I can't remember	6 8%	- -%	3 11%	2 12%	1 2%	1 5%	1 6%	3 15%	1 5%	- -%	2 10%	1 5%	2 7%	1 3%	1 6%

95% lower case or +, 99% UPPER CASE or ++

Table 61
 B1_r8. Why didn't you complain directly to Netflix?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	106	101	5	61	44	80	21	5	22	34	22	28	85	2	7	12	95	11
Effective sample size	81	78	3	48	32	61	17	4	17	26	17	22	70	2	6	10	72	9
Weighted Total	89	85	4	55	33	66	19	4	19	32	18	21	80	2	3	4	79	10
I'd rather complain to an independent body	3 3%	3 3%	- -%	1 3%	1 4%	3 4%	- -%	- -%	- -%	1 3%	1 7%	1 3%	3 3%	- -%	- -%	- -%	2 2%	1 10%
It was too much effort to complain	16 17%	16 18%	- -%	11 21%	4 13%	13 20%	2 13%	- -%	4 21%	3 10%	6 35%	2 10%	15 18%	- -%	1 15%	* 10%	16 20%	- -%
I didn't feel strongly enough about it	20 23%	18 21%	3 67%	13 24%	6 19%	16 25%	2 9%	3 58%	3 17%	8 26%	3 18%	6 28%	20 24%	- -%	1 15%	* 9%	20 26%	- -%
I didn't think it would make any difference	19 21%	18 21%	1 33%	11 19%	8 25%	16 24%	2 13%	1 15%	5 28%	6 18%	3 16%	5 23%	16 20%	- -%	1 40%	1 36%	19 23%	* 2%
I didn't think the complaints system was very accessible/ easy to engage with	10 12%	10 12%	- -%	5 10%	5 15%	6 10%	3 18%	1 15%	3 14%	3 10%	2 11%	2 12%	10 12%	- -%	* 10%	* 4%	10 13%	- -%
I complained to my friends or family about it instead	7 8%	7 9%	* 1%	5 10%	2 6%	5 7%	2 13%	- -%	3 16%	1 4%	2 13%	1 3%	7 8%	- -%	* 10%	* 8%	7 9%	- -%
I had complained before and had a bad experience	3 3%	3 3%	- -%	2 3%	1 4%	2 2%	1 7%	- -%	- -%	1 4%	2 8%	- -%	2 3%	- -%	- -%	* 12%	3 4%	- -%
I didn't feel my complaint would be taken seriously	14 15%	14 16%	- -%	9 16%	4 12%	9 14%	3 15%	1 30%	4 20%	6 20%	2 12%	1 6%	12 15%	- -%	1 31%	1 19%	11 14%	2 22%
I didn't think my complaint would reach the right person	5 6%	5 6%	- -%	1 2%	4 12%	3 5%	2 10%	- -%	1 5%	3 10%	* 2%	1 3%	3 3%	1 74%	1 33%	* 4%	4 5%	1 12%

95% lower case or +, 99% UPPER CASE or ++

Table 61 (continuation)
 B1_r8. Why didn't you complain directly to Netflix?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	106	101	5	61	44	80	21	5	22	34	22	28	85	2	7	12	95	11
Effective sample size	81	78	3	48	32	61	17	4	17	26	17	22	70	2	6	10	72	9
Weighted Total	89	85	4	55	33	66	19	4	19	32	18	21	80	2	3	4	79	10
I didn't know how to complain	8 9%	8 9%	- -%	7 12%	2 5%	6 9%	1 6%	1 15%	1 5%	5 14%	1 4%	2 9%	7 9%	- -%	* 10%	1 23%	7 8%	2 16%
I do not like making official complaints	4 5%	4 5%	* 2%	3 6%	1 4%	4 7%	* *%	- -%	1 6%	1 5%	1 5%	1 5%	4 5%	- -%	* 2%	* 7%	4 6%	- -%
Other	5 5%	4 4%	1 31%	3 6%	1 4%	2 3%	3 14%	- -%	1 8%	1 4%	2 9%	1 3%	4 5%	* 26%	- -%	* 1%	2 2%	3 31%
I can't remember	7 8%	7 8%	- -%	2 4%	4 13%	5 8%	1 4%	* 11%	- -%	3 9%	- -%	4 19%	6 8%	- -%	- -%	* 12%	6 8%	1 7%

95% lower case or +, 99% UPPER CASE or ++

Table 61 (continuation)
 B1_r8. Why didn't you complain directly to Netflix?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	106	68	37	16	13	64	40	36	64	40	60	3	22	60	21
Effective sample size	81	55	29	15	12	51	34	28	48	30	47	2	16	46	18
Weighted Total	89	62	24	13	6	64	25	30	54	31	54	3	14	52	20
I'd rather complain to an independent body	3 3%	2 3%	1 4%	- -%	- -%	3 4%	- -%	1 5%	1 3%	- -%	2 3%	- -%	- -%	2 5%	* 2%
It was too much effort to complain	16 17%	12 19%	4 16%	3 23%	* 5%	13 20%	3 11%	2 5%	12 23%	7 23%	8 16%	- -%	3 19%	10 20%	3 13%
I didn't feel strongly enough about it	20 23%	13 20%	5 22%	3 27%	* 5%	14 22%	6 26%	6 22%	13 23%	7 21%	14 26%	3 87%	2 15%	13 25%	2 12%
I didn't think it would make any difference	19 21%	10 15%	9 38%	5 37%	2 33%	12 19%	6 24%	5 18%	13 24%	5 17%	13 24%	1 38%	3 23%	11 21%	3 15%
I didn't think the complaints system was very accessible/ easy to engage with	10 12%	5 8%	5 21%	2 16%	1 9%	7 11%	3 12%	4 15%	5 9%	2 7%	8 15%	- -%	2 17%	6 11%	2 12%
I complained to my friends or family about it instead	7 8%	4 6%	4 15%	1 11%	2 32%	5 8%	2 9%	3 9%	5 9%	2 8%	5 9%	- -%	2 15%	3 5%	3 14%
I had complained before and had a bad experience	3 3%	3 5%	- -%	- -%	- -%	3 4%	- -%	2 5%	1 2%	2 6%	1 2%	- -%	- -%	- -%	3 14%
I didn't feel my complaint would be taken seriously	14 15%	9 15%	4 17%	3 22%	1 14%	9 14%	4 17%	3 11%	9 16%	3 9%	10 19%	- -%	3 25%	4- 8%	6 29%
I didn't think my complaint would reach the right person	5 6%	1 2%	4 16%	1 9%	1 13%	5 7%	* 2%	4 13%	1 2%	2 5%	3 6%	- -%	* 1%	5 10%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 61 (continuation)
 B1_r8. Why didn't you complain directly to Netflix?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	106	68	37	16	13	64	40	36	64	40	60	3	22	60	21
Effective sample size	81	55	29	15	12	51	34	28	48	30	47	2	16	46	18
Weighted Total	89	62	24	13	6	64	25	30	54	31	54	3	14	52	20
I didn't know how to complain	8 9%	6 10%	2 7%	* 4%	1 11%	5 8%	2 9%	3 9%	5 10%	4 13%	3 6%	2 62%	* 3%	4 8%	1 5%
I do not like making official complaints	4 5%	4 7%	* 1%	- -%	* 5%	2 3%	3 10%	1 2%	3 5%	3 9%	2 3%	- -%	1 4%	3 6%	1 4%
Other	5 5%	4 6%	1 3%	- -%	1 12%	3 5%	2 7%	2 6%	3 6%	3 11%	1 2%	- -%	2 11%	3 6%	- -%
I can't remember	7 8%	5 9%	1 6%	1 11%	- -%	3 5%	4 15%	4 13%	2 5%	2 6%	4 7%	- -%	2 17%	4 7%	1 4%

95% lower case or +, 99% UPPER CASE or ++

Table 61 (continuation)
 B1_r8. Why didn't you complain directly to Netflix?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	106	52	36	34	28	45	45	106	106	94	106
Effective sample size	81	42	29	27	22	34	36	81	81	73	81
Weighted Total	89	45	33	28	28	38	40	89	89	80	89
I'd rather complain to an independent body	3 3%	1 3%	2 6%	2 7%	2 6%	3 7%	1 3%	3 3%	3 3%	2 3%	3 3%
It was too much effort to complain	16 17%	6 14%	2 5%	4 14%	4 14%	6 15%	8 19%	16 17%	16 17%	13 16%	16 17%
I didn't feel strongly enough about it	20 23%	6- 14%	5 16%	2 7%	6 22%	6 16%	5- 13%	20 23%	20 23%	18 23%	20 23%
I didn't think it would make any difference	19 21%	8 17%	5 14%	5 17%	3 12%	8 21%	7 17%	19 21%	19 21%	17 21%	19 21%
I didn't think the complaints system was very accessible/ easy to engage with	10 12%	6 13%	5 17%	2 8%	4 16%	5 13%	8 19%	10 12%	10 12%	10 12%	10 12%
I complained to my friends or family about it instead	7 8%	5 11%	4 11%	5 19%	4 15%	5 13%	4 10%	7 8%	7 8%	7 8%	7 8%
I had complained before and had a bad experience	3 3%	1 2%	1 3%	* 2%	- -	1 3%	3 7%	3 3%	3 3%	2 2%	3 3%
I didn't feel my complaint would be taken seriously	14 15%	7 15%	4 11%	3 11%	2 7%	5 14%	5 12%	14 15%	14 15%	12 14%	14 15%
I didn't think my complaint would reach the right person	5 6%	2 3%	1 4%	- -	1 4%	- -	2 5%	5 6%	5 6%	5 6%	5 6%

95% lower case or +, 99% UPPER CASE or ++

Table 61 (continuation)
 B1_r8. Why didn't you complain directly to Netflix?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	106	52	36	34	28	45	45	106	106	94	106
Effective sample size	81	42	29	27	22	34	36	81	81	73	81
Weighted Total	89	45	33	28	28	38	40	89	89	80	89
I didn't know how to complain	8 9%	4 8%	4 12%	3 10%	4 14%	4 11%	4 11%	8 9%	8 9%	7 9%	8 9%
I do not like making official complaints	4 5%	4 9%	3 8%	2 7%	3 9%	4 9%	4 9%	4 5%	4 5%	4 5%	4 5%
Other	5 5%	4 10%	2 6%	2 9%	1 4%	2 6%	1 1%	5 5%	5 5%	4 4%	5 5%
I can't remember	7 8%	2 3%	4 13%	4 13%	2 7%	3 9%	4 10%	7 8%	7 8%	7 8%	7 8%

95% lower case or +, 99% UPPER CASE or ++

Table 61 (continuation)
 B1_r8. Why didn't you complain directly to Netflix?
 by
 Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	106	10	4	6	5	13	11	-	27	54	62	4	3	3	6	3	31	75
Effective sample size	81	9	3	5	4	9	9	-	21	41	48	4	3	3	6	3	27	55
Weighted Total	89	10	4	5	6	11	9	-	25	46	53	4	3	3	5	4	29	60
I'd rather complain to an independent body	3 3%	1 10%	- -%	1 20%	1 14%	- -%	1 10%	- -%	2 7%	1 2%	2 3%	- -%	1 31%	- -%	1 20%	- -%	1 3%	2 3%
It was too much effort to complain	16 17%	3 31%	- -%	1 31%	- -%	3 29%	1 16%	- -%	5 19%	8 16%	9 18%	- -%	1 47%	1 53%	- -%	3 67%	4 14%	12 19%
I didn't feel strongly enough about it	20 23%	1 8%	2 48%	- -%	2 27%	3 28%	1 15%	- -%	6 25%	10 22%	12 23%	1 19%	- -%	- -%	1 15%	- -%	4 13%	17 28%
I didn't think it would make any difference	19 21%	1 7%	1 15%	1 13%	2 25%	3 26%	3 27%	- -%	6 26%	9 20%	11 21%	- -%	1 22%	- -%	1 15%	- -%	4 13%	15 25%
I didn't think the complaints system was very accessible/ easy to engage with	10 12%	1 6%	1 16%	1 11%	2 27%	2 17%	1 13%	- -%	4 17%	7 16%	9 17%	- -%	- -%	1 19%	- -%	- -%	5 18%	5 9%
I complained to my friends or family about it instead	7 8%	1 8%	1 22%	1 29%	- -%	1 13%	1 8%	- -%	2 9%	2 4%	3 6%	- -%	- -%	1 27%	1 16%	- -%	2 7%	5 9%
I had complained before and had a bad experience	3 3%	- -%	- -%	* 9%	- -%	- -%	- -%	- -%	* 2%	2 3%	2 3%	- -%	- -%	- -%	- -%	- -%	2 5%	1 2%
I didn't feel my complaint would be taken seriously	14 15%	1 9%	- -%	* 9%	- -%	2 14%	1 6%	- -%	3 10%	7 16%	8 15%	1 23%	- -%	- -%	1 18%	- -%	3 11%	10 17%
I didn't think my complaint would reach the right person	5 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 9%	4 8%	- -%	- -%	- -%	- -%	- -%	1 3%	4 7%

95% lower case or +, 99% UPPER CASE or ++

Table 61 (continuation)
 B1_r8. Why didn't you complain directly to Netflix?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	106	10	4	6	5	13	11	-	27	54	62	4	3	3	6	3	31	75
Effective sample size	81	9	3	5	4	9	9	-	21	41	48	4	3	3	6	3	27	55
Weighted Total	89	10	4	5	6	11	9	-	25	46	53	4	3	3	5	4	29	60
I didn't know how to complain	8 9%	- -%	2 48%	- -%	2 35%	* 4%	* 3%	- -%	2 10%	2 5%	4 8%	- -%	- -%	- -%	- -%	- -%	6 21%	2 4%
I do not like making official complaints	4 5%	2 23%	- -%	1 31%	- -%	1 13%	- -%	- -%	1 6%	3 7%	4 8%	1 19%	- -%	1 53%	1 15%	1 34%	1 3%	4 6%
Other	5 5%	1 15%	- -%	- -%	- -%	- -%	1 6%	- -%	1 2%	2 4%	2 4%	1 38%	- -%	- -%	- -%	1 33%	- -%	5 8%
I can't remember	7 8%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	--- -%	--- -%	- -%	- -%	- -%	- -%	- -%	3 9%	4 7%

95% lower case or +, 99% UPPER CASE or ++

Table 61 (continuation)
 B1_r8. Why didn't you complain directly to Netflix?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	106	-	38	30	35	25	27	28	24	11	24	15	47	50	20
Effective sample size	81	-	30	24	26	20	20	23	18	9	19	12	35	41	14
Weighted Total	89	-	33	23	31	21	21	24	23	9	22	13	39	46	15
I'd rather complain to an independent body	3 3%	- -%	2 5%	1 4%	- -%	1 4%	* 2%	1 4%	1 2%	* 5%	1 4%	- -%	1 4%	2 5%	1 4%
It was too much effort to complain	16 17%	- -%	5 15%	5 23%	5 17%	- -%	5 25%	5 20%	5 23%	1 17%	2 8%	2 17%	10 26%	6 14%	5 35%
I didn't feel strongly enough about it	20 23%	- -%	8 23%	8 35%	5 15%	3 13%	3 14%	6 27%	8 34%	3 33%	4 19%	1 10%	11 29%	10 21%	4 31%
I didn't think it would make any difference	19 21%	- -%	2 6%	6 24%	11 37%	4 22%	2 12%	6 25%	6 26%	2 21%	7 34%	1 8%	8 20%	10 21%	3 17%
I didn't think the complaints system was very accessible/ easy to engage with	10 12%	- -%	4 13%	1 5%	5 16%	2 9%	1 5%	5 20%	3 12%	- -%	2 7%	3 27%	4 11%	7 15%	* 1%
I complained to my friends or family about it instead	7 8%	- -%	2 5%	2 9%	4 12%	3 16%	* 2%	1 6%	2 10%	- -%	3 16%	- -%	4 9%	3 6%	2 16%
I had complained before and had a bad experience	3 3%	- -%	3 8%	- -%	- -%	- -%	* 2%	1 5%	1 6%	- -%	* 2%	1 8%	1 3%	2 5%	- -%
I didn't feel my complaint would be taken seriously	14 15%	- -%	3 9%	5 21%	6 19%	6 27%	3 14%	2 7%	3 15%	3 29%	2 10%	1 6%	7 17%	10 22%	- -%
I didn't think my complaint would reach the right person	5 6%	- -%	3 8%	- -%	2 8%	- -%	2 10%	1 5%	2 9%	- -%	1 5%	- -%	3 8%	3 7%	1 9%

95% lower case or +, 99% UPPER CASE or ++

Table 61 (continuation)
 B1_r8. Why didn't you complain directly to Netflix?
 by

Base: Had a reason to complain but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	106	-	38	30	35	25	27	28	24	11	24	15	47	50	20
Effective sample size	81	-	30	24	26	20	20	23	18	9	19	12	35	41	14
Weighted Total	89	-	33	23	31	21	21	24	23	9	22	13	39	46	15
I didn't know how to complain	8 9%	- -%	5 15%	2 10%	1 2%	2 9%	2 8%	4 15%	1 4%	- -%	4 17%	1 12%	3 7%	5 11%	* 2%
I do not like making official complaints	4 5%	- -%	2 7%	* 1%	1 5%	* %	2 7%	1 6%	1 7%	1 9%	1 6%	* 2%	2 5%	* 1%	1 6%
Other	5 5%	- -%	1 4%	1 3%	1 5%	2 10%	2 12%	- -%	* 1%	- -%	2 10%	* 3%	2 5%	2 5%	1 8%
I can't remember	7 8%	- -%	4 12%	1 3%	1 5%	3 15%	1 3%	1 3%	2 11%	1 8%	1 3%	1 7%	3 7%	3 7%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 62

B1. Why didn't you complain directly to ITV / Channel 4/ Channel 5?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	263	192	71	164	99	145	69	46	47	91	65	60	194	23	19	27	221	41
Effective sample size	199	161	40	129	69	119	53	26	38	69	52	41	167	16	5	19	172	26
Weighted Total	253	190	63	162	91	138	76	36	52	89	62	49	218	19	8	8	216	36
I'd rather complain to an independent body	17 7%	16 8%	2 2%	13 8%	5 5%	8 6%	8 10%	1 3%	1 3%	9 10%	5 9%	1 3%	16 7%	1 7%	* 3%	* *%	14 7%	3 9%
It was too much effort to complain	54 21%	37 19%	17 27%	29 18%	24 27%	27 19%	19 25%	8 23%	12 23%	21 23%	11 17%	10 21%	49 23%	4 18%	* 2%	1 11%	48 22%	6 16%
I didn't feel strongly enough about it	35 14%	26 14%	9 15%	20 13%	15 16%	21 15%	11 14%	* 1%	6 12%	9 10%	10 16%	10 20%	34 15%	1 6%	* 5%	- -%	32 15%	3 9%
I didn't think it would make any difference	56 22%	35- 18%	22+a 35%	28- 18%	28+a 31%	22- 16%	24+a 32%	10 29%	7 14%	23 26%	14 22%	12 24%	45 21%	4 21%	5 56%	3 33%	44 20%	13 35%
I didn't think the complaints system was very accessible/ easy to engage with	21 8%	21+b 11%	*- *%	18+b 11%	3- 3%	14 10%	6 8%	* *%	4 8%	7 8%	4 6%	6 11%	19 9%	1 7%	- -%	* 6%	19 9%	2 5%
I complained to my friends or family about it instead	45 18%	29 15%	16 25%	25 15%	20 22%	25 18%	10 13%	10 29%	16+bd 30%	12 14%	11 18%	6 12%	40 19%	2 11%	- -%	2 28%	42 20%	2 7%
I had complained before and had a bad experience	12 5%	12 6%	- -%	9 6%	3 3%	8 6%	3 3%	1 4%	4 8%	5 5%	2 3%	1 2%	11 5%	- -%	- -%	1 17%	12 6%	- -%
I didn't feel my complaint would be taken seriously	42 17%	24-- 12%	19++A 30%	28 17%	14 16%	26 19%	10 13%	7 19%	8 16%	11 12%	16 25%	7 15%	31-- 14%	6 29%	4 55%	2 20%	32 15%	10 29%
I didn't think my complaint would reach the right person	20 8%	13 7%	7 11%	11 7%	9 10%	11 8%	7 10%	1 4%	4 8%	10 12%	2 4%	3 7%	19 9%	1 4%	* 3%	* 6%	19 9%	1 3%

95% lower case or +, 99% UPPER CASE or ++

Table 62 (continuation)

B1. Why didn't you complain directly to ITV / Channel 4/ Channel 5?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	263	192	71	164	99	145	69	46	47	91	65	60	194	23	19	27	221	41
Effective sample size	199	161	40	129	69	119	53	26	38	69	52	41	167	16	5	19	172	26
Weighted Total	253	190	63	162	91	138	76	36	52	89	62	49	218	19	8	8	216	36
I didn't know how to complain	27 11%	19 10%	9 14%	18 11%	9 10%	13 9%	9 12%	5 15%	6 12%	11 12%	4 7%	6 13%	21 10%	2 10%	3 41%	1 10%	20 9%	8 21%
I do not like making official complaints	21 8%	9-- 5%	12++A 20%	5-- 3%	16++A 17%	11 8%	5 7%	5 14%	*- *%	9a 10%	4 6%	9+A 18%	15 7%	3 18%	1 17%	1 12%	18 8%	3 9%
Other	21 8%	6-- 3%	16++A 25%	8- 5%	14+a 15%	7- 5%	9 11%	6 17%	3 5%	10 11%	7 12%	1 3%	21 10%	* *%	1 7%	- -%	16 8%	5 14%
I can't remember	20 8%	20+b 11%	-- -%	17 10%	3 4%	10 8%	5 6%	5 14%	-- -%	12a 13%	2 3%	7a 14%	17 8%	- -%	1 10%	2 30%	16 7%	5 13%

95% lower case or +, 99% UPPER CASE or ++

Table 62 (continuation)

B1. Why didn't you complain directly to ITV / Channel 4/ Channel 5?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	263	204	54	26	19	143	110	83	158	80	160	26	61	136	40
Effective sample size	199	152	44	22	15	119	74	66	114	67	112	14	42	109	34
Weighted Total	253	197	47	26	13	160	87	79	145	87	145	22	52	137	42
I'd rather complain to an independent body	17 7%	15 8%	2 5%	1 3%	1 6%	16+b 10%	1- 2%	11++b 14%	6 4%	5 5%	10 7%	- -%	6 12%	10 7%	1 4%
It was too much effort to complain	54 21%	44 23%	8 16%	5 21%	2 15%	35 22%	19 22%	19 24%	27 19%	14 16%	38 26%	2 9%	15 28%	32 24%	5 12%
I didn't feel strongly enough about it	35 14%	28 14%	6 12%	1 2%	4 32%	20 12%	12 13%	5- 7%	22 15%	16 18%	14- 10%	1 6%	7 14%	22 16%	4 11%
I didn't think it would make any difference	56 22%	39 20%	15 32%	11 44%	2 17%	37 23%	19 22%	21 27%	35 24%	15 17%	42+ 29%	8 39%	11 20%	31 22%	7 16%
I didn't think the complaints system was very accessible/ easy to engage with	21 8%	12- 6%	7 15%	3 13%	2 18%	15 10%	4 5%	7 9%	14 9%	7 8%	13 9%	* 2%	2 3%	15 11%	4 9%
I complained to my friends or family about it instead	45 18%	38 19%	5 10%	1 3%	2 13%	29 18%	16 18%	11 14%	28 19%	11 12%	33+ 23%	3 14%	13 25%	19 14%	9 22%
I had complained before and had a bad experience	12 5%	12 6%	- -%	- -%	- -%	4 3%	8+a 9%	3 4%	7 5%	4 5%	6 4%	1 4%	4 8%	2- 2%	5+c 11%
I didn't feel my complaint would be taken seriously	42 17%	29 15%	9 19%	5 21%	1 7%	27 17%	15 17%	15 19%	23 16%	10 11%	30 21%	8 37%	8 15%	17 12%	9 23%
I didn't think my complaint would reach the right person	20 8%	15 8%	3 7%	3 13%	- -%	15 9%	5 6%	6 8%	14 10%	8 9%	11 8%	* 2%	3 7%	13 10%	3 7%

95% lower case or +, 99% UPPER CASE or ++

Table 62 (continuation)

B1. Why didn't you complain directly to ITV / Channel 4/ Channel 5?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	263	204	54	26	19	143	110	83	158	80	160	26	61	136	40
Effective sample size	199	152	44	22	15	119	74	66	114	67	112	14	42	109	34
Weighted Total	253	197	47	26	13	160	87	79	145	87	145	22	52	137	42
I didn't know how to complain	27 11%	19 10%	4 9%	4 16%	* 3%	17 11%	11 12%	9 12%	14 9%	3- 3%	24++A 17%	8 35%	5 9%	12 9%	3 8%
I do not like making official complaints	21 8%	16 8%	2 4%	2 8%	- -%	9 6%	11 13%	1- 2%	16a 11%	8 10%	11 8%	5 25%	4 8%	8 6%	3 7%
Other	21 8%	18 9%	2 3%	- -%	2 13%	9 6%	12+a 14%	9 11%	13 9%	6 7%	15 10%	1 4%	8d 16%	12 9%	- -%
I can't remember	20 8%	10-- 5%	7+a 16%	7 28%	* 3%	13 8%	6 7%	6 8%	11 8%	7 8%	11 8%	- -%	3 6%	13 9%	4 9%

95% lower case or +, 99% UPPER CASE or ++

Table 62 (continuation)

B1. Why didn't you complain directly to ITV / Channel 4/ Channel 5?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	263	156	195	152	131	110	88	105	263	194	263
Effective sample size	199	116	148	118	101	90	71	86	199	158	199
Weighted Total	253	145	186	140	120	110	83	98	253	195	253
I'd rather complain to an independent body	17 7%	8 5%	12 7%	8 5%	10 9%	10 9%	9 11%	6 6%	17 7%	14 7%	17 7%
It was too much effort to complain	54 21%	28 19%	36 19%	26 18%	19 16%	25 23%	16 20%	21 22%	54 21%	39 20%	54 21%
I didn't feel strongly enough about it	35 14%	17 12%	19- 10%	26+ 18%	18 15%	22+b 20%	10 12%	12 12%	35 14%	31 16%	35 14%
I didn't think it would make any difference	56 22%	33 23%	46c 25%	20-- 15%	19- 16%	16- 15%	18 22%	14- 14%	56 22%	35-- 18%	56 22%
I didn't think the complaints system was very accessible/ easy to engage with	21 8%	14 10%	16 9%	12 9%	13 11%	11 10%	9 11%	11 11%	21 8%	21+ 11%	21 8%
I complained to my friends or family about it instead	45 18%	31 21%	39+ 21%	19 13%	21 17%	19 17%	16 19%	13 13%	45 18%	31 16%	45 18%
I had complained before and had a bad experience	12 5%	8 5%	9 5%	9 7%	7 6%	6 5%	7 9%	7 7%	12 5%	11 5%	12 5%
I didn't feel my complaint would be taken seriously	42 17%	29 20%	30 16%	18 13%	16 13%	11- 10%	9 11%	11 11%	42 17%	31 16%	42 17%
I didn't think my complaint would reach the right person	20 8%	7 5%	10- 5%	13g 9%	8 6%	7 6%	4 5%	2- 2%	20 8%	19g 10%	20 8%

95% lower case or +, 99% UPPER CASE or ++

Table 62 (continuation)

B1. Why didn't you complain directly to ITV / Channel 4/ Channel 5?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	263	156	195	152	131	110	88	105	263	194	263
Effective sample size	199	116	148	118	101	90	71	86	199	158	199
Weighted Total	253	145	186	140	120	110	83	98	253	195	253
I didn't know how to complain	27 11%	16 11%	19 10%	11 8%	13 11%	11 10%	10 12%	7 8%	27 11%	20 10%	27 11%
I do not like making official complaints	21 8%	7- 5%	15 8%	5-- 4%	7 6%	6 5%	2- 2%	3- 3%	21 8%	12 6%	21 8%
Other	21 8%	13 9%	17 9%	7 5%	6 5%	3- 3%	4 5%	5 5%	21 8%	9-- 5%	21 8%
I can't remember	20 8%	10 7%	12 6%	14 10%	12 10%	12 11%	8 10%	13+ 13%	20 8%	16 8%	20 8%

95% lower case or +, 99% UPPER CASE or ++

Table 62 (continuation)

B1. Why didn't you complain directly to ITV / Channel 4/ Channel 5?

by
Base: All causes for complaint, not complained directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	263	19	4	9	10	15	18	22	57	96	118	10	4	5	9	7	95	168
Effective sample size	199	16	3	8	9	13	15	20	47	78	97	8	4	4	8	6	79	121
Weighted Total	253	20	3	9	11	20	18	24	61	101	124	9	5	6	8	10	89	164
I'd rather complain to an independent body	17 7%	3 17%	- -%	2 21%	1 7%	1 7%	3 15%	1 6%	5 8%	8 8%	11 9%	- -%	3 63%	- -%	2 25%	1 15%	8 9%	9 6%
It was too much effort to complain	54 21%	3 13%	- -%	- -%	2 22%	5 24%	1 4%	4 15%	9 14%	18 17%	19- 15%	- -%	2 37%	1 11%	1 8%	2 20%	21 24%	33 20%
I didn't feel strongly enough about it	35 14%	1 6%	1 42%	- -%	1 8%	3 14%	1 3%	6 24%	9 15%	17 17%	23+ 19%	1 13%	- -%	- -%	1 7%	- -%	11 13%	24 15%
I didn't think it would make any difference	56 22%	4 17%	- -%	1 16%	2 15%	2 11%	3 14%	- -%	6- 10%	19 19%	20- 16%	- -%	2 37%	1 27%	- -%	4 35%	12- 14%	44+a 27%
I didn't think the complaints system was very accessible/ easy to engage with	21 8%	1 3%	1 16%	1 6%	3 29%	1 7%	1 8%	3 14%	7 11%	13+ 13%	15 12%	- -%	- -%	1 10%	- -%	- -%	11 13%	9 6%
I complained to my friends or family about it instead	45 18%	1 7%	1 42%	1 7%	- -%	1 7%	1 4%	1 3%	3-- 5%	12 12%	14- 11%	- -%	- -%	1 26%	1 19%	- -%	13 14%	32 20%
I had complained before and had a bad experience	12 5%	4 18%	- -%	1 15%	* 4%	2 10%	- -%	2 6%	5 8%	7 7%	8 6%	2 24%	1 27%	- -%	2 29%	1 15%	9++B 10%	3-- 2%
I didn't feel my complaint would be taken seriously	42 17%	4 18%	- -%	- -%	6 52%	3 14%	2 11%	4 15%	11 18%	25+ 24%	26 21%	2 18%	2 37%	- -%	- -%	4 36%	16 18%	26 16%
I didn't think my complaint would reach the right person	20 8%	4 17%	- -%	2 25%	- -%	2 11%	- -%	- -%	3 5%	15++ 15%	15+ 12%	- -%	2 37%	1 27%	- -%	4 35%	7 7%	14 8%

95% lower case or +, 99% UPPER CASE or ++

Table 62 (continuation)

B1. Why didn't you complain directly to ITV / Channel 4/ Channel 5?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	263	19	4	9	10	15	18	22	57	96	118	10	4	5	9	7	95	168
Effective sample size	199	16	3	8	9	13	15	20	47	78	97	8	4	4	8	6	79	121
Weighted Total	253	20	3	9	11	20	18	24	61	101	124	9	5	6	8	10	89	164
I didn't know how to complain	27 11%	5 25%	- -%	3 33%	2 23%	4 22%	1 3%	1 3%	8 14%	14 14%	16 13%	- -%	2 37%	3 53%	- -%	5 49%	11 12%	17 10%
I do not like making official complaints	21 8%	3 12%	- -%	- -%	1 8%	2 8%	* *%	- -%	3 4%	6 6%	8 6%	3 27%	- -%	- -%	1 11%	2 16%	3 3%	18 11%
Other	21 8%	1 7%	- -%	- -%	- -%	- -%	2 11%	- -%	2 3%	5 5%	5- 4%	1 15%	- -%	- -%	- -%	- -%	--- -%	21++A 13%
I can't remember	20 8%	* 2%	- -%	1 16%	- -%	2 12%	4 25%	4 18%	8 14%	6 6%	10 8%	* 4%	- -%	- -%	- -%	* 3%	4 4%	16 10%

95% lower case or +, 99% UPPER CASE or ++

Table 62 (continuation)

B1. Why didn't you complain directly to ITV / Channel 4/ Channel 5?

by
Base: All causes for complaint, not complained directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	263	19	119	55	64	100	74	51	35	55	67	37	93	117	59
Effective sample size	199	8	90	45	54	71	56	42	27	38	57	30	67	87	41
Weighted Total	253	15	113	47	71	93	73	49	36	55	71	34	85	108	56
I'd rather complain to an independent body	17 7%	- -%	7 6%	6 12%	5 7%	5 6%	4 5%	6 13%	2 5%	5 9%	10++D 14%	1 2%	2- 2%	11 10%	2 4%
It was too much effort to complain	54 21%	5 30%	30c 27%	5 11%	14 20%	19 20%	16 22%	16+ 33%	3 9%	10 19%	11 15%	5 16%	26+b 31%	25 23%	15 27%
I didn't feel strongly enough about it	35 14%	* 3%	17 15%	7 15%	9 13%	10 11%	16+ 22%	6 13%	3 7%	4 8%	19++ad 27%	3 8%	8 10%	13 12%	8 15%
I didn't think it would make any difference	56 22%	7 44%	19 17%	11 24%	20 27%	20 22%	12 17%	12 24%	12 34%	15b 28%	7-- 10%	3 8%	31++B 37%	24 23%	17 30%
I didn't think the complaints system was very accessible/ easy to engage with	21 8%	- -%	8 7%	1 2%	12++bc 17%	2- 2%	9a 12%	6a 13%	2 7%	2 4%	4 5%	8 23%	5 6%	10 9%	1 3%
I complained to my friends or family about it instead	45 18%	7 44%	17 15%	6 13%	15 21%	26++C 28%	10 14%	4 7%	6 16%	7 13%	13 19%	5 14%	19 23%	22 21%	12 21%
I had complained before and had a bad experience	12 5%	- -%	9 8%	2 5%	1 2%	1- 1%	5a 7%	4a 9%	2 5%	3 5%	5 7%	2 4%	2 3%	7 6%	1 1%
I didn't feel my complaint would be taken seriously	42 17%	6 39%	16 15%	8 17%	12 17%	19 20%	9 12%	6 12%	8 22%	17++bd 31%	8 12%	6 17%	11 12%	18 16%	13 22%
I didn't think my complaint would reach the right person	20 8%	- -%	10 9%	1 2%	9 13%	5 5%	9c 13%	1 1%	5 14%	4 7%	3 5%	4 12%	9 11%	13 12%	2 4%

95% lower case or +, 99% UPPER CASE or ++

Table 62 (continuation)

B1. Why didn't you complain directly to ITV / Channel 4/ Channel 5?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	263	19	119	55	64	100	74	51	35	55	67	37	93	117	59
Effective sample size	199	8	90	45	54	71	56	42	27	38	57	30	67	87	41
Weighted Total	253	15	113	47	71	93	73	49	36	55	71	34	85	108	56
I didn't know how to complain	27 11%	6 39%	9 8%	3 6%	9 13%	12 13%	5 6%	4 8%	6 17%	11+b 20%	3- 4%	3 10%	10 12%	9 8%	6 10%
I do not like making official complaints	21 8%	4 25%	7 7%	4 9%	4 6%	11 12%	4 6%	2 3%	4 12%	4 8%	4 6%	1 3%	10 12%	4 4%	9+a 16%
Other	21 8%	3 17%	6 5%	2 4%	7 10%	13+ 14%	5 7%	1 3%	2 5%	4 7%	4 6%	- -%	14++ 16%	8 7%	12++a 22%
I can't remember	20 8%	- -%	14+ 12%	2 5%	3 5%	8 9%	2 2%	7b 13%	4 11%	3 5%	7 9%	5 16%	3 3%	10 9%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 63
B1. Why didn't you complain directly to Sky/Virgin/Netflix?
by
Base: All causes for complaint, not complained directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	297	279	18	185	111	219	58	18	67	87	64	79	247	11	15	24	273	24
Effective sample size	234	226	9	148	85	172	46	15	53	69	53	61	205	10	11	20	215	19
Weighted Total	268	254	14	170	97	192	56	19	65	84	59	60	243	11	7	7	246	22
I'd rather complain to an independent body	17 6%	17 7%	- -%	13 8%	4 4%	13 7%	4 7%	- -%	-- -%	5 6%	11++AbD 18%	1 2%	14 6%	1 9%	1 15%	* 6%	15 6%	2 9%
It was too much effort to complain	45 17%	43 17%	2 11%	27 16%	18 18%	34 18%	7 13%	3 18%	11 17%	16 19%	10 16%	8 13%	43 18%	- -%	1 20%	1 8%	43 17%	2 9%
I didn't feel strongly enough about it	41 15%	39 15%	3 20%	23 13%	18 18%	31 16%	6 11%	4 23%	10 15%	13 15%	9 15%	10 16%	36 15%	4 37%	1 8%	* 5%	39 16%	2 9%
I didn't think it would make any difference	66 24%	63 25%	3 20%	29-- 17%	36++A 37%	48 25%	10 19%	7 38%	13 20%	23 27%	16 27%	14 23%	57 24%	5 43%	2 24%	2 25%	60 25%	5 24%
I didn't think the complaints system was very accessible/ easy to engage with	43 16%	43 17%	- -%	26 15%	16 17%	29 15%	10 18%	3 16%	10 15%	16 18%	10 17%	8 13%	40 17%	1 12%	* 5%	1 8%	43 17%	- -%
I complained to my friends or family about it instead	43 16%	42 17%	* 3%	24 14%	19 19%	33 17%	9 17%	- -%	13 20%	12 14%	9 15%	9 16%	36 15%	4 38%	1 17%	1 16%	41 17%	1 6%
I had complained before and had a bad experience	17 6%	17 7%	- -%	11 6%	7 7%	14 7%	4 6%	- -%	4 6%	6 7%	4 7%	3 6%	16 6%	1 6%	- -%	1 12%	17 7%	1 3%
I didn't feel my complaint would be taken seriously	38 14%	38 15%	- -%	21 12%	16 16%	27 14%	8 15%	3 13%	10 16%	14 16%	8 14%	6 10%	34 14%	2 21%	1 15%	1 14%	35 14%	3 14%
I didn't think my complaint would reach the right person	36 13%	34 13%	2 15%	17- 10%	19+a 20%	24 12%	8 15%	4 20%	11 18%	16c 19%	4 6%	4 7%	31 13%	3 23%	2 23%	1 14%	33 13%	3 14%

95% lower case or +, 99% UPPER CASE or ++

Table 63 (continuation)

B1. Why didn't you complain directly to Sky/Virgin/Netflix?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	297	279	18	185	111	219	58	18	67	87	64	79	247	11	15	24	273	24
Effective sample size	234	226	9	148	85	172	46	15	53	69	53	61	205	10	11	20	215	19
Weighted Total	268	254	14	170	97	192	56	19	65	84	59	60	243	11	7	7	246	22
I didn't know how to complain	22 8%	22 9%	- -%	15 9%	7 7%	18 9%	4 6%	1 3%	5 7%	12+c 14%	1- 1%	5 8%	20 8%	- -%	1 17%	1 18%	19 8%	3 13%
I do not like making official complaints	18 7%	17 7%	1 8%	8 5%	10 10%	11 6%	4 8%	1 5%	5 8%	4 5%	5 8%	4 7%	13-- 5%	2 22%	2 28%	1 10%	18 7%	- -%
Other	15 6%	10 4%	5 37%	8 5%	7 7%	9 5%	6 11%	* *%	5 8%	6 7%	2 3%	3 4%	15 6%	* 4%	- -%	* 5%	11 4%	5 21%
I can't remember	20 7%	20 8%	- -%	15 9%	5 6%	16 9%	2 4%	1 7%	3 5%	9c 11%	*- *%	7c 12%	18 8%	- -%	1 12%	1 10%	18 7%	2 10%

95% lower case or +, 99% UPPER CASE or ++

Table 63 (continuation)

B1. Why didn't you complain directly to Sky/Virgin/Netflix?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	297	198	94	46	32	170	118	103	175	104	173	12	62	165	58
Effective sample size	234	161	74	40	28	141	98	83	135	83	135	9	48	130	49
Weighted Total	268	193	67	38	16	183	80	93	155	96	155	12	46	155	56
I'd rather complain to an independent body	17 6%	15 8%	2 3%	1 2%	* 2%	14 8%	2 3%	8 9%	6 4%	4 4%	12 8%	- -%	2 5%	9 6%	6 10%
It was too much effort to complain	45 17%	36b 18%	5- 8%	3 8%	2 11%	35 19%	10 12%	10 11%	32 20%	17 18%	27 17%	* 3%	6 14%	28 18%	10 19%
I didn't feel strongly enough about it	41 15%	26 14%	13 19%	9 23%	1 9%	31 17%	10 12%	14 15%	25 16%	15 15%	26 17%	3 25%	6 12%	26 17%	7 12%
I didn't think it would make any difference	66 24%	44 23%	17 26%	12 31%	3 16%	44 24%	21 27%	22 24%	39 25%	22 23%	37 24%	2 14%	12 27%	41 27%	10 19%
I didn't think the complaints system was very accessible/ easy to engage with	43 16%	22-- 11%	17+A 25%	8 22%	2 13%	29 16%	13 17%	24++B 26%	17- 11%	8- 9%	34++a 22%	* 4%	9 20%	26 17%	7 13%
I complained to my friends or family about it instead	43 16%	25- 13%	14 20%	8 20%	5 30%	31 17%	10 13%	20 22%	19 12%	15 16%	27 17%	3 29%	12+cd 27%	21 13%	6 11%
I had complained before and had a bad experience	17 6%	12 6%	5 8%	4 9%	2 10%	12 7%	5 7%	6 6%	11 7%	7 7%	10 6%	- -%	3 6%	6 4%	8++c 15%
I didn't feel my complaint would be taken seriously	38 14%	25 13%	9 14%	5 13%	3 17%	25 14%	12 15%	14 15%	23 15%	11 11%	26 17%	- -%	11+c 25%	17 11%	10 18%
I didn't think my complaint would reach the right person	36 13%	21 11%	11 16%	4 10%	1 5%	27 15%	9 11%	16 18%	19 12%	16 16%	20 13%	* 4%	3 6%	26 17%	7 12%

95% lower case or +, 99% UPPER CASE or ++

Table 63 (continuation)

B1. Why didn't you complain directly to Sky/Virgin/Netflix?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	297	198	94	46	32	170	118	103	175	104	173	12	62	165	58
Effective sample size	234	161	74	40	28	141	98	83	135	83	135	9	48	130	49
Weighted Total	268	193	67	38	16	183	80	93	155	96	155	12	46	155	56
I didn't know how to complain	22 8%	14 7%	4 6%	2 6%	1 4%	18 10%	4 5%	11 12%	11 7%	9 10%	12 8%	3 22%	1 3%	14 9%	4 8%
I do not like making official complaints	18 7%	13 7%	5 8%	2 6%	3 18%	8- 4%	7 8%	6 6%	7 5%	12+b 12%	6- 4%	1 9%	4 9%	10 6%	3 5%
Other	15 6%	10 5%	1 2%	- -%	1 6%	11 6%	4 5%	6 6%	10 6%	5 5%	10 7%	- -%	3 7%	12d 8%	- -%
I can't remember	20 7%	13 7%	6 9%	6+ 16%	- -%	12 7%	7 8%	7 8%	12 8%	10 10%	7- 4%	3 28%	4 8%	10 6%	3 6%

95% lower case or +, 99% UPPER CASE or ++

Table 63 (continuation)

B1. Why didn't you complain directly to Sky/Virgin/Netflix?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	297	144	107	102	94	185	174	187	297	247	297
Effective sample size	234	116	88	82	77	148	141	147	234	199	234
Weighted Total	268	131	98	88	94	171	159	161	268	226	268
I'd rather complain to an independent body	17 6%	7 5%	8 8%	9 10%	10+ 11%	12 7%	12 7%	11 7%	17 6%	13 6%	17 6%
It was too much effort to complain	45 17%	20 15%	10- 10%	9 10%	14 15%	24 14%	29 18%	26 16%	45 17%	34 15%	45 17%
I didn't feel strongly enough about it	41 15%	14 11%	13 14%	5-- 6%	12 12%	21 13%	18- 11%	27c 17%	41c 15%	32 14%	41c 15%
I didn't think it would make any difference	66 24%	30 23%	13-- 13%	15 17%	20 22%	40 24%	38b 24%	31- 19%	66b 24%	54b 24%	66b 24%
I didn't think the complaints system was very accessible/ easy to engage with	43 16%	23 18%	17 17%	12 14%	24++ 26%	31 18%	35++ 22%	28 17%	43 16%	39 17%	43 16%
I complained to my friends or family about it instead	43 16%	25g 19%	16 17%	16 18%	18 19%	34+g 20%	30g 19%	16-- 10%	43 16%	38 17%	43 16%
I had complained before and had a bad experience	17 6%	8 6%	5 5%	4 5%	4 4%	10 6%	14 9%	9 6%	17 6%	15 6%	17 6%
I didn't feel my complaint would be taken seriously	38 14%	14 11%	7- 8%	7- 8%	10 11%	22 13%	24 15%	19 12%	38 14%	31 14%	38 14%
I didn't think my complaint would reach the right person	36 13%	15 11%	8 9%	10 12%	13 14%	21 12%	25 16%	16 10%	36 13%	31 14%	36 13%

95% lower case or +, 99% UPPER CASE or ++

Table 63 (continuation)
 B1. Why didn't you complain directly to Sky/Virgin/Netflix?
 by

Base: All causes for complaint, not complained directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	297	144	107	102	94	185	174	187	297	247	297
Effective sample size	234	116	88	82	77	148	141	147	234	199	234
Weighted Total	268	131	98	88	94	171	159	161	268	226	268
I didn't know how to complain	22 8%	14 11%	10 10%	5 6%	14+ 14%	16 9%	15 9%	15 10%	22 8%	21 9%	22 8%
I do not like making official complaints	18 7%	10 7%	8 8%	6 7%	8 8%	13 8%	13 8%	7 4%	18 7%	16 7%	18 7%
Other	15 6%	11 8%	3 3%	3 4%	5 5%	12 7%	5- 3%	7 5%	15 6%	10 5%	15 6%
I can't remember	20 7%	5 4%	11a 11%	11a 12%	9 10%	14 8%	14 9%	16 10%	20 7%	19 8%	20 7%

95% lower case or +, 99% UPPER CASE or ++

Table 63 (continuation)
B1. Why didn't you complain directly to Sky/Virgin/Netflix?
by
Base: All causes for complaint, not complained directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	297	33	14	20	21	21	21	15	73	135	166	14	8	11	18	10	101	196
Effective sample size	234	28	11	17	18	16	18	13	59	108	133	12	7	9	16	9	86	149
Weighted Total	268	32	13	15	23	19	19	15	67	127	155	15	8	9	15	13	94	175
I'd rather complain to an independent body	17 6%	2 5%	- -%	3 20%	4 19%	- -%	1 5%	- -%	6 10%	9 7%	10 6%	- -%	2 21%	- -%	1 7%	1 5%	7 8%	9 5%
It was too much effort to complain	45 17%	4 14%	- -%	1 10%	2 10%	3 17%	3 16%	1 7%	9 13%	24 19%	26 17%	1 10%	1 20%	1 16%	- -%	3 23%	15 16%	30 17%
I didn't feel strongly enough about it	41 15%	3 10%	4 29%	3 17%	5 22%	5 26%	2 10%	3 19%	12 18%	21 17%	25 16%	1 8%	1 12%	1 12%	3 22%	- -%	12 12%	30 17%
I didn't think it would make any difference	66 24%	5 16%	1 9%	3 19%	3 15%	3 16%	5 26%	4 30%	16 23%	28 22%	39 25%	1 10%	4 47%	- -%	3 21%	2 15%	11-- 11%	55++A 31%
I didn't think the complaints system was very accessible/ easy to engage with	43 16%	3 10%	2 13%	3 23%	6 26%	3 14%	3 14%	3 23%	13 19%	29++ 23%	33++ 21%	1 6%	1 8%	2 18%	1 6%	1 5%	16 17%	27 15%
I complained to my friends or family about it instead	43 16%	5 17%	3 27%	3 21%	2 10%	4 20%	2 12%	2 11%	8 12%	17 13%	19 12%	2 10%	1 12%	3 33%	3 23%	2 11%	15 16%	27 16%
I had complained before and had a bad experience	17 6%	4 12%	* 4%	2 14%	1 2%	2 9%	1 8%	1 10%	6 9%	11 9%	14 9%	3 22%	- -%	1 7%	2 15%	2 13%	8 9%	9 5%
I didn't feel my complaint would be taken seriously	38 14%	2 6%	* 2%	1 8%	1 6%	2 8%	1 3%	1 9%	5 7%	21 16%	22 14%	2 11%	- -%	* 2%	2 12%	- -%	9 9%	29 17%
I didn't think my complaint would reach the right person	36 13%	4 11%	1 7%	4 28%	2 10%	3 15%	- -%	1 6%	6 8%	26++h 21%	27+ 17%	- -%	1 16%	2 26%	1 6%	3 21%	8 9%	28 16%

95% lower case or +, 99% UPPER CASE or ++

Table 63 (continuation)
 B1. Why didn't you complain directly to Sky/Virgin/Netflix?
 by
 Base: All causes for complaint, not complained directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	297	33	14	20	21	21	21	15	73	135	166	14	8	11	18	10	101	196
Effective sample size	234	28	11	17	18	16	18	13	59	108	133	12	7	9	16	9	86	149
Weighted Total	268	32	13	15	23	19	19	15	67	127	155	15	8	9	15	13	94	175
I didn't know how to complain	22 8%	1 3%	3 20%	1 6%	4 20%	1 7%	* 2%	1 8%	5 8%	12 10%	14 9%	- -%	- -%	1 9%	1 6%	- -%	12+b 13%	10- 6%
I do not like making official complaints	18 7%	4 12%	1 8%	4 26%	2 9%	2 13%	- -%	- -%	4 6%	7 6%	9 6%	1 10%	1 12%	1 16%	2 16%	1 11%	5 6%	12 7%
Other	15 6%	3 9%	- -%	- -%	- -%	- -%	1 3%	- -%	1 1%	8 6%	8 5%	3 19%	- -%	- -%	- -%	3 22%	*-- *%	15++A 9%
I can't remember	20 7%	- -%	3 27%	- -%	3 15%	1 4%	1 8%	1 10%	6 8%	3-- 3%	9 6%	- -%	- -%	- -%	- -%	- -%	7 8%	13 7%

95% lower case or +, 99% UPPER CASE or ++

Table 63 (continuation)
 B1. Why didn't you complain directly to Sky/Virgin/Netflix?
 by
 Base: All causes for complaint, not complained directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	297	-	121	78	93	81	77	74	62	40	75	49	117	133	55
Effective sample size	234	-	97	64	73	66	58	61	48	29	63	40	89	107	39
Weighted Total	268	-	113	60	93	69	72	64	61	34	78	40	105	130	42
I'd rather complain to an independent body	17 6%	- -%	10 9%	3 4%	4 4%	3 4%	2 3%	7 10%	4 7%	2 6%	6 7%	4 9%	4 3%	11 8%	1 3%
It was too much effort to complain	45 17%	- -%	15 14%	11 19%	18 19%	7 10%	15 21%	8 12%	14 23%	7 19%	8 10%	7 18%	23 22%	24 18%	11 26%
I didn't feel strongly enough about it	41 15%	- -%	19 17%	12 21%	10 11%	14b 20%	5- 7%	10 16%	11 18%	10 28%	10 12%	3 7%	18 17%	17 13%	10 25%
I didn't think it would make any difference	66 24%	- -%	18- 16%	18b 30%	30b 32%	20 29%	11- 15%	13 21%	21b 35%	4 13%	21 27%	5 13%	34+c 33%	28 22%	14 33%
I didn't think the complaints system was very accessible/ easy to engage with	43 16%	- -%	18 16%	4- 7%	20c 21%	9 13%	3-- 4%	15B 23%	16+B 26%	1 4%	13 17%	8 21%	18 17%	25 19%	4 10%
I complained to my friends or family about it instead	43 16%	- -%	16 14%	7 12%	19 20%	11 16%	10 14%	8 12%	14 22%	4 11%	12 15%	4 10%	23 22%	20 15%	8 20%
I had complained before and had a bad experience	17 6%	- -%	7 7%	4 6%	6 7%	3 4%	5 7%	7 11%	3 4%	2 5%	7 9%	3 8%	5 5%	10 8%	1 2%
I didn't feel my complaint would be taken seriously	38 14%	- -%	11 10%	8 13%	19+ 21%	15bc 21%	4- 6%	5 8%	14+Bc 23%	4 10%	8 10%	1- 2%	22+C 21%	20 15%	4 8%
I didn't think my complaint would reach the right person	36 13%	- -%	13 12%	5 8%	17 19%	7 11%	8 12%	6 9%	14+c 23%	3 9%	7 9%	6 16%	18 17%	19 14%	8 19%

95% lower case or +, 99% UPPER CASE or ++

Table 63 (continuation)

B1. Why didn't you complain directly to Sky/Virgin/Netflix?

by

Base: All causes for complaint, not complained directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	297	-	121	78	93	81	77	74	62	40	75	49	117	133	55
Effective sample size	234	-	97	64	73	66	58	61	48	29	63	40	89	107	39
Weighted Total	268	-	113	60	93	69	72	64	61	34	78	40	105	130	42
I didn't know how to complain	22 8%	- -%	9 8%	4 7%	9 9%	3 4%	7 9%	6 9%	7 11%	1 2%	5 7%	5 13%	11 10%	17+ 13%	1 3%
I do not like making official complaints	18 7%	- -%	10 8%	5 8%	3 4%	5 7%	6 8%	2 3%	4 7%	3 10%	5 6%	* 1%	8 8%	2-- 2%	4a 9%
Other	15 6%	- -%	4 4%	1 1%	9 10%	4c 6%	7c 9%	-- -%	4c 7%	2 7%	6 7%	* 1%	6 6%	11 9%	3 6%
I can't remember	20 7%	- -%	11d 10%	6 10%	2- 2%	6 8%	3 4%	8 12%	3 6%	3 8%	6 7%	3 9%	6 6%	7 6%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 64

B3. And if you did want to make a complaint in the future, how would you contact the BBC?

by

Base: Had a reason to complain about the BBC but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	195	139	56	120	74	93	47	54	42	56	42	55	137	17	25	16	161	34
Effective sample size	141	112	33	87	54	72	35	36	31	39	31	40	114	11	9	12	121	21
Weighted Total	175	126	50	114	60	78	52	45	44	48	36	48	147	12	12	5	145	30
Email a general BBC email address	41 24%	27 21%	14 29%	27 24%	14 24%	16 21%	13 24%	13 28%	13 30%	11 23%	9 24%	9 18%	35 24%	4 33%	1 13%	1 11%	35 24%	6 21%
Fill out the online complaints form	37 21%	28 22%	9 19%	23 20%	14 23%	15 19%	11 20%	12 26%	18++cD 41%	10 22%	4 12%	5- 10%	30 21%	2 21%	2 21%	2 35%	32 22%	5 16%
Call the BBC complaints number	35 20%	18-- 14%	17++A 35%	27 23%	8 13%	15 19%	15 29%	5 12%	8 18%	7 16%	9 26%	11 23%	29 20%	4 30%	1 12%	1 18%	26 18%	9 30%
Email a specific BBC programme	20 11%	14 11%	6 12%	10 9%	10 16%	10 13%	7 14%	3 6%	6 15%	7 14%	2 6%	5 10%	17 11%	2 14%	1 12%	1 11%	15 10%	5 17%
Write a letter	17 9%	14 11%	3 6%	13 11%	4 6%	6 8%	6 11%	5 10%	5 12%	5 10%	3 9%	4 8%	14 9%	1 12%	1 9%	1 10%	15 10%	2 5%
Comment on social media (e.g. Facebook, Twitter)	13 8%	13+b 11%	*- *%	11 9%	3 4%	6 8%	4 7%	3 8%	5 12%	2 4%	5 13%	2 3%	11 7%	1 12%	2 13%	- -%	12 9%	1 3%
Make a public comment on the BBC website	13 7%	13+b 10%	-- -%	9 8%	3 6%	6 8%	3 5%	4 9%	5 11%	3 7%	1 3%	4 8%	11 7%	2 19%	- -%	- -%	13 9%	- -%
Call into a radio programme	12 7%	11 8%	2 3%	11 10%	1 2%	8 11%	2 4%	2 4%	1 3%	3 6%	4 10%	4 9%	11 8%	* 4%	- -%	* 9%	10 7%	3 9%
Freeview through a TV aerial and set-top box	11 6%	11 9%	* 1%	6 5%	5 8%	8 10%	2 3%	2 4%	6+ 15%	3 6%	1 1%	2 3%	9 6%	2 15%	- -%	- -%	9 6%	3 8%
Make a private comment on the BBC website	6 3%	4 3%	2 3%	5 4%	1 1%	3 4%	1 3%	2 3%	3 7%	2 3%	1 4%	- -%	4 3%	1 12%	* 3%	- -%	6 4%	- -%
Contact someone I know who works at the BBC	5 3%	5 4%	- -%	4 3%	1 1%	4 5%	1 1%	- -%	1 3%	2 3%	2 5%	- -%	3 2%	- -%	1 9%	* 8%	4 3%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 64 (continuation)

B3. And if you did want to make a complaint in the future, how would you contact the BBC?

by

Base: Had a reason to complain about the BBC but didnt complain directly

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	195	139	56	120	74	93	47	54	42	56	42	55	137	17	25	16	161	34
Effective sample size	141	112	33	87	54	72	35	36	31	39	31	40	114	11	9	12	121	21
Weighted Total	175	126	50	114	60	78	52	45	44	48	36	48	147	12	12	5	145	30
Other (please specify)	9 5%	3- 3%	6+a 12%	5 5%	4 6%	2 3%	3 6%	4 9%	2 5%	6+d 12%	1 3%	- -%	8 6%	- -%	1 5%	- -%	7 5%	2 8%
I would be unlikely to pursue a formal complaint	22 12%	15 12%	7 15%	15 13%	7 11%	7 9%	11+ 21%	4 8%	5 13%	3 7%	2 6%	11+ 22%	16 11%	1 12%	4 35%	- -%	16 11%	6 19%
Don't know / not sure	20 12%	17 13%	4 8%	8- 7%	12+a 20%	6 8%	7 13%	6 14%	6 13%	6 13%	1 2%	7 15%	17 11%	2 16%	* 3%	1 28%	18 13%	2 6%

95% lower case or +, 99% UPPER CASE or ++

Table 64 (continuation)

B3. And if you did want to make a complaint in the future, how would you contact the BBC?

by

Base: Had a reason to complain about the BBC but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	195	157	37	14	15	96	93	62	124	43	144	14	51	102	28
Effective sample size	141	116	27	11	13	77	63	45	89	34	101	7	34	77	24
Weighted Total	175	149	24	12	7	106	66	55	109	41	128	11	41	92	31
Email a general BBC email address	41 24%	37 25%	5 20%	1 6%	2 25%	28 26%	14 21%	7- 12%	34+++a 31%	8 19%	32 25%	2 16%	5 12%	31+++b 33%	4 13%
Fill out the online complaints form	37 21%	32 21%	5 22%	3 22%	2 30%	24 23%	13 20%	7 13%	25 23%	8 20%	27 21%	2 17%	7 18%	24 26%	4 12%
Call the BBC complaints number	35 20%	32 21%	3 14%	1 10%	2 27%	27+b 26%	7- 10%	10 18%	22 20%	11 26%	22 17%	2 14%	8 19%	18 20%	8 26%
Email a specific BBC programme	20 11%	14 10%	4 16%	2 17%	1 16%	16 15%	4 5%	7 12%	13 12%	7 16%	14 11%	1 9%	3 7%	16+ 18%	- -%
Write a letter	17 9%	15 10%	2 7%	- -%	1 15%	14+ 13%	3 4%	4 7%	11 10%	5 13%	10 8%	* 3%	2 5%	9 10%	5 16%
Comment on social media (e.g. Facebook, Twitter)	13 8%	9 6%	5 20%	2 17%	1 18%	7 7%	6 9%	3 5%	11 10%	1 1%	13 10%	- -%	1 3%	7 7%	5 17%
Make a public comment on the BBC website	13 7%	12 8%	1 4%	- -%	* 7%	10 9%	3 4%	4 7%	7 7%	3 6%	10 7%	- -%	* 1%	9 10%	3 11%
Call into a radio programme	12 7%	11 7%	1 5%	1 7%	1 7%	10 10%	2 3%	8+b 14%	5 4%	6 14%	6 5%	* 1%	2 4%	9 9%	2 6%
Freeview through a TV aerial and set-top box	11 6%	8 5%	1 6%	1 12%	- -%	8 7%	3 4%	4 7%	6 5%	4 10%	6 5%	- -%	* 1%	8 9%	2 7%
Make a private comment on the BBC website	6 3%	5 3%	1 5%	* 3%	1 12%	3 3%	3 4%	* 1%	5 5%	1 3%	4 4%	- -%	* 1%	1 1%	4 14%
Contact someone I know who works at the BBC	5 3%	5 3%	- -%	- -%	- -%	2 2%	2 4%	2 4%	2 2%	2 4%	2 2%	* 4%	1 3%	2 2%	1 3%

95% lower case or +, 99% UPPER CASE or ++

Table 64 (continuation)

B3. And if you did want to make a complaint in the future, how would you contact the BBC?

by

Base: Had a reason to complain about the BBC but didnt complain directly

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	195	157	37	14	15	96	93	62	124	43	144	14	51	102	28
Effective sample size	141	116	27	11	13	77	63	45	89	34	101	7	34	77	24
Weighted Total	175	149	24	12	7	106	66	55	109	41	128	11	41	92	31
Other (please specify)	9 5%	9 6%	- -%	- -%	- -%	7 6%	3 4%	2 4%	7 6%	3 7%	6 5%	- -%	4 10%	5 5%	- -%
I would be unlikely to pursue a formal complaint	22 12%	21 14%	1 5%	1 10%	- -%	7-- 6%	15+++A 23%	7 13%	14 13%	5 13%	17 13%	4 40%	9C 22%	5-- 5%	3 11%
Don't know / not sure	20 12%	14 9%	6 26%	5 45%	1 13%	11 10%	8 13%	8 14%	10 9%	4 9%	17 13%	3 24%	7 17%	8 9%	3 9%

95% lower case or +, 99% UPPER CASE or ++

Table 64 (continuation)

B3. And if you did want to make a complaint in the future, how would you contact the BBC?

by

Base: Had a reason to complain about the BBC but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	195	195	66	43	36	48	47	55	122	142	195
Effective sample size	141	141	46	33	28	38	37	44	89	109	141
Weighted Total	175	175	60	39	34	45	43	48	109	132	175
Email a general BBC email address	41 24%	41 24%	13 22%	6 15%	5 16%	12 25%	9 20%	9 19%	22 20%	29 22%	41 24%
Fill out the online complaints form	37 21%	37 21%	10 17%	8 20%	4 11%	11 24%	10 24%	7 14%	24 22%	28 21%	37 21%
Call the BBC complaints number	35 20%	35 20%	10 17%	5 12%	6 19%	6 14%	10 22%	10 22%	21 19%	29 22%	35 20%
Email a specific BBC programme	20 11%	20 11%	6 10%	4 9%	6 17%	7 15%	7 15%	7 14%	13 12%	18 13%	20 11%
Write a letter	17 9%	17 9%	4 7%	3 9%	4 11%	3 6%	4 8%	5 10%	10 9%	13 10%	17 9%
Comment on social media (e.g. Facebook, Twitter)	13 8%	13 8%	4 7%	3 8%	2 6%	4 9%	3 6%	5 10%	5 5%	10 8%	13 8%
Make a public comment on the BBC website	13 7%	13 7%	4 7%	2 6%	2 7%	4 8%	2 6%	3 7%	6 6%	10 7%	13 7%
Call into a radio programme	12 7%	12 7%	3 5%	5 13%	4 10%	3 6%	5 10%	6 13%	9 8%	10 8%	12 7%
Freeview through a TV aerial and set-top box	11 6%	11 6%	2 3%	2 6%	4 11%	7++abj 16%	4 10%	2 4%	9 8%	9 7%	11 6%
Make a private comment on the BBC website	6 3%	6 3%	- -%	1 3%	- -%	- -%	2 5%	* 1%	2 2%	3 2%	6 3%
Contact someone I know who works at the BBC	5 3%	5 3%	2 4%	3+ 9%	1 3%	2 5%	2 6%	3 7%	5 4%	3 2%	5 3%

95% lower case or +, 99% UPPER CASE or ++

Table 64 (continuation)

B3. And if you did want to make a complaint in the future, how would you contact the BBC?

by

Base: Had a reason to complain about the BBC but didnt complain directly

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	195	195	66	43	36	48	47	55	122	142	195
Effective sample size	141	141	46	33	28	38	37	44	89	109	141
Weighted Total	175	175	60	39	34	45	43	48	109	132	175
Other (please specify)	9 5%	9 5%	2 4%	2 6%	1 4%	- -%	* 1%	2 3%	3 3%	3- 2%	9 5%
I would be unlikely to pursue a formal complaint	22 12%	22 12%	10 17%	3 7%	3 8%	5 11%	2 4%	5 10%	15 14%	16 12%	22 12%
Don't know / not sure	20 12%	20 12%	11 19%	7 17%	8 22%	7 15%	8 18%	9 18%	15 13%	17 13%	20 12%

95% lower case or +, 99% UPPER CASE or ++

Table 64 (continuation)

B3. And if you did want to make a complaint in the future, how would you contact the BBC?

by

Base: Had a reason to complain about the BBC but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	195	-	2	2	4	9	17	13	39	91	100	-	-	-	-	-	47	148
Effective sample size	141	-	2	2	3	6	14	11	31	71	79	-	-	-	-	-	37	105
Weighted Total	175	-	2	2	4	8	16	13	37	89	99	-	-	-	-	-	44	131
Email a general BBC email address	41 24%	- -%	* 26%	- -%	2 56%	2 27%	5 31%	4 33%	13 35%	24 27%	25 25%	- -%	- -%	- -%	- -%	- -%	6 13%	35 27%
Fill out the online complaints form	37 21%	- -%	- -%	- -%	- -%	6 71%	5 29%	1 10%	12 32%	23 26%	23 24%	- -%	- -%	- -%	- -%	- -%	10 24%	27 20%
Call the BBC complaints number	35 20%	- -%	1 74%	- -%	1 17%	2 19%	6 34%	4 33%	12 31%	21 24%	26+ 26%	- -%	- -%	- -%	- -%	- -%	5 12%	30 23%
Email a specific BBC programme	20 11%	- -%	- -%	- -%	- -%	2 19%	2 12%	2 15%	6 15%	13 15%	13 13%	- -%	- -%	- -%	- -%	- -%	2 5%	18 14%
Write a letter	17 9%	- -%	1 74%	1 59%	* 11%	* 5%	2 12%	2 15%	4 12%	9 10%	12 12%	- -%	- -%	- -%	- -%	- -%	7 16%	9 7%
Comment on social media (e.g. Facebook, Twitter)	13 8%	- -%	- -%	- -%	1 34%	1 8%	1 9%	2 16%	3 8%	6 7%	7 7%	- -%	- -%	- -%	- -%	- -%	7+b 16%	6- 5%
Make a public comment on the BBC website	13 7%	- -%	- -%	- -%	- -%	- -%	1 5%	1 6%	1 2%	5 5%	6 6%	- -%	- -%	- -%	- -%	- -%	5 11%	8 6%
Call into a radio programme	12 7%	- -%	- -%	- -%	- -%	- -%	1 3%	1 8%	2 4%	5 6%	6 6%	- -%	- -%	- -%	- -%	- -%	6 14%	6 5%
Freeview through a TV aerial and set-top box	11 6%	- -%	- -%	- -%	- -%	2 27%	1 4%	1 6%	4 10%	6 7%	6 6%	- -%	- -%	- -%	- -%	- -%	4 8%	7 6%
Make a private comment on the BBC website	6 3%	- -%	- -%	1 59%	- -%	- -%	1 8%	* 3%	2 5%	2 3%	4 4%	- -%	- -%	- -%	- -%	- -%	3 6%	3 2%

95% lower case or +, 99% UPPER CASE or ++

Table 64 (continuation)

B3. And if you did want to make a complaint in the future, how would you contact the BBC?

by

Base: Had a reason to complain about the BBC but didnt complain directly

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	195	-	2	2	4	9	17	13	39	91	100	-	-	-	-	-	47	148
Effective sample size	141	-	2	2	3	6	14	11	31	71	79	-	-	-	-	-	37	105
Weighted Total	175	-	2	2	4	8	16	13	37	89	99	-	-	-	-	-	44	131
Contact someone I know who works at the BBC	5 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	1 3%	2 2%	2 2%	- -%	- -%	- -%	- -%	- -%	4++B 10%	*-- *%
Other (please specify)	9 5%	- -%	- -%	1 41%	- -%	- -%	- -%	* 3%	1 3%	3 4%	3 3%	- -%	- -%	- -%	- -%	- -%	2 4%	7 5%
I would be unlikely to pursue a formal complaint	22 12%	- -%	- -%	- -%	- -%	2 23%	1 6%	- -%	3 8%	11 12%	11 11%	- -%	- -%	- -%	- -%	- -%	2 4%	20 15%
Don't know / not sure	20 12%	- -%	- -%	- -%	- -%	- -%	1 9%	1 11%	1 4%	8 9%	9 9%	- -%	- -%	- -%	- -%	- -%	5 11%	15 12%

95% lower case or +, 99% UPPER CASE or ++

Table 64 (continuation)

B3. And if you did want to make a complaint in the future, how would you contact the BBC?

by

Base: Had a reason to complain about the BBC but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	195	13	67	49	64	67	54	33	39	37	38	28	88	93	49
Effective sample size	141	5	49	39	49	46	41	26	28	24	30	22	64	72	30
Weighted Total	175	9	61	42	60	61	53	26	33	35	36	23	78	89	39
Email a general BBC email address	41 24%	- -%	12 20%	14 34%	13 22%	12 19%	16 30%	5 19%	9 26%	5 15%	11 32%	5 22%	19 25%	23 26%	9 22%
Fill out the online complaints form	37 21%	- -%	12 20%	12 28%	13 22%	10 16%	18+a 34%	3 13%	6 17%	4 13%	11 32%	6 25%	15 20%	23 25%	5 12%
Call the BBC complaints number	35 20%	1 6%	13 21%	11 27%	8 14%	12 19%	12 23%	3 11%	7 22%	10 30%	8 22%	1 6%	15 19%	13 14%	12 31%
Email a specific BBC programme	20 11%	* 3%	6 9%	7 17%	7 12%	6 9%	10 19%	1 5%	3 9%	3 7%	7 20%	2 8%	8 11%	10 12%	5 13%
Write a letter	17 9%	* 3%	9 15%	3 8%	4 7%	12++ 19%	3 6%	* 2%	1 4%	5 16%	3 9%	5 20%	3- 4%	5 6%	1 3%
Comment on social media (e.g. Facebook, Twitter)	13 8%	- -%	6 10%	1 2%	6 11%	6 10%	3 6%	1 5%	3 8%	3 7%	6 15%	2 7%	4 5%	6 7%	2 6%
Make a public comment on the BBC website	13 7%	- -%	3 5%	6+ 15%	3 6%	4 6%	4 7%	1 5%	4 13%	- -%	2 6%	1 3%	9 11%	7 8%	- -%
Call into a radio programme	12 7%	* 1%	5 8%	1 3%	6 11%	2 4%	4 8%	2 8%	4 12%	1 3%	3 7%	5 20%	3 4%	8 9%	1 2%
Freeview through a TV aerial and set-top box	11 6%	- -%	3 5%	3 7%	5 9%	2 4%	3 6%	1 3%	5 14%	2 5%	4 10%	1 5%	5 6%	6 6%	1 2%
Make a private comment on the BBC website	6 3%	- -%	2 3%	2 5%	2 3%	3 5%	* 1%	* 1%	2 7%	- -%	1 4%	- -%	4 6%	4 5%	1 2%
Contact someone I know who works at the BBC	5 3%	- -%	3 5%	2 4%	- -%	1 2%	2 3%	1 5%	* 1%	1 2%	1 2%	2 8%	1 1%	4 4%	* 1%

95% lower case or +, 99% UPPER CASE or ++

Table 64 (continuation)

B3. And if you did want to make a complaint in the future, how would you contact the BBC?

by

Base: Had a reason to complain about the BBC but didnt complain directly

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	195	13	67	49	64	67	54	33	39	37	38	28	88	93	49
Effective sample size	141	5	49	39	49	46	41	26	28	24	30	22	64	72	30
Weighted Total	175	9	61	42	60	61	53	26	33	35	36	23	78	89	39
Other (please specify)	9 5%	1 13%	2 3%	1 3%	3 6%	6 10%	2 3%	* 1%	1 3%	5 14%	1 3%	- -%	3 4%	3 3%	6 15%
I would be unlikely to pursue a formal complaint	22 12%	4 39%	5 8%	5 12%	8 14%	9 14%	6 11%	3 12%	4 12%	5 14%	1 3%	1 6%	13 17%	12 13%	9 23%
Don't know / not sure	20 12%	3 36%	6 9%	2 5%	9 16%	6 10%	3 6%	8 31%	3 10%	4 10%	3 9%	1 6%	12 16%	12 13%	2 5%

95% lower case or +, 99% UPPER CASE or ++

Table 65
C1. You said earlier in the survey that you had complained to the BBC. How many times have you complained to the BBC in the last year?
by

Base: Complained to BBC in the last year

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	118	108	10	90	26	33	41	44	52	22	24	20	92	11	7	8	103	15
Effective sample	100	94	6	75	23	25	36	39	44	19	19	18	82	10	6	6	87	13
Weighted Total	129	121	8	98	28	28	48	53	60	24	23	23	111	12	4	2	113	16
Once	(1.0) 53%	69 53%	5 59%	50 51%	16 58%	13 47%	29 61%	26 50%	33 55%	16 65%	12 52%	8 38%	60 55%	4 36%	3 65%	1 61%	60 53%	9 56%
Twice	(2.0) 23%	30 22%	3 41%	22 22%	8 30%	5 19%	12 26%	12 24%	12 20%	3 12%	6 26%	9 41%	26 24%	2 15%	1 35%	1 39%	27 24%	3 17%
Three times	(3.0) 16%	21 17%	- -%	19 19%	2 7%	8 29%	3- 6%	10 18%	9 15%	3 14%	5 22%	3 15%	17 15%	4 31%	- -%	- -%	18 16%	2 15%
Four times	(4.0) 4%	5 4%	- -%	5 5%	- -%	1 5%	2 4%	1 2%	3 4%	2 9%	- -%	- -%	4 4%	1 5%	- -%	- -%	3 2%	2 12%
Five or more times	(5.0) 3%	4 4%	- -%	3 3%	1 5%	- -%	2 3%	3 6%	3 5%	- -%	- -%	1 6%	3 3%	1 12%	- -%	- -%	4 4%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Three times or more	30 23%	30 25%	- -%	26 27%	3 12%	10 34%	6 13%	14 26%	15 24%	5 23%	5 22%	5 21%	24 22%	6 49%	- -%	- -%	25 23%	4 27%
Mean score	2	2	1	2	2	2	2	2	2	2	2	2	2	2	1	1	2	2
Standard deviation	1.06	1.08	.53	1.08	1.01	1.00	1.00	1.14	1.16	1.04	.83	1.07	1.02	1.40	.55	.71	1.06	1.12
Standard error	.11	.11	.22	.12	.21	.20	.17	.18	.17	.24	.19	.26	.11	.44	.22	.30	.11	.31

95% lower case or +, 99% UPPER CASE or ++

Table 65 (continuation)

C1. You said earlier in the survey that you had complained to the BBC. How many times have you complained to the BBC in the last year?

by

Base: Complained to BBC in the last year

		Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general				
		Weighted Total	White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		118	93	22	15	4	75	39	31	84	32	82	4	24	62	28
Effective sample		100	83	16	10	4	65	34	27	70	29	68	3	20	52	24
Weighted Total		129	107	16	11	2	90	36	35	91	37	89	5	25	70	28
Once	(1.0)	69 53%	57 54%	6 37%	5 43%	* 14%	50 56%	16 46%	17 48%	51 56%	16 44%	52 59%	3 68%	13 53%	39 55%	13 47%
Twice	(2.0)	30 23%	24 23%	6 36%	6 51%	- -%	21 23%	9 24%	8 23%	21 23%	10 28%	19 21%	- -%	8 33%	15 21%	7 24%
Three times	(3.0)	21 16%	17 16%	3 19%	* 2%	2 86%	12 13%	9 25%	6 17%	14 16%	7 19%	14 15%	1 32%	- -%	12 17%	7 26%
Four times	(4.0)	5 4%	3 3%	1 9%	1 5%	- -%	3 3%	2 5%	2 7%	2 2%	2 6%	1 1%	- -%	1 2%	3 5%	1 3%
Five or more times	(5.0)	4 3%	4 4%	- -%	- -%	- -%	4 5%	- -%	2 5%	3 3%	1 4%	3 3%	- -%	3 12%	1 2%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Three times or more		30 23%	25 24%	4 28%	1 7%	2 86%	19 21%	11 30%	10 29%	20 21%	11 29%	18 20%	1 32%	4 14%	17 24%	8 29%
Mean score		2	2	2	2	3	2	2	2	2	2	2	2	2	2	2
Standard deviation		1.06	1.09	.98	.77	.92	1.11	.97	1.18	1.02	1.12	1.01	1.05	1.32	1.03	.92
Standard error		.11	.12	.25	.24	.48	.14	.17	.23	.12	.21	.12	.61	.29	.14	.19

95% lower case or +, 99% UPPER CASE or ++

Table 65 (continuation)

C1. You said earlier in the survey that you had complained to the BBC. How many times have you complained to the BBC in the last year?

by

Base: Complained to BBC in the last year

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row		118	118	28	25	12	34	31	19	61	102	118
Effective sample		100	100	23	21	11	30	26	17	52	85	100
Weighted Total		129	129	28	27	13	37	33	18	67	111	129
Once	(1.0)	69 53%	69 53%	11 39%	9 34%	4 30%	17 46%	15 46%	7 36%	35 52%	54 49%	69 53%
Twice	(2.0)	30 23%	30 23%	5 18%	6 23%	2 15%	7 18%	6 19%	3 17%	14 21%	28 25%	30 23%
Three times	(3.0)	21 16%	21 16%	10 34%	10 38%	6 49%	9 26%	11 33%	8 43%	14 21%	19 17%	21 16%
Four times	(4.0)	5 4%	5 4%	1 3%	1 6%	1 7%	2 6%	1 3%	1 5%	2 3%	5 4%	5 4%
Five or more times	(5.0)	4 3%	4 3%	1 5%	- -%	- -%	1 4%	- -%	- -%	1 2%	4 4%	4 3%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Three times or more		30 23%	30 23%	12 42%	12 44%	7 56%	13 35%	12 36%	9 47%	18 27%	28 26%	30 23%
Mean score		2	2	2	2	2	2	2	2	2	2	2
Standard deviation		1.06	1.06	1.16	.98	1.01	1.16	.95	1.00	1.02	1.09	1.06
Standard error		.11	.11	.24	.21	.31	.21	.19	.24	.14	.12	.11

95% lower case or +, 99% UPPER CASE or ++

Table 65 (continuation)

C1. You said earlier in the survey that you had complained to the BBC. How many times have you complained to the BBC in the last year?
by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	118	118	21	18	7	22	20	9	46	93	118	61	30	27	25	59	62	56
Effective sample	100	100	17	15	7	20	17	8	39	78	100	50	25	24	21	51	52	47
Weighted Total	129	129	22	18	8	25	23	9	51	102	129	69	30	30	24	69	68	60
Once	(1.0) 53%	69 53%	7 33%	6 33%	1 19%	10 40%	11 49%	3 32%	23 45%	49 48%	69 53%	69++ 100%	- -%	- -%	9 38%	32 47%	31 45%	38 64%
Twice	(2.0) 23%	30 23%	4 19%	3 14%	1 12%	4 15%	5 20%	- -%	11 21%	26 25%	30 23%	--- -%	30 100%	- -%	5 20%	20 29%	17 25%	13 21%
Three times	(3.0) 16%	21 16%	8 37%	9 48%	4 57%	9 36%	7 31%	5 58%	14++ 28%	18 18%	21 16%	--- -%	- -%	21 69%	7 29%	11 16%	15 22%	6 9%
Four times	(4.0) 4%	5 4%	1 4%	1 5%	1 11%	1 3%	- -%	1 10%	1 2%	4 4%	5 4%	-- -%	- -%	5 16%	1 6%	3 4%	3 4%	2 3%
Five or more times	(5.0) 3%	4 3%	1 7%	- -%	- -%	1 6%	- -%	- -%	1 3%	4 4%	4 3%	-- -%	- -%	4 15%	1 6%	3 4%	3 4%	1 2%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Three times or more	30 23%	30 23%	10 48%	10 53%	5 68%	11 45%	7 31%	6 68%	17 33%	27 27%	30 23%	--- -%	- -%	30 100%	10 42%	17 24%	21 30%	9 15%
Mean score	2	2	2	2	3	2	2	2	2	2	2	1	2	3AB	2	2	2	2
Standard deviation	1.06	1.06	1.20	1.00	.99	1.20	.90	1.11	1.04	1.11	1.06	-	-	.75	1.23	1.09	1.12	.96
Standard error	.11	.11	.29	.26	.38	.27	.22	.39	.17	.13	.11	-	-	.15	.27	.15	.15	.14

95% lower case or +, 99% UPPER CASE or ++

Table 65 (continuation)

C1. You said earlier in the survey that you had complained to the BBC. How many times have you complained to the BBC in the last year?

by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		118	-	36	40	42	52	31	12	21	31	41	10	34	73	17
Effective sample		100	-	30	35	35	47	24	10	18	27	35	8	30	61	15
Weighted Total		129	-	39	44	45	61	34	10	22	32	46	9	41	82	18
Once	(1.0)	69 53%	- -%	22 57%	19 43%	27 60%	31 51%	22 65%	4 40%	10 45%	15 47%	26 56%	2 20%	25 61%	48 58%	8 45%
Twice	(2.0)	30 23%	- -%	9 24%	14 31%	7 16%	14 24%	8 22%	3 34%	5 23%	8 27%	12 26%	1 13%	9 21%	18 22%	5 30%
Three times	(3.0)	21 16%	- -%	5 14%	9 19%	6 14%	14 23%	1 2%	1 13%	4 20%	6 19%	6 12%	4 50%	4 11%	11 14%	3 14%
Four times	(4.0)	5 4%	- -%	2 5%	1 3%	1 3%	- -%	2 7%	1 12%	1 6%	1 3%	1 3%	- -%	3 7%	3 4%	1 3%
Five or more times	(5.0)	4 3%	- -%	- -%	1 3%	3 7%	1 2%	2 5%	- -%	1 7%	1 5%	1 3%	2 17%	- -%	3 4%	2 8%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Three times or more		30 23%	- -%	7 19%	12 26%	11 24%	16 26%	4 13%	3 26%	7 32%	8 26%	8 18%	6 67%	7 18%	17 21%	5 25%
Mean score		2	-	2	2	2	2	2	2	2	2	2	3bD	2	2	2
Standard deviation		1.06	-	.90	1.04	1.21	.97	1.11	1.07	1.24	1.10	1.01	1.33	.93	1.06	1.25
Standard error		.11	-	.16	.18	.21	.14	.23	.33	.30	.21	.17	.48	.17	.13	.32

95% lower case or +, 99% UPPER CASE or ++

Table 66
C2. Which of the following BBC services did you complain about?
by
Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	118	108	10	90	26	33	41	44	52	22	24	20	92	11	7	8	103	15
Effective sample size	100	94	6	75	23	25	36	39	44	19	19	18	82	10	6	6	87	13
Weighted Total	129	121	8	98	28	28	48	53	60	24	23	23	111	12	4	2	113	16
BBC TV	79 61%	75 62%	4 45%	59 60%	19 67%	12 42%	30 62%	37 71%	36 61%	13 55%	13 55%	17 76%	69 63%	5 46%	3 66%	2 83%	69 61%	10 64%
General complaint about the BBC	21 17%	20 16%	2 20%	16 17%	5 18%	3 11%	5 10%	13 25%	12 20%	6 24%	1 5%	3 12%	19 17%	2 14%	- -%	1 30%	19 17%	2 12%
BBC Website	17 13%	15 13%	1 18%	12 12%	5 16%	8 30%	7 14%	1- 3%	9 15%	2 8%	3 12%	3 15%	14 13%	2 18%	- -%	* 17%	16 14%	1 4%
BBC Radio	17 13%	17 14%	* *%	14 14%	3 9%	4 16%	4 8%	8 16%	10 16%	1 3%	3 14%	3 13%	15 14%	1 12%	* *%	- -%	14 13%	2 16%
BBC licence fee	16 13%	15 12%	1 16%	12 12%	3 11%	3 12%	7 15%	6 11%	10 17%	1 3%	6 25%	- -%	15 13%	- -%	1 34%	- -%	16 14%	- -%
BBC iPlayer	14 11%	12 10%	2 21%	11 11%	3 11%	7 26%	2 5%	4 8%	8 13%	2 10%	3 13%	1 3%	14 13%	- -%	- -%	- -%	14 12%	- -%
BBC Sounds	7 6%	7 6%	- -%	5 5%	3 9%	4 13%	1 2%	3 6%	6 11%	1 4%	* 1%	- -%	7 7%	- -%	- -%	- -%	7 6%	1 6%
BBC app	7 6%	7 6%	- -%	6 6%	2 6%	6 21%	- -%	1 3%	3 5%	2 8%	* 1%	2 9%	7 7%	- -%	- -%	- -%	6 6%	1 6%
BBC World Service	4 3%	4 3%	- -%	3 3%	1 3%	3 11%	1 2%	- -%	3 5%	* 1%	- -%	1 3%	4 4%	- -%	- -%	- -%	4 4%	- -%
Other (please specify)	7 6%	7 6%	* *%	5 5%	3 9%	- -%	3 6%	5 9%	3 6%	1 6%	- -%	3 11%	6 5%	1 10%	- -%	* 24%	7 6%	* 3%

95% lower case or +, 99% UPPER CASE or ++

Table 66 (continuation)
 C2. Which of the following BBC services did you complain about?
 by
 Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	118	93	22	15	4	75	39	31	84	32	82	4	24	62	28
Effective sample size	100	83	16	10	4	65	34	27	70	29	68	3	20	52	24
Weighted Total	129	107	16	11	2	90	36	35	91	37	89	5	25	70	28
BBC TV	79 61%	71 66%	7 41%	4 34%	* 14%	56 63%	20 55%	21 62%	55 60%	24 65%	54 61%	2 32%	19 76%	41 58%	18 62%
General complaint about the BBC	21 17%	16 15%	3 18%	3 25%	- -%	14 16%	7 20%	7 20%	15 16%	4 9%	18 20%	- -%	2 6%	16 22%	4 14%
BBC Website	17 13%	11 11%	5 34%	3 22%	1 53%	14 16%	3 8%	9 26%	8 8%	4 11%	12 13%	1 32%	2 6%	6 8%	8 28%
BBC Radio	17 13%	13 12%	4 22%	1 10%	1 33%	12 13%	5 14%	8 23%	9 9%	10 25%	7- 8%	- -%	3 12%	6 8%	8 29%
BBC licence fee	16 13%	12 12%	3 18%	1 5%	1 30%	11 13%	5 14%	3 10%	12 13%	8 21%	8 10%	- -%	2 7%	7 10%	7 26%
BBC iPlayer	14 11%	8 7%	6 39%	3 28%	1 62%	9 10%	5 14%	3 9%	11 12%	11 30%	3-- 3%	2 36%	2 8%	6 9%	4 14%
BBC Sounds	7 6%	5 4%	3 18%	1 10%	- -%	5 6%	2 7%	2 6%	5 6%	6 17%	*-- *%	- -%	- -%	4 6%	3 12%
BBC app	7 6%	4 4%	3 21%	2 15%	- -%	6 6%	2 5%	2 7%	5 5%	4 10%	3 3%	- -%	- -%	4 6%	3 11%
BBC World Service	4 3%	- -%	4 25%	2 21%	- -%	3 4%	1 2%	1 3%	3 3%	4 10%	*- *%	- -%	* 1%	1 1%	3 11%
Other (please specify)	7 6%	7 7%	- -%	- -%	- -%	6 7%	1 4%	2 5%	6 6%	3 7%	5 5%	* *%	* 2%	7 10%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 66 (continuation)

C2. Which of the following BBC services did you complain about?
by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	118	118	28	25	12	34	31	19	61	102	118
Effective sample size	100	100	23	21	11	30	26	17	52	85	100
Weighted Total	129	129	28	27	13	37	33	18	67	111	129
BBC TV	79 61%	79 61%	15 53%	8 30%	4 33%	19 51%	17 50%	7 41%	36 53%	63 57%	79 61%
General complaint about the BBC	21 17%	21 17%	6 20%	6 23%	3 23%	6 16%	8 24%	1 8%	13 19%	20 18%	21 17%
BBC Website	17 13%	17 13%	10 34%	9 34%	6 44%	9+ 24%	10 29%	6 35%	14+ 20%	17 15%	17 13%
BBC Radio	17 13%	17 13%	8 27%	7 24%	5 39%	7 19%	8 23%	5 27%	10 16%	16 14%	17 13%
BBC licence fee	16 13%	16 13%	7 24%	3 12%	3 21%	7 20%	3 10%	3 19%	8 12%	16 14%	16 13%
BBC iPlayer	14 11%	14 11%	7 26%	6 24%	4 33%	7 20%	9 26%	5 26%	14++ 21%	13 12%	14 11%
BBC Sounds	7 6%	7 6%	5 19%	4 14%	4 28%	6++ 16%	6 18%	3 18%	7+ 11%	7 6%	7 6%
BBC app	7 6%	7 6%	6 21%	6 22%	4 32%	7++aij 19%	6 18%	5 27%	7+ 11%	7 7%	7 6%
BBC World Service	4 3%	4 3%	3 9%	3 12%	3 20%	3+ 9%	4 11%	2 9%	4 5%	3 3%	4 3%
Other (please specify)	7 6%	7 6%	- -%	- -%	- -%	3 8%	1 4%	2 8%	6 9%	7 7%	7 6%

95% lower case or +, 99% UPPER CASE or ++

Table 66 (continuation)

C2. Which of the following BBC services did you complain about?
by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	118	118	21	18	7	22	20	9	46	93	118	61	30	27	25	59	62	56
Effective sample size	100	100	17	15	7	20	17	8	39	78	100	50	25	24	21	51	52	47
Weighted Total	129	129	22	18	8	25	23	9	51	102	129	69	30	30	24	69	68	60
BBC TV	79 61%	79 61%	15 68%	8 45%	4 56%	12 49%	16 69%	5 52%	31 61%	59 58%	79 61%	44 64%	18 60%	17 56%	12 50%	47 68%	38 55%	41 69%
General complaint about the BBC	21 17%	21 17%	3 16%	6 33%	1 19%	4 18%	7 28%	- -%	11 21%	19 18%	21 17%	12 18%	6 19%	4 12%	1 4%	10 14%	14 20%	8 13%
BBC Website	17 13%	17 13%	10 44%	5 27%	5 68%	8 31%	6 28%	6 68%	11+ 22%	15 15%	17 13%	2-- 2%	3 11%	12 40%	8 35%	4- 6%	12 18%	5 8%
BBC Radio	17 13%	17 13%	7 31%	4 24%	4 57%	7 28%	6 24%	3 39%	10 19%	16 15%	17 13%	3-- 4%	4 13%	10 34%	8 32%	9 13%	12 18%	4 7%
BBC licence fee	16 13%	16 13%	6 29%	2 9%	3 36%	7 27%	3 11%	3 40%	8 15%	16 15%	16 13%	4- 6%	5 17%	7 24%	6 24%	7 10%	11 17%	5 8%
BBC iPlayer	14 11%	14 11%	6 26%	5 28%	3 35%	7 26%	4 19%	3 38%	9 18%	11 11%	14 11%	6 8%	2 8%	6 20%	7 28%	6 9%	7 10%	7 12%
BBC Sounds	7 6%	7 6%	4 20%	4 21%	3 35%	4 17%	3 14%	2 20%	7+ 13%	5 5%	7 6%	1- 1%	2 6%	5 16%	6 26%	1 2%	7+b 11%	-- -%
BBC app	7 6%	7 6%	5 23%	5 28%	3 42%	6 22%	3 14%	3 37%	7++ 14%	6 6%	7 6%	1- 1%	2 5%	5 16%	7 28%	1- 1%	6 9%	1 2%
BBC World Service	4 3%	4 3%	3 12%	3 18%	3 35%	3 11%	1 5%	2 20%	4 7%	3 3%	4 3%	* *%	2 7%	2 6%	3 11%	1 2%	3 5%	1 1%
Other (please specify)	7 6%	7 6%	- -%	- -%	- -%	- -%	1 6%	2 18%	3 6%	6 6%	7 6%	3 4%	3 10%	1 5%	- -%	6 9%	6 9%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 66 (continuation)

C2. Which of the following BBC services did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	118	-	36	40	42	52	31	12	21	31	41	10	34	73	17
Effective sample size	100	-	30	35	35	47	24	10	18	27	35	8	30	61	15
Weighted Total	129	-	39	44	45	61	34	10	22	32	46	9	41	82	18
BBC TV	79 61%	- -%	24 62%	31 69%	24 54%	47++ 77%	22 64%	2 23%	6 29%	20 64%	30 64%	4 42%	25 63%	54 66%	11 58%
General complaint about the BBC	21 17%	- -%	4 11%	5 11%	12+ 27%	11 18%	6 19%	1 9%	3 14%	3 11%	10 22%	2 24%	6 14%	15 18%	1 7%
BBC Website	17 13%	- -%	8 20%	5 12%	4 8%	7 12%	7 19%	1 12%	1 7%	6 19%	5 11%	4 40%	2 5%	13 16%	2 8%
BBC Radio	17 13%	- -%	5 13%	6 13%	6 13%	9 16%	2 6%	2 23%	3 12%	7 21%	6 12%	1 16%	3 7%	12 15%	1 8%
BBC licence fee	16 13%	- -%	3 9%	6 14%	7 15%	9 14%	2 4%	1 15%	4 21%	5 16%	6 13%	- -%	5 12%	10 13%	1 7%
BBC iPlayer	14 11%	- -%	2 4%	8 19%	4 9%	6 9%	4 11%	2 22%	2 10%	2 6%	6 14%	2 23%	4 9%	7 9%	5 28%
BBC Sounds	7 6%	- -%	1 2%	6+ 13%	1 2%	5 8%	1 2%	2 17%	- -%	3 9%	3 7%	1 16%	- -%	5 6%	1 8%
BBC app	7 6%	- -%	1 4%	5 11%	1 2%	4 7%	1 2%	2 19%	1 3%	3 8%	3 7%	1 7%	- -%	7 8%	1 3%
BBC World Service	4 3%	- -%	* 1%	2 5%	2 3%	2 4%	1 3%	- -%	1 3%	2 6%	2 4%	1 7%	- -%	3 4%	1 3%
Other (please specify)	7 6%	- -%	2 4%	4 10%	2 3%	6 10%	- -%	- -%	2 7%	2 6%	1 3%	1 16%	3 7%	3 4%	4 21%

95% lower case or +, 99% UPPER CASE or ++

Table 67
C3a. Which of the following TV Channels did you complain about?
by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	70	65	5	53	16	13	26	31	32	11	13	14	55	5	4	6	61	9
Effective sample size	61	59	3	45	15	10	23	29	28	10	10	13	52	5	4	5	53	8
Weighted Total	79	75	4	59	19	12	30	37	36	13	13	17	69	5	3	2	69	10
BBC One	67 85%	64 85%	4 100%	48 82%	18 94%	10 84%	25 85%	32 86%	31 87%	10 78%	10 79%	16 91%	58 85%	4 82%	3 100%	2 100%	58 84%	9 91%
BBC Two	19 24%	19 26%	- -%	17 29%	2 12%	4 33%	6 20%	9 25%	8 22%	6 48%	4 29%	1 9%	19 28%	- -%	- -%	* 19%	18 26%	1 11%
BBC News Channel	13 17%	13 18%	* 3%	11 19%	2 12%	2 17%	6 21%	5 13%	8 21%	3 25%	* 1%	2 13%	11 17%	1 18%	1 29%	* 8%	12 18%	1 9%
BBC Three	7 9%	7 10%	- -%	5 9%	2 12%	4 33%	2 7%	1 4%	4 11%	2 15%	- -%	1 9%	7 11%	- -%	- -%	- -%	7 11%	- -%
BBC Red Button	6 8%	6 8%	- -%	4 6%	2 12%	4 33%	1 2%	1 4%	4 12%	- -%	- -%	1 9%	6 9%	- -%	- -%	- -%	6 9%	- -%
BBC Four	5 6%	5 7%	- -%	3 5%	2 12%	3 29%	- -%	1 4%	5 14%	- -%	- -%	- -%	5 7%	- -%	- -%	- -%	5 7%	- -%
CBBC	3 4%	3 4%	- -%	2 3%	1 8%	2 14%	- -%	1 4%	3 9%	- -%	- -%	- -%	3 5%	- -%	- -%	- -%	3 5%	- -%
CBeebies	3 4%	3 4%	- -%	2 3%	1 8%	2 14%	- -%	1 4%	3 9%	- -%	- -%	- -%	3 5%	- -%	- -%	- -%	3 5%	- -%
BBC Scotland Channel	2 3%	2 3%	- -%	1 1%	1 8%	1 7%	- -%	1 4%	2 6%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	2 3%	- -%
BBC Alba	1 1%	1 1%	- -%	1 1%	- -%	1 7%	- -%	- -%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%
BBC Parliament	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other BBC TV channel (please specify)	1 1%	1 1%	- -%	- -%	1 6%	- -%	- -%	1 3%	1 3%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 67 (continuation)

C3a. Which of the following TV Channels did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	70	61	8	4	1	47	20	19	49	20	49	1	18	34	17
Effective sample size	61	55	6	3	1	41	18	17	43	18	42	1	15	31	15
Weighted Total	79	71	7	4	*	56	20	21	55	24	54	2	19	41	18
BBC One	67 85%	61 87%	6 87%	3 86%	- -%	50 88%	16 82%	14 65%	52 95%	22 88%	46 85%	2 100%	14 75%	35 87%	16 92%
BBC Two	19 24%	13 18%	5 78%	3 70%	- -%	12 22%	6 28%	11 51%	8 15%	6 24%	13 25%	- -%	6 31%	7 17%	7 37%
BBC News Channel	13 17%	9 12%	5 70%	3 70%	* 100%	9 16%	5 23%	5 26%	7 12%	9 38%	4 8%	- -%	1 5%	9 23%	3 17%
BBC Three	7 9%	3 4%	4 66%	3 70%	- -%	7 12%	1 4%	4 20%	3 6%	5 21%	2 4%	- -%	- -%	4 10%	3 18%
BBC Red Button	6 8%	3 4%	3 44%	1 33%	- -%	5 9%	1 4%	1 6%	5 9%	5 19%	1 1%	- -%	1 3%	4 9%	2 10%
BBC Four	5 6%	3 4%	2 36%	1 18%	- -%	4 8%	1 4%	2 8%	3 6%	4 17%	1 1%	- -%	- -%	2 5%	3 16%
CBBC	3 4%	1 2%	2 25%	- -%	- -%	3 6%	- -%	- -%	3 6%	3 13%	- -%	- -%	- -%	1 4%	2 10%
CBeebies	3 4%	1 2%	2 25%	- -%	- -%	3 6%	- -%	- -%	3 6%	3 13%	- -%	- -%	- -%	1 4%	2 10%
BBC Scotland Channel	2 3%	1 2%	1 13%	- -%	- -%	2 4%	- -%	- -%	2 4%	2 10%	- -%	- -%	- -%	1 4%	1 5%
BBC Alba	1 1%	- -%	1 13%	- -%	- -%	1 2%	- -%	- -%	1 2%	1 3%	- -%	- -%	- -%	- -%	1 5%
BBC Parliament	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other BBC TV channel (please specify)	1 1%	1 2%	- -%	- -%	- -%	- -%	1 6%	1 5%	- -%	- -%	1 2%	- -%	- -%	1 3%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 67 (continuation)

C3a. Which of the following TV Channels did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	70	70	14	7	4	16	13	7	31	57	70
Effective sample size	61	61	11	6	4	15	11	6	27	50	61
Weighted Total	79	79	15	8	4	19	17	7	36	63	79
BBC One	67 85%	67 85%	13 89%	8 100%	4 100%	17 90%	14 81%	6 80%	31 85%	53 83%	67 85%
BBC Two	19 24%	19 24%	7 45%	6 80%	3 75%	6 31%	7 41%	3 43%	11 30%	17 27%	19 24%
BBC News Channel	13 17%	13 17%	7 49%	3 35%	1 20%	4 20%	4 26%	1 11%	9 24%	12 18%	13 17%
BBC Three	7 9%	7 9%	7 45%	5 64%	3 75%	5 25%	5 31%	3 43%	7 19%	7 11%	7 9%
BBC Red Button	6 8%	6 8%	3 21%	2 21%	2 40%	4 20%	3 19%	3 43%	5 15%	5 8%	6 8%
BBC Four	5 6%	5 6%	4 28%	2 21%	3 65%	3 17%	3 17%	3 37%	4 12%	4 7%	5 6%
CBBC	3 4%	3 4%	3 21%	2 21%	2 40%	3 17%	2 10%	2 23%	3 9%	3 5%	3 4%
CBeebies	3 4%	3 4%	3 21%	2 21%	2 40%	3 17%	2 10%	2 23%	3 9%	3 5%	3 4%
BBC Scotland Channel	2 3%	2 3%	2 16%	1 10%	1 20%	2 13%	1 5%	1 11%	2 6%	2 4%	2 3%
BBC Alba	1 1%	1 1%	1 6%	1 10%	1 20%	1 5%	1 5%	1 11%	1 2%	1 1%	1 1%
BBC Parliament	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other BBC TV channel (please specify)	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 1%

95% lower case or +, 99% UPPER CASE or ++

Table 67 (continuation)

C3a. Which of the following TV Channels did you complain about?
by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	70	70	13	7	4	11	12	5	26	54	70	38	18	14	10	40	34	36
Effective sample size	61	61	11	6	4	10	11	4	23	47	61	33	16	13	9	36	30	31
Weighted Total	79	79	15	8	4	12	16	5	31	59	79	44	18	17	12	47	38	41
BBC One	67 85%	67 85%	13 91%	8 100%	4 100%	11 89%	13 80%	5 100%	26 86%	48 82%	67 85%	39 87%	13 70%	16 97%	12 100%	41 87%	31 83%	36 87%
BBC Two	19 24%	19 24%	7 46%	6 80%	3 75%	6 47%	6 38%	3 70%	11 35%	17 29%	19 24%	9 20%	4 20%	7 41%	5 40%	9 19%	13 34%	7 16%
BBC News Channel	13 17%	13 17%	7 48%	3 35%	1 20%	4 30%	3 22%	1 19%	8 27%	12 20%	13 17%	4 9%	4 23%	5 30%	2 20%	9 18%	11 29%	3 6%
BBC Three	7 9%	7 9%	7 46%	5 64%	3 75%	5 38%	4 28%	3 70%	7 22%	7 11%	7 9%	2 5%	1 4%	5 28%	5 40%	3 6%	7 20%	- -%
BBC Red Button	6 8%	6 8%	3 22%	2 21%	2 40%	3 26%	2 15%	2 37%	5 15%	5 9%	6 8%	- -%	2 12%	4 22%	3 27%	2 5%	4 10%	2 5%
BBC Four	5 6%	5 6%	4 29%	2 21%	3 65%	3 26%	2 12%	3 61%	4 14%	4 7%	5 6%	- -%	1 4%	4 26%	4 36%	1 2%	4 10%	1 3%
CBBC	3 4%	3 4%	3 22%	2 21%	2 40%	3 26%	1 5%	2 37%	3 10%	3 5%	3 4%	- -%	- -%	3 19%	3 27%	- -%	3 8%	- -%
CBeebies	3 4%	3 4%	3 22%	2 21%	2 40%	3 26%	1 5%	2 37%	3 10%	3 5%	3 4%	- -%	- -%	3 19%	3 27%	- -%	3 8%	- -%
BBC Scotland Channel	2 3%	2 3%	2 16%	1 10%	1 20%	2 19%	- -%	1 19%	2 8%	2 4%	2 3%	- -%	- -%	2 14%	2 20%	- -%	2 6%	- -%
BBC Alba	1 1%	1 1%	1 6%	1 10%	1 20%	1 7%	- -%	1 19%	1 3%	1 1%	1 1%	- -%	- -%	1 5%	1 7%	- -%	1 2%	- -%
BBC Parliament	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other BBC TV channel (please specify)	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 1%	1 3%	- -%	- -%	- -%	- -%	1 3%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 67 (continuation)

C3a. Which of the following TV Channels did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	70	-	21	26	23	38	20	3	7	20	25	5	20	47	10
Effective sample size	61	-	19	23	20	35	17	3	6	17	22	4	19	41	9
Weighted Total	79	-	24	31	24	47	22	2	6	20	30	4	25	54	11
BBC One	67 85%	- -%	19 80%	27 87%	21 88%	41 89%	19 85%	1 32%	6 100%	18 89%	25 83%	3 91%	21 84%	47 86%	9 81%
BBC Two	19 24%	- -%	8 33%	7 23%	4 17%	11 24%	6 26%	1 32%	* 5%	7 35%	8 27%	- -%	4 17%	18 34%	1 11%
BBC News Channel	13 17%	- -%	2 8%	5 17%	6 25%	6 13%	5 21%	2 75%	1 13%	2 12%	5 18%	2 47%	4 14%	8 14%	2 21%
BBC Three	7 9%	- -%	4 14%	3 10%	1 3%	4 8%	3 13%	1 32%	- -%	2 12%	2 8%	- -%	3 11%	7 14%	- -%
BBC Red Button	6 8%	- -%	1 2%	5 15%	1 3%	2 5%	2 11%	1 57%	- -%	1 4%	3 10%	- -%	2 9%	4 7%	2 19%
BBC Four	5 6%	- -%	- -%	3 10%	2 7%	3 7%	1 4%	1 32%	- -%	2 10%	2 8%	- -%	1 3%	5 9%	- -%
CBBC	3 4%	- -%	- -%	3 10%	- -%	2 5%	1 4%	- -%	- -%	1 4%	2 8%	- -%	- -%	3 6%	- -%
CBeebies	3 4%	- -%	- -%	3 10%	- -%	2 5%	1 4%	- -%	- -%	1 4%	2 8%	- -%	- -%	3 6%	- -%
BBC Scotland Channel	2 3%	- -%	- -%	2 8%	- -%	1 3%	1 4%	- -%	- -%	1 4%	1 5%	- -%	- -%	2 4%	- -%
BBC Alba	1 1%	- -%	- -%	1 3%	- -%	- -%	1 4%	- -%	- -%	1 4%	- -%	- -%	- -%	1 2%	- -%
BBC Parliament	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other BBC TV channel (please specify)	1 1%	- -%	- -%	1 4%	- -%	1 2%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 68

C3b. Which of the following live or on demand channels or podcasts did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b))
Unweighted row	19	18	1	15	4	8	4	7	11	2	4	2	17	1	1	-	15	4
Effective sample size	16	16	1	14	2	7	4	6	10	2	2	2	15	1	1	-	13	3
Weighted Total	19	19	*	17	3	7	4	8	11	2	3	3	18	1	*	-	16	3
BBC Radio 4	10 55%	10 55%	* 100%	10 58%	1 36%	3 49%	2 43%	5 64%	8 66%	- -%	* 1%	3 100%	9 51%	1 100%	* 100%	- -%	8 51%	2 72%
BBC Radio 1	10 50%	10 50%	- -%	7 43%	2 91%	5 71%	3 80%	1 18%	6 51%	1 44%	1 46%	1 51%	10 54%	- -%	- -%	- -%	10 61%	- -%
BBC Radio 4 Extra	7 34%	7 34%	- -%	4 24%	3 99%	2 28%	2 43%	3 35%	4 36%	1 44%	* 7%	1 49%	5 29%	1 100%	- -%	- -%	7 42%	- -%
BBC Radio 5 Live	6 32%	6 32%	- -%	4 23%	2 91%	1 12%	1 24%	4 53%	3 29%	- -%	1 46%	1 49%	5 27%	1 100%	- -%	- -%	6 39%	- -%
BBC Radio 2	5 26%	5 26%	- -%	3 20%	2 64%	4 51%	- -%	1 18%	2 21%	1 56%	* 7%	1 51%	5 28%	- -%	- -%	- -%	4 26%	1 28%
BBC Radio 3	4 20%	4 20%	- -%	2 14%	1 56%	2 34%	- -%	1 18%	2 21%	- -%	- -%	1 51%	4 22%	- -%	- -%	- -%	4 24%	- -%
BBC 1Xtra	3 17%	3 17%	- -%	2 14%	1 36%	2 34%	1 24%	- -%	2 16%	- -%	- -%	1 51%	3 19%	- -%	- -%	- -%	3 21%	- -%
BBC Radio Foyle	3 17%	3 17%	- -%	2 14%	1 36%	1 12%	2 61%	- -%	2 16%	- -%	1 46%	- -%	3 19%	- -%	- -%	- -%	3 21%	- -%
BBC Radio Scotland	3 14%	3 14%	- -%	2 10%	1 44%	1 15%	2 43%	- -%	2 16%	1 44%	* 7%	- -%	3 16%	- -%	- -%	- -%	3 18%	- -%
BBC Radio Wales	3 14%	3 14%	- -%	2 10%	1 44%	1 15%	2 43%	- -%	2 16%	1 44%	* 7%	- -%	3 16%	- -%	- -%	- -%	3 18%	- -%
BBC World Service	2 12%	2 12%	- -%	2 14%	- -%	1 12%	- -%	1 17%	1 7%	- -%	- -%	1 49%	1 5%	1 100%	- -%	- -%	2 15%	- -%
BBC Radio Cymru	2 10%	2 10%	- -%	2 10%	* 8%	2 28%	- -%	- -%	2 15%	- -%	* 7%	- -%	2 11%	- -%	- -%	- -%	2 12%	- -%
BBC Radio 5 Live Sports Extra	2 9%	2 9%	- -%	2 11%	- -%	2 26%	- -%	- -%	1 7%	1 56%	- -%	- -%	2 10%	- -%	- -%	- -%	1 5%	1 28%
BBC Local Radio	2 9%	2 9%	- -%	1 5%	1 36%	1 12%	1 24%	- -%	2 16%	- -%	- -%	- -%	2 10%	- -%	- -%	- -%	2 11%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 68 (continuation)

C3b. Which of the following live or on demand channels or podcasts did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	19	18	1	15	4	8	4	7	11	2	4	2	17	1	1	-	15	4
Effective sample size	16	16	1	14	2	7	4	6	10	2	2	2	15	1	1	-	13	3
Weighted Total	19	19	*	17	3	7	4	8	11	2	3	3	18	1	*	-	16	3
BBC 6 Music	1 6%	1 6%	- -%	1 5%	* 8%	1 15%	- -%	- -%	1 7%	- -%	* 7%	- -%	1 6%	- -%	- -%	- -%	1 7%	- -%
BBC Asian Network	1 4%	1 4%	- -%	1 5%	- -%	1 12%	- -%	- -%	1 7%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 5%	- -%
BBC Nan Gaidheal	1 4%	1 4%	- -%	1 5%	- -%	1 12%	- -%	- -%	1 7%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 5%	- -%
BBC Radio Ulster	1 4%	1 4%	- -%	1 5%	- -%	1 12%	- -%	- -%	1 7%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 5%	- -%
BBC Sounds podcast (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 68 (continuation)

C3b. Which of the following live or on demand channels or podcasts did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	19	13	6	2	1	13	6	8	10	11	7	-	2	7	10
Effective sample size	16	11	5	1	1	11	5	8	8	10	5	-	2	5	9
Weighted Total	19	15	4	1	1	14	6	9	10	11	7	-	3	7	10
BBC Radio 4	10 55%	8 53%	3 58%	1 82%	- -%	7 48%	4 70%	6 63%	5 48%	5 46%	5 76%	- -%	1 49%	4 59%	5 53%
BBC Radio 1	10 50%	7 47%	3 58%	1 82%	1 100%	8 59%	1 26%	4 49%	5 52%	8 73%	1 21%	- -%	- -%	1 23%	8 83%
BBC Radio 4 Extra	7 34%	3 20%	4 82%	1 100%	1 100%	6 46%	* 4%	2 20%	5 45%	5 44%	2 23%	- -%	1 49%	2 26%	3 35%
BBC Radio 5 Live	6 32%	4 30%	2 41%	1 82%	- -%	6 46%	- -%	2 28%	4 37%	3 29%	3 41%	- -%	3 100%	1 23%	2 19%
BBC Radio 2	5 26%	4 27%	1 24%	* 18%	- -%	5 35%	* 4%	2 28%	2 23%	2 21%	2 24%	- -%	- -%	3 41%	2 24%
BBC Radio 3	4 20%	3 20%	1 19%	- -%	- -%	4 28%	- -%	1 17%	2 23%	2 21%	1 21%	- -%	- -%	1 23%	2 24%
BBC 1Xtra	3 17%	1 10%	2 41%	1 82%	- -%	3 24%	- -%	2 28%	1 8%	2 16%	1 21%	- -%	- -%	- -%	3 34%
BBC Radio Foyle	3 17%	1 10%	2 41%	1 82%	- -%	3 24%	- -%	1 11%	2 23%	3 30%	- -%	- -%	- -%	- -%	3 34%
BBC Radio Scotland	3 14%	- -%	3 63%	1 100%	1 100%	3 19%	* 4%	2 20%	1 8%	3 23%	* 3%	- -%	- -%	* 3%	3 26%
BBC Radio Wales	3 14%	- -%	3 63%	1 100%	1 100%	3 19%	* 4%	2 20%	1 8%	3 23%	* 3%	- -%	- -%	* 3%	3 26%
BBC World Service	2 12%	1 10%	1 19%	- -%	- -%	2 17%	- -%	- -%	2 22%	1 8%	1 20%	- -%	1 49%	- -%	1 9%
BBC Radio Cymru	2 10%	- -%	2 43%	* 18%	- -%	2 12%	* 4%	- -%	2 17%	2 15%	* 3%	- -%	- -%	* 3%	2 17%
BBC Radio 5 Live Sports Extra	2 9%	1 7%	1 19%	- -%	- -%	2 13%	- -%	1 11%	1 8%	1 8%	- -%	- -%	- -%	1 15%	1 9%
BBC Local Radio	2 9%	- -%	2 41%	1 82%	- -%	2 13%	- -%	1 11%	1 8%	2 16%	- -%	- -%	- -%	- -%	2 19%

95% lower case or +, 99% UPPER CASE or ++

Table 68 (continuation)

C3b. Which of the following live or on demand channels or podcasts did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	19	13	6	2	1	13	6	8	10	11	7	-	2	7	10
Effective sample size	16	11	5	1	1	11	5	8	8	10	5	-	2	5	9
Weighted Total	19	15	4	1	1	14	6	9	10	11	7	-	3	7	10
BBC 6 Music	1 6%	- -%	1 24%	* 18%	- -%	1 6%	* 4%	- -%	1 8%	1 8%	* 3%	- -%	- -%	* 3%	1 9%
BBC Asian Network	1 4%	- -%	1 19%	- -%	- -%	1 6%	- -%	- -%	1 8%	1 8%	- -%	- -%	- -%	- -%	1 9%
BBC Nan Gaidheal	1 4%	- -%	1 19%	- -%	- -%	1 6%	- -%	- -%	1 8%	1 8%	- -%	- -%	- -%	- -%	1 9%
BBC Radio Ulster	1 4%	- -%	1 19%	- -%	- -%	1 6%	- -%	- -%	1 8%	1 8%	- -%	- -%	- -%	- -%	1 9%
BBC Sounds podcast (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 68 (continuation)

C3b. Which of the following live or on demand channels or podcasts did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	19	19	10	9	7	9	11	8	13	18	19
Effective sample size	16	16	9	8	7	8	10	8	11	15	16
Weighted Total	19	19	9	8	7	10	10	7	13	18	19
BBC Radio 4	10 55%	10 55%	4 46%	3 40%	4 63%	3 34%	6 58%	3 46%	6 44%	10 52%	10 55%
BBC Radio 1	10 50%	10 50%	7 78%	6 76%	5 74%	8 81%	7 66%	6 76%	10 73%	9 47%	10 50%
BBC Radio 4 Extra	7 34%	7 34%	5 55%	4 44%	3 38%	5 51%	4 36%	2 33%	5 39%	6 31%	7 34%
BBC Radio 5 Live	6 32%	6 32%	3 35%	2 22%	2 26%	3 34%	2 18%	1 11%	3 25%	5 29%	6 32%
BBC Radio 2	5 26%	5 26%	5 53%	4 42%	3 48%	5 50%	4 35%	3 44%	5 38%	5 27%	5 26%
BBC Radio 3	4 20%	4 20%	4 41%	2 28%	2 34%	4 40%	2 23%	2 31%	4 29%	4 21%	4 20%
BBC 1Xtra	3 17%	3 17%	3 35%	3 40%	3 48%	3 34%	3 33%	2 31%	3 25%	2 13%	3 17%
BBC Radio Foyle	3 17%	3 17%	2 19%	3 40%	2 26%	3 34%	2 18%	1 11%	3 25%	2 13%	3 17%
BBC Radio Scotland	3 14%	3 14%	3 30%	3 33%	2 26%	3 27%	3 28%	2 22%	3 21%	2 10%	3 14%
BBC Radio Wales	3 14%	3 14%	3 30%	3 33%	2 26%	3 27%	3 28%	2 22%	3 21%	2 10%	3 14%
BBC World Service	2 12%	2 12%	1 9%	1 10%	1 12%	1 9%	1 8%	1 11%	1 6%	2 13%	2 12%
BBC Radio Cymru	2 10%	2 10%	2 20%	2 23%	2 24%	2 18%	2 19%	2 23%	2 15%	2 10%	2 10%
BBC Radio 5 Live Sports Extra	2 9%	2 9%	2 19%	2 22%	2 26%	2 19%	2 18%	2 24%	2 14%	2 10%	2 9%
BBC Local Radio	2 9%	2 9%	2 19%	2 22%	2 26%	2 19%	2 18%	1 11%	2 14%	1 5%	2 9%

95% lower case or +, 99% UPPER CASE or ++

Table 68 (continuation)

C3b. Which of the following live or on demand channels or podcasts did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	19	19	10	9	7	9	11	8	13	18	19
Effective sample size	16	16	9	8	7	8	10	8	11	15	16
Weighted Total	19	19	9	8	7	10	10	7	13	18	19
BBC 6 Music	1 6%	1 6%	1 11%	1 13%	1 12%	1 9%	1 11%	1 11%	1 8%	1 6%	1 6%
BBC Asian Network	1 4%	1 4%	1 9%	1 10%	1 12%	1 9%	1 8%	1 11%	1 6%	1 5%	1 4%
BBC Nan Gaidheal	1 4%	1 4%	1 9%	1 10%	1 12%	1 9%	1 8%	1 11%	1 6%	1 5%	1 4%
BBC Radio Ulster	1 4%	1 4%	1 9%	1 10%	1 12%	1 9%	1 8%	1 11%	1 6%	1 5%	1 4%
BBC Sounds podcast (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 68 (continuation)

C3b. Which of the following live or on demand channels or podcasts did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	19	19	8	7	5	7	6	4	11	15	19	4	5	10	11	8	14	5
Effective sample size	16	16	7	6	5	6	6	4	10	13	16	4	4	9	10	7	12	4
Weighted Total	19	19	8	6	5	8	7	4	12	16	19	3	5	11	10	9	15	4
BBC Radio 4	10 55%	10 55%	4 57%	3 54%	4 84%	3 42%	4 61%	3 80%	6 50%	10 58%	10 55%	2 57%	1 20%	8 70%	4 43%	6 67%	6 41%	4 100%
BBC Radio 1	10 50%	10 50%	7 86%	4 67%	4 84%	7 89%	3 51%	3 80%	8 70%	8 48%	10 50%	1 43%	2 50%	6 52%	8 80%	1 16%	9 58%	1 24%
BBC Radio 4 Extra	7 34%	7 34%	5 67%	4 60%	3 51%	5 62%	2 25%	2 40%	5 44%	5 33%	7 34%	- -%	1 19%	6 52%	5 51%	1 16%	5 35%	1 32%
BBC Radio 5 Live	6 32%	6 32%	3 43%	2 30%	2 35%	3 42%	- -%	1 20%	3 28%	5 32%	6 32%	- -%	2 50%	4 35%	3 32%	3 32%	5 32%	1 32%
BBC Radio 2	5 26%	5 26%	4 53%	4 58%	2 45%	4 49%	2 37%	2 55%	5 43%	4 23%	5 26%	- -%	1 20%	4 37%	5 50%	- -%	5 34%	- -%
BBC Radio 3	4 20%	4 20%	4 50%	2 38%	2 45%	4 49%	1 23%	2 55%	4 33%	4 23%	4 20%	- -%	- -%	4 35%	4 38%	- -%	4 26%	- -%
BBC 1Xtra	3 17%	3 17%	3 43%	3 54%	3 63%	3 42%	1 23%	2 55%	3 28%	2 14%	3 17%	- -%	1 19%	2 22%	3 33%	- -%	3 22%	- -%
BBC Radio Foyle	3 17%	3 17%	2 23%	2 30%	2 35%	3 42%	- -%	1 20%	3 28%	2 14%	3 17%	- -%	2 50%	1 8%	2 18%	1 16%	3 22%	- -%
BBC Radio Scotland	3 14%	3 14%	3 36%	3 46%	2 35%	3 33%	1 12%	1 20%	3 24%	2 10%	3 14%	- -%	1 19%	2 17%	3 27%	- -%	3 19%	- -%
BBC Radio Wales	3 14%	3 14%	3 36%	3 46%	2 35%	3 33%	1 12%	1 20%	3 24%	2 10%	3 14%	- -%	1 19%	2 17%	3 27%	- -%	3 19%	- -%
BBC World Service	2 12%	2 12%	1 11%	1 14%	1 16%	1 11%	- -%	1 20%	1 7%	2 14%	2 12%	- -%	- -%	2 21%	1 8%	1 16%	1 6%	1 32%
BBC Radio Cymru	2 10%	2 10%	2 25%	2 31%	2 33%	2 21%	1 13%	2 40%	2 16%	2 10%	2 10%	- -%	- -%	2 18%	2 19%	- -%	2 13%	- -%
BBC Radio 5 Live Sports Extra	2 9%	2 9%	1 11%	2 30%	1 16%	1 11%	1 15%	1 20%	2 16%	1 5%	2 9%	- -%	1 20%	1 8%	2 18%	- -%	2 12%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 68 (continuation)

C3b. Which of the following live or on demand channels or podcasts did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	19	19	8	7	5	7	6	4	11	15	19	4	5	10	11	8	14	5
Effective sample size	16	16	7	6	5	6	6	4	10	13	16	4	4	9	10	7	12	4
Weighted Total	19	19	8	6	5	8	7	4	12	16	19	3	5	11	10	9	15	4
BBC Local Radio	2 9%	2 9%	2 23%	2 30%	2 35%	2 23%	- -%	1 20%	2 16%	1 5%	2 9%	- -%	1 19%	1 8%	2 18%	- -%	2 12%	- -%
BBC 6 Music	1 6%	1 6%	1 14%	1 17%	1 16%	1 11%	- -%	1 20%	1 9%	1 5%	1 6%	- -%	- -%	1 10%	1 10%	- -%	1 7%	- -%
BBC Asian Network	1 4%	1 4%	1 11%	1 14%	1 16%	1 11%	- -%	1 20%	1 7%	1 5%	1 4%	- -%	- -%	1 8%	1 8%	- -%	1 6%	- -%
BBC Nan Gaidheal	1 4%	1 4%	1 11%	1 14%	1 16%	1 11%	- -%	1 20%	1 7%	1 5%	1 4%	- -%	- -%	1 8%	1 8%	- -%	1 6%	- -%
BBC Radio Ulster	1 4%	1 4%	1 11%	1 14%	1 16%	1 11%	- -%	1 20%	1 7%	1 5%	1 4%	- -%	- -%	1 8%	1 8%	- -%	1 6%	- -%
BBC Sounds podcast (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 68 (continuation)

C3b. Which of the following live or on demand channels or podcasts did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	19	-	6	8	5	10	3	4	2	9	6	1	3	14	1
Effective sample size	16	-	5	7	5	8	3	4	2	8	6	1	2	12	1
Weighted Total	19	-	6	8	6	9	3	4	3	8	7	1	3	14	1
BBC Radio 4	10 55%	- -%	3 49%	3 45%	4 74%	7 73%	1 28%	- -%	3 100%	7 80%	1 17%	1 100%	1 47%	8 54%	1 100%
BBC Radio 1	10 50%	- -%	3 52%	3 40%	4 61%	5 53%	2 52%	3 76%	- -%	6 71%	2 34%	- -%	1 53%	7 52%	- -%
BBC Radio 4 Extra	7 34%	- -%	- -%	4 54%	2 42%	4 37%	1 28%	1 19%	1 53%	3 42%	3 46%	- -%	- -%	7 46%	- -%
BBC Radio 5 Live	6 32%	- -%	1 26%	2 30%	2 42%	2 26%	2 76%	- -%	1 53%	3 39%	3 44%	- -%	- -%	6 44%	- -%
BBC Radio 2	5 26%	- -%	1 26%	4 45%	- -%	3 34%	1 28%	1 24%	- -%	3 31%	2 36%	- -%	- -%	5 35%	- -%
BBC Radio 3	4 20%	- -%	1 26%	2 30%	- -%	3 32%	1 28%	- -%	- -%	2 28%	1 22%	- -%	- -%	4 27%	- -%
BBC 1Xtra	3 17%	- -%	1 26%	1 11%	1 17%	2 26%	1 28%	- -%	- -%	3 40%	- -%	- -%	- -%	3 23%	- -%
BBC Radio Foyle	3 17%	- -%	- -%	1 11%	2 43%	1 10%	1 28%	1 38%	- -%	2 22%	- -%	- -%	1 53%	2 13%	- -%
BBC Radio Scotland	3 14%	- -%	- -%	2 24%	1 17%	1 12%	1 28%	1 19%	- -%	2 24%	1 11%	- -%	- -%	3 19%	- -%
BBC Radio Wales	3 14%	- -%	- -%	2 24%	1 17%	1 12%	1 28%	1 19%	- -%	2 24%	1 11%	- -%	- -%	3 19%	- -%
BBC World Service	2 12%	- -%	- -%	1 11%	1 25%	- -%	1 28%	- -%	1 53%	2 28%	- -%	- -%	- -%	2 16%	- -%
BBC Radio Cymru	2 10%	- -%	- -%	2 25%	- -%	1 11%	1 28%	- -%	- -%	1 13%	1 13%	- -%	- -%	2 13%	- -%
BBC Radio 5 Live Sports Extra	2 9%	- -%	- -%	2 23%	- -%	- -%	1 28%	1 24%	- -%	1 10%	1 14%	- -%	- -%	2 13%	- -%
BBC Local Radio	2 9%	- -%	- -%	1 11%	1 17%	1 10%	1 28%	- -%	- -%	2 22%	- -%	- -%	- -%	2 13%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 68 (continuation)

C3b. Which of the following live or on demand channels or podcasts did you complain about?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	19	-	6	8	5	10	3	4	2	9	6	1	3	14	1
Effective sample size	16	-	5	7	5	8	3	4	2	8	6	1	2	12	1
Weighted Total	19	-	6	8	6	9	3	4	3	8	7	1	3	14	1
BBC 6 Music	1 6%	- -%	- -%	1 14%	- -%	* 2%	1 28%	- -%	- -%	1 13%	- -%	- -%	- -%	1 7%	- -%
BBC Asian Network	1 4%	- -%	- -%	1 11%	- -%	- -%	1 28%	- -%	- -%	1 10%	- -%	- -%	- -%	1 6%	- -%
BBC Nan Gaidheal	1 4%	- -%	- -%	1 11%	- -%	- -%	1 28%	- -%	- -%	1 10%	- -%	- -%	- -%	1 6%	- -%
BBC Radio Ulster	1 4%	- -%	- -%	1 11%	- -%	- -%	1 28%	- -%	- -%	1 10%	- -%	- -%	- -%	1 6%	- -%
BBC Sounds podcast (please specify)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 69

C4a. How have you complained to the BBC over the last year?
by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b))
Unweighted row	118	108	10	90	26	33	41	44	52	22	24	20	92	11	7	8	103	15
Effective sample size	100	94	6	75	23	25	36	39	44	19	19	18	82	10	6	6	87	13
Weighted Total	129	121	8	98	28	28	48	53	60	24	23	23	111	12	4	2	113	16
Filled out the online complaints form	79 62%	77 64%	3 33%	58 59%	20 72%	13 46%	29 60%	38 71%	40 67%	12 49%	15 68%	13 56%	71 64%	6 49%	2 52%	1 30%	70 62%	9 59%
Emailed a general BBC email address	30 24%	26 21%	4 56%	24 24%	5 18%	7 26%	12 25%	11 21%	9 15%	6 27%	7 32%	8 34%	26 24%	1 12%	1 29%	1 60%	26 23%	4 28%
Commented on social media (e.g. Facebook, Twitter)	17 13%	17 14%	- -%	14 14%	3 12%	6 20%	10c 21%	2- 3%	7 12%	7 31%	2 7%	1 5%	16 15%	1 5%	- -%	* 16%	17 15%	1 4%
Called the BBC complaints number	14 11%	14 12%	- -%	13 13%	2 7%	3 11%	6 12%	6 11%	7 12%	4 18%	1 5%	2 8%	13 12%	- -%	1 19%	* 22%	11 10%	3 19%
Wrote a letter	12 9%	12 10%	* *%	9 9%	3 10%	2 8%	7 15%	3 5%	4 6%	5 20%	1 7%	2 9%	11 10%	1 5%	- -%	* 1%	12 11%	- -%
Emailed a specific BBC programme	11 9%	11 9%	- -%	9 9%	2 9%	6 20%	2 5%	4 7%	4 7%	2 10%	- -%	5 21%	9 8%	1 10%	1 19%	- -%	9 8%	2 14%
Made a private comment on the BBC website	9 7%	8 6%	1 17%	6 6%	3 11%	2 5%	8++C 16%	-- -%	5 8%	- -%	3 14%	1 5%	7 7%	1 10%	- -%	* 25%	9 8%	- -%
Made a public comment on the BBC website	9 7%	7 6%	2 21%	6 6%	3 10%	4 14%	3 6%	2 4%	5 8%	2 7%	1 5%	2 8%	9 8%	- -%	- -%	- -%	9 8%	- -%
Emailed a named individual	9 7%	8 7%	1 7%	6 7%	2 9%	2 8%	3 6%	4 7%	7 12%	1 5%	- -%	1 3%	8 7%	1 10%	- -%	- -%	7 6%	2 12%
Called into a radio programme	7 5%	7 6%	- -%	6 6%	1 3%	3 12%	2 5%	1 2%	4 6%	- -%	2 8%	1 7%	7 6%	- -%	- -%	- -%	6 5%	1 8%
Contacted someone I know who works at the BBC	4 3%	4 4%	- -%	3 3%	1 5%	3 10%	- -%	1 3%	2 4%	- -%	1 6%	1 2%	3 3%	1 12%	- -%	- -%	4 4%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 69 (continuation)

C4a. How have you complained to the BBC over the last year?
by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	118	108	10	90	26	33	41	44	52	22	24	20	92	11	7	8	103	15
Effective sample size	100	94	6	75	23	25	36	39	44	19	19	18	82	10	6	6	87	13
Weighted Total	129	121	8	98	28	28	48	53	60	24	23	23	111	12	4	2	113	16
Other (please specify)	2 2%	2 2%	- -%	1 1%	1 4%	- -%	1 2%	1 2%	1 2%	1 5%	- -%	- -%	2 2%	- -%	- -%	- -%	2 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 69 (continuation)

C4a. How have you complained to the BBC over the last year?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	118	93	22	15	4	75	39	31	84	32	82	4	24	62	28
Effective sample size	100	83	16	10	4	65	34	27	70	29	68	3	20	52	24
Weighted Total	129	107	16	11	2	90	36	35	91	37	89	5	25	70	28
Filled out the online complaints form	79 62%	67 62%	8 51%	6 50%	1 44%	57 63%	20 56%	21 62%	58 63%	24 65%	55 62%	2 32%	18 74%	47 67%	12 44%
Emailed a general BBC email address	30 24%	24 22%	5 33%	4 36%	* 14%	22 25%	8 23%	9 28%	21 23%	6 16%	24 27%	- -%	8 32%	11- 15%	12 41%
Commented on social media (e.g. Facebook, Twitter)	17 13%	10 9%	8 47%	5 40%	1 62%	14 15%	3 10%	6 17%	11 12%	11 29%	5-- 6%	- -%	2 9%	8 12%	7 24%
Called the BBC complaints number	14 11%	11 10%	3 20%	3 22%	1 30%	9 10%	5 15%	4 12%	9 10%	7 18%	7 7%	- -%	1 4%	11 16%	2 7%
Wrote a letter	12 9%	6 6%	6 36%	4 31%	1 62%	11 12%	1 4%	5 15%	7 8%	8 21%	4- 5%	* *%	1 6%	6 9%	5 16%
Emailed a specific BBC programme	11 9%	9 9%	2 11%	1 8%	- -%	9 10%	2 6%	4 12%	7 8%	5 14%	5 6%	- -%	1 3%	4 5%	7 24%
Made a private comment on the BBC website	9 7%	4 4%	5 31%	3 31%	1 30%	9 10%	* 1%	1 3%	8 9%	5 12%	5 5%	- -%	* *%	5 7%	4 15%
Made a public comment on the BBC website	9 7%	5 5%	4 24%	1 8%	1 53%	6 7%	3 9%	1 3%	8 9%	6 15%	4 4%	2 36%	- -%	2 3%	6 20%
Emailed a named individual	9 7%	6 6%	2 15%	2 14%	- -%	5 5%	4 10%	5 13%	3 3%	5 14%	3- 3%	- -%	- -%	6 8%	3 11%
Called into a radio programme	7 5%	4 4%	3 16%	* 2%	1 30%	5 6%	1 4%	3 8%	4 4%	3 8%	4 4%	- -%	- -%	1 2%	5 19%
Contacted someone I know who works at the BBC	4 3%	3 3%	1 9%	- -%	1 23%	4 4%	1 2%	1 4%	3 3%	2 6%	2 2%	1 32%	- -%	2 3%	1 3%

95% lower case or +, 99% UPPER CASE or ++

Table 69 (continuation)

C4a. How have you complained to the BBC over the last year?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	118	93	22	15	4	75	39	31	84	32	82	4	24	62	28
Effective sample size	100	83	16	10	4	65	34	27	70	29	68	3	20	52	24
Weighted Total	129	107	16	11	2	90	36	35	91	37	89	5	25	70	28
Other (please specify)	2	2	-	-	-	1	1	2	-	-	2	-	1	-	1
	2%	2%	-%	-%	-%	1%	3%	6%	-%	-%	3%	-%	4%	-%	4%

95% lower case or +, 99% UPPER CASE or ++

Table 69 (continuation)

C4a. How have you complained to the BBC over the last year?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	118	118	28	25	12	34	31	19	61	102	118
Effective sample size	100	100	23	21	11	30	26	17	52	85	100
Weighted Total	129	129	28	27	13	37	33	18	67	111	129
Filled out the online complaints form	79 62%	79e 62%	13 46%	10 39%	5 39%	15-- 41%	17 50%	10 55%	33-- 48%	65 59%	79e 62%
Emailed a general BBC email address	30 24%	30 24%	6 23%	7 25%	4 32%	7 19%	8 25%	5 28%	14 21%	25 23%	30 24%
Commented on social media (e.g. Facebook, Twitter)	17 13%	17 13%	8 30%	8 29%	3 25%	8 23%	11 32%	5 25%	13+ 20%	15 13%	17 13%
Called the BBC complaints number	14 11%	14 11%	5 16%	3 11%	1 7%	4 11%	8 24%	2 9%	10 14%	14 13%	14 11%
Wrote a letter	12 9%	12 9%	6 21%	5 20%	2 14%	7 18%	6 18%	2 13%	9 14%	10 9%	12 9%
Emailed a specific BBC programme	11 9%	11 9%	7 26%	7 27%	7 56%	8++ 22%	8 24%	6 30%	8 12%	10 9%	11 9%
Made a private comment on the BBC website	9 7%	9 7%	3 10%	6 21%	2 14%	4 11%	3 8%	2 8%	6 9%	8 7%	9 7%
Made a public comment on the BBC website	9 7%	9 7%	6 20%	3 12%	5 37%	4 11%	4 12%	3 16%	6 8%	8 7%	9 7%
Emailed a named individual	9 7%	9 7%	5 18%	3 12%	2 14%	6+ 16%	2 7%	1 5%	6 10%	8 7%	9 7%
Called into a radio programme	7 5%	7 5%	4 15%	5 18%	3 25%	5++ 15%	4 12%	4 21%	6 8%	7 6%	7 5%

95% lower case or +, 99% UPPER CASE or ++

Table 69 (continuation)

C4a. How have you complained to the BBC over the last year?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	118	118	28	25	12	34	31	19	61	102	118
Effective sample size	100	100	23	21	11	30	26	17	52	85	100
Weighted Total	129	129	28	27	13	37	33	18	67	111	129
Contacted someone I know who works at the BBC	4 3%	4 3%	4 15%	3 11%	1 11%	4++ 12%	3 9%	1 8%	4 6%	4 4%	4 3%
Other (please specify)	2 2%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	2 2%

95% lower case or +, 99% UPPER CASE or ++

Table 69 (continuation)
C4a. How have you complained to the BBC over the last year?
by
Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	118	118	21	18	7	22	20	9	46	93	118	61	30	27	25	59	62	56
Effective sample size	100	100	17	15	7	20	17	8	39	78	100	50	25	24	21	51	52	47
Weighted Total	129	129	22	18	8	25	23	9	51	102	129	69	30	30	24	69	68	60
Filled out the online complaints form	79 62%	79 62%	11 52%	8 46%	4 57%	8 33%	14 59%	6 65%	25- 50%	62 61%	79 62%	44 64%	19 63%	16 54%	13 56%	44 64%	46 67%	33 56%
Emailed a general BBC email address	30 24%	30 24%	6 28%	7 37%	4 56%	7 28%	6 28%	4 52%	14 27%	25 25%	30 24%	13 19%	9 30%	8 28%	6 26%	13 19%	15 22%	15 25%
Commented on social media (e.g. Facebook, Twitter)	17 13%	17 13%	7 32%	6 35%	2 24%	7 29%	6 28%	2 18%	12+ 24%	14 13%	17 13%	9 14%	1 4%	7 22%	4 18%	8 11%	10 15%	7 12%
Called the BBC complaints number	14 11%	14 11%	3 14%	3 17%	- -%	3 11%	6 27%	1 8%	8 15%	13 13%	14 11%	7 10%	2 7%	6 20%	3 11%	11 17%	10 14%	5 8%
Wrote a letter	12 9%	12 9%	5 24%	5 29%	2 24%	5 18%	3 15%	2 18%	7 14%	9 9%	12 9%	4 6%	4 15%	4 12%	4 16%	8 11%	7 10%	5 9%
Emailed a specific BBC programme	11 9%	11 9%	5 22%	7 40%	5 63%	6 25%	4 17%	2 27%	7 14%	9 8%	11 9%	3 5%	3 9%	5 17%	5 21%	4 5%	10+b 14%	1- 2%
Made a private comment on the BBC website	9 7%	9 7%	3 12%	2 11%	2 24%	4 16%	1 3%	2 18%	4 8%	8 8%	9 7%	2 2%	6 19%	2 6%	2 10%	7 10%	9+b 13%	*- 1%
Made a public comment on the BBC website	9 7%	9 7%	4 18%	3 18%	3 35%	3 13%	2 7%	2 28%	4 8%	6 6%	9 7%	4 6%	1 3%	4 13%	3 11%	5 7%	7 10%	2 4%
Emailed a named individual	9 7%	9 7%	5 24%	2 13%	2 24%	5 19%	- -%	1 10%	6 11%	7 7%	9 7%	--- -%	3 12%	5 18%	4 17%	5 7%	6 9%	3 4%
Called into a radio programme	7 5%	7 5%	4 19%	3 19%	3 42%	5 22%	3 13%	4 45%	6+ 11%	7 7%	7 5%	-- -%	1 5%	5 18%	3 14%	3 5%	7+b 10%	-- -%

95% lower case or +, 99% UPPER CASE or ++

Table 69 (continuation)

C4a. How have you complained to the BBC over the last year?
by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	118	118	21	18	7	22	20	9	46	93	118	61	30	27	25	59	62	56
Effective sample size	100	100	17	15	7	20	17	8	39	78	100	50	25	24	21	51	52	47
Weighted Total	129	129	22	18	8	25	23	9	51	102	129	69	30	30	24	69	68	60
Contacted someone I know who works at the BBC	4 3%	4 3%	4 20%	1 8%	1 11%	4 15%	- -%	1 10%	4+ 9%	4 4%	4 3%	-- -%	- -%	4 15%	4 16%	-- -%	4 6%	1 1%
Other (please specify)	2 2%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	2 2%	2 3%	- -%	- -%	- -%	1 2%	1 2%	1 2%

95% lower case or +, 99% UPPER CASE or ++

Table 69 (continuation)
 C4a. How have you complained to the BBC over the last year?
 by
 Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	118	-	36	40	42	52	31	12	21	31	41	10	34	73	17
Effective sample size	100	-	30	35	35	47	24	10	18	27	35	8	30	61	15
Weighted Total	129	-	39	44	45	61	34	10	22	32	46	9	41	82	18
Filled out the online complaints form	79 62%	- -%	24 62%	25 56%	30 67%	40 66%	22 63%	3 33%	13 58%	22 69%	23 49%	6 68%	28 70%	53 64%	13 69%
Emailed a general BBC email address	30 24%	- -%	8 22%	11 25%	11 23%	16 26%	8 23%	1 7%	6 26%	12 37%	10 21%	1 7%	8 21%	21 25%	2 11%
Commented on social media (e.g. Facebook, Twitter)	17 13%	- -%	4 11%	7 15%	6 14%	8 13%	4 10%	3 29%	3 15%	5 15%	4 9%	1 16%	6 15%	14 17%	2 11%
Called the BBC complaints number	14 11%	- -%	6 14%	5 12%	4 8%	4 6%	8 23%	1 10%	2 8%	2 6%	6 13%	1 16%	5 13%	10 12%	2 11%
Wrote a letter	12 9%	- -%	4 9%	5 11%	4 8%	4 6%	7 21%	1 8%	1 3%	2 6%	5 11%	1 7%	5 12%	9 12%	2 11%
Emailed a specific BBC programme	11 9%	- -%	2 6%	4 10%	5 11%	6 11%	1 2%	2 17%	2 11%	5 15%	4 8%	- -%	3 7%	8 10%	1 4%
Made a private comment on the BBC website	9 7%	- -%	3 8%	2 5%	3 8%	2 4%	4 12%	1 15%	1 6%	2 6%	2 5%	- -%	5 12%	6 8%	1 7%
Made a public comment on the BBC website	9 7%	- -%	3 9%	3 7%	3 6%	4 7%	3 8%	1 6%	2 8%	2 6%	3 6%	1 6%	4 10%	7 8%	2 9%
Emailed a named individual	9 7%	- -%	2 5%	5 11%	2 5%	5 8%	1 4%	1 7%	2 9%	2 6%	5 10%	1 13%	1 3%	5 6%	1 3%
Called into a radio programme	7 5%	- -%	3 7%	2 4%	2 5%	3 4%	2 4%	1 15%	1 6%	3 8%	2 3%	- -%	3 7%	4 5%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 69 (continuation)

C4a. How have you complained to the BBC over the last year?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	118	-	36	40	42	52	31	12	21	31	41	10	34	73	17
Effective sample size	100	-	30	35	35	47	24	10	18	27	35	8	30	61	15
Weighted Total	129	-	39	44	45	61	34	10	22	32	46	9	41	82	18
Contacted someone I know who works at the BBC	4 3%	- -%	2 5%	2 5%	- -%	1 2%	1 2%	1 6%	1 7%	1 3%	1 3%	2 22%	- -%	2 3%	- -%
Other (please specify)	2 2%	- -%	1 3%	1 3%	- -%	- -%	2 6%	- -%	- -%	- -%	2 5%	- -%	- -%	2 3%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample size	76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total	96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
BBC One	59 61%	56 61%	3 66%	40 54%	18 86%	6 28%	25 75%	28 66%	26 60%	9 55%	10 57%	14 74%	50 59%	4 65%	3 99%	1 92%	51 62%	8 59%
BBC iPlayer	9 9%	7 8%	2 32%	8 11%	1 3%	6 28%	1 2%	3 7%	4 9%	2 10%	3 18%	1 3%	9 11%	- -%	- -%	- -%	9 11%	- -%
BBC Two	7 7%	7 8%	- -%	7 9%	- -%	- -%	2 5%	5 13%	2 4%	3 17%	3 15%	- -%	7 8%	- -%	- -%	- -%	6 7%	1 8%
BBC Radio 1	5 5%	5 5%	- -%	4 5%	1 5%	3 13%	2 7%	- -%	3 8%	- -%	1 9%	- -%	5 6%	- -%	- -%	- -%	5 6%	- -%
BBC News Channel	4 4%	4 4%	* 2%	4 5%	- -%	* 2%	2 7%	1 3%	2 6%	1 8%	* 1%	- -%	3 3%	1 14%	- -%	* 8%	3 4%	1 7%
BBC Radio 4	2 3%	2 3%	* *%	2 3%	* *%	- -%	- -%	2 6%	2 6%	- -%	* *%	- -%	2 3%	- -%	* 1%	- -%	- -%	2 18%
BBC Red Button	2 2%	2 2%	- -%	2 3%	- -%	1 7%	1 2%	- -%	1 1%	- -%	- -%	1 8%	2 2%	- -%	- -%	- -%	2 2%	- -%
BBC Radio 4 Extra	2 2%	2 2%	- -%	2 2%	- -%	1 4%	1 2%	- -%	1 2%	1 5%	- -%	- -%	2 2%	- -%	- -%	- -%	2 2%	- -%
BBC Three	1 2%	1 2%	- -%	1 2%	- -%	1 7%	- -%	- -%	- -%	- -%	- -%	1 8%	1 2%	- -%	- -%	- -%	1 2%	- -%
BBC Radio 5 Live	1 1%	1 2%	- -%	1 2%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	1 7%	- -%	1 21%	- -%	- -%	1 2%	- -%
Other BBC TV channel	1 1%	1 1%	- -%	- -%	1 5%	- -%	- -%	1 3%	1 3%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%
BBC Radio 2	1 1%	1 1%	- -%	1 1%	- -%	1 5%	- -%	- -%	- -%	1 6%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	1 7%
BBC Four	1 1%	1 1%	- -%	1 1%	- -%	1 4%	- -%	- -%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%
BBC 6 Music	* *%	* *%	- -%	- -%	* 1%	* 1%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	* *%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample size	76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total	96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
CBBC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
CBeebies	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BBC Scotland Channel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BBC Alba	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BBC Parliament	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BBC 1Xtra	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BBC Radio 3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BBC Radio 5 Live Sports Extra	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BBC Asian Network	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BBC Radio Scotland	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BBC Nan Gaidheal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BBC Radio Wales	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
BBC Radio Cymru	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

		Type		Gender		Age			Social Grade				Nations				Urban/Rural	
	Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample size	76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total	96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
BBC Radio Ulster	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Foyle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Local Radio	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC World Service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Sounds podcast	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample size	76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total	96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
BBC One	59 61%	55 66%	4 35%	3 45%	- -	45 69%	12 45%	10 38%	48 72%	17 51%	42 69%	2 48%	14 62%	32 66%	12 52%
BBC iPlayer	9 9%	6 7%	3 26%	2 31%	1 39%	4 6%	5 19%	1 5%	8 12%	6 19%	3 5%	2 52%	2 9%	5 10%	1 3%
BBC Two	7 7%	5 6%	- -	- -	- -	3 5%	2 8%	6 22%	1 2%	- -	7 12%	- -	4 19%	3 6%	- -
BBC Radio 1	5 5%	4 5%	1 8%	1 13%	- -	4 5%	1 5%	2 8%	3 4%	5 15%	- -	- -	- -	-- -	5 22%
BBC News Channel	4 4%	4 4%	* 3%	- -	* 19%	1 2%	2 9%	1 4%	1 2%	1 4%	3 4%	- -	* 1%	2 5%	1 6%
BBC Radio 4	2 3%	2 3%	- -	- -	- -	* *	2 9%	1 5%	1 2%	- -	2 4%	- -	- -	2 5%	- -
BBC Red Button	2 2%	1 2%	1 5%	1 8%	- -	2 3%	- -	1 2%	1 2%	1 4%	- -	- -	1 2%	1 3%	- -
BBC Radio 4 Extra	2 2%	- -	2 14%	- -	1 43%	2 2%	- -	1 3%	1 1%	2 5%	- -	- -	- -	- -	2 7%
BBC Three	1 2%	1 2%	- -	- -	- -	1 2%	- -	1 6%	- -	- -	1 2%	- -	- -	- -	1 7%
BBC Radio 5 Live	1 1%	1 2%	- -	- -	- -	1 2%	- -	- -	1 2%	- -	1 2%	- -	1 6%	- -	- -
Other BBC TV channel	1 1%	1 1%	- -	- -	- -	- -	1 4%	1 4%	- -	- -	1 2%	- -	- -	1 2%	- -
BBC Radio 2	1 1%	1 1%	- -	- -	- -	1 1%	- -	1 4%	- -	- -	- -	- -	- -	1 2%	- -
BBC Four	1 1%	- -	1 7%	- -	- -	1 1%	- -	- -	1 1%	1 2%	- -	- -	- -	- -	1 4%
BBC 6 Music	* *%	- -	* 2%	* 3%	- -	- -	* 1%	- -	- -	- -	* *%	- -	- -	* *%	- -

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample size	76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total	96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
CBBC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
CBeebies	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Scotland Channel	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Alba	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Parliament	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC 1Xtra	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio 3	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio 5 Live Sports Extra	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Asian Network	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Scotland	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Nan Gaidheal	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Wales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Cymru	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample size	76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total	96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
BBC Radio Ulster	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Foyle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Local Radio	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC World Service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Sounds podcast	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample size	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
BBC One	59 61%	59 61%	9 43%	5 30%	- -%	12 48%	8 32%	2 13%	24- 48%	45 56%	59 61%
BBC iPlayer	9 9%	9 9%	2 11%	3 18%	2 19%	2 9%	5 21%	2 18%	9++ 18%	9 11%	9 9%
BBC Two	7 7%	7 7%	- -%	- -%	- -%	1 4%	2 7%	- -%	3 6%	7 9%	7 7%
BBC Radio 1	5 5%	5 5%	3 13%	3 20%	3 32%	3 12%	3 14%	3 20%	5+ 10%	4 5%	5 5%
BBC News Channel	4 4%	4 4%	2 8%	- -%	- -%	1 5%	- -%	- -%	2 3%	3 4%	4 4%
BBC Radio 4	2 3%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	2 3%
BBC Red Button	2 2%	2 2%	- -%	- -%	- -%	1 2%	1 6%	1 12%	2 4%	2 3%	2 2%
BBC Radio 4 Extra	2 2%	2 2%	2 8%	2 10%	1 10%	2 6%	2 7%	2 12%	2 3%	2 2%	2 2%
BBC Three	1 2%	1 2%	1 7%	1 9%	1 17%	1 6%	1 6%	1 12%	1 3%	1 2%	1 2%
BBC Radio 5 Live	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 1%
Other BBC TV channel	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	1 1%
BBC Radio 2	1 1%	1 1%	1 5%	1 6%	1 11%	1 4%	1 4%	1 7%	1 2%	1 1%	1 1%
BBC Four	1 1%	1 1%	1 4%	1 5%	1 10%	1 3%	1 3%	1 7%	1 2%	1 1%	1 1%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample size	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
BBC 6 Music	* *%	* *%	* 1%	* 1%	- -%	- -%	* 1%	- -%	* *%	* *%	* *%
CBBC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Cbeebies	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Scotland Channel	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Alba	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Parliament	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC 1Xtra	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio 3	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio 5 Live Sports Extra	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Asian Network	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Scotland	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Nan Gaidheal	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Wales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample size	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
BBC Radio Cymru	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Ulster	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Foyle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Local Radio	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC World Service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Sounds podcast	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample size	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
BBC One	59 61%	59 61%	9 52%	5 39%	- -%	7 39%	8 41%	* 4%	20 51%	40 56%	59 61%	38+ 73%	13 55%	8 39%	8 42%	38 67%	26 56%	34 66%
BBC iPlayer	9 9%	9 9%	1 4%	2 12%	- -%	2 10%	3 15%	2 26%	4 11%	7 10%	9 9%	6 11%	1 6%	2 10%	2 9%	6 11%	2 5%	7 14%
BBC Two	7 7%	7 7%	- -%	- -%	- -%	1 7%	2 9%	- -%	3 7%	7 10%	7 7%	3 6%	3 12%	1 5%	- -%	3 5%	4 9%	3 5%
BBC Radio 1	5 5%	5 5%	2 12%	1 8%	2 39%	2 14%	1 6%	1 17%	4 9%	3 5%	5 5%	1 3%	2 11%	1 5%	3 20%	1 3%	4 9%	1 2%
BBC News Channel	4 4%	4 4%	1 8%	- -%	- -%	1 8%	- -%	- -%	1 3%	3 4%	4 4%	1 3%	1 6%	1 5%	- -%	3 5%	2 5%	2 4%
BBC Radio 4	2 3%	2 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	2 3%	1 2%	* *%	1 6%	- -%	2 4%	1 3%	1 2%
BBC Red Button	2 2%	2 2%	- -%	- -%	- -%	- -%	1 8%	- -%	1 4%	2 3%	2 2%	- -%	1 7%	1 3%	- -%	1 3%	- -%	2 4%
BBC Radio 4 Extra	2 2%	2 2%	2 9%	2 13%	1 16%	2 9%	2 9%	1 14%	2 4%	2 2%	2 2%	- -%	- -%	2 8%	2 9%	- -%	2 4%	- -%
BBC Three	1 2%	1 2%	1 9%	1 12%	1 29%	1 9%	1 8%	1 24%	1 4%	1 2%	1 2%	- -%	- -%	1 7%	1 8%	- -%	1 3%	- -%
BBC Radio 5 Live	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 1%	- -%	- -%	1 7%	- -%	1 3%	- -%	1 3%
Other BBC TV channel	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 1%	1 2%	- -%	- -%	- -%	- -%	1 2%	- -%
BBC Radio 2	1 1%	1 1%	- -%	1 8%	- -%	- -%	1 5%	- -%	1 3%	- -%	1 1%	- -%	1 4%	- -%	1 5%	- -%	1 2%	- -%
BBC Four	1 1%	1 1%	1 5%	1 7%	1 16%	1 5%	- -%	1 14%	1 2%	1 1%	1 1%	- -%	- -%	1 4%	1 5%	- -%	1 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample size	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
BBC 6 Music	* *%	* *%	* 1%	* 2%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	* 1%	* 1%	- -%	* *%	- -%
CBBC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Cbeebies	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Scotland Channel	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Alba	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Parliament	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC 1Xtra	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio 3	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio 5 Live Sports Extra	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Asian Network	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Scotland	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Nan Gaidheal	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample size	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
BBC Radio Wales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Cymru	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Ulster	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Foyle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Local Radio	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC World Service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Sounds podcast	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample size	76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total	96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
BBC One	59 61%	- -%	18 63%	22 61%	19 61%	34 69%	18 69%	1 9%	6 56%	13 55%	23 63%	2 45%	21 67%	42 67%	6 43%
BBC iPlayer	9 9%	- -%	2 6%	4 12%	3 10%	2 5%	3 12%	1 18%	2 20%	- -%	3 9%	2 47%	4 12%	2 4%	5 35%
BBC Two	7 7%	- -%	4 15%	1 3%	2 5%	4 8%	1 6%	- -%	- -%	2 9%	3 9%	- -%	2 5%	6 9%	1 8%
BBC Radio 1	5 5%	- -%	1 5%	- -%	4 11%	2 4%	1 3%	2 29%	- -%	3 14%	- -%	- -%	1 5%	3 4%	- -%
BBC News Channel	4 4%	- -%	- -%	1 4%	2 8%	2 5%	* 2%	1 13%	- -%	- -%	3 7%	* 8%	1 3%	2 3%	- -%
BBC Radio 4	2 3%	- -%	1 5%	1 3%	- -%	1 2%	- -%	- -%	1 11%	- -%	1 3%	- -%	1 4%	1 2%	- -%
BBC Red Button	2 2%	- -%	1 2%	1 4%	- -%	- -%	1 6%	1 7%	- -%	- -%	1 2%	- -%	1 5%	- -%	2 14%
BBC Radio 4 Extra	2 2%	- -%	- -%	2 4%	- -%	1 2%	- -%	1 10%	- -%	- -%	2 5%	- -%	- -%	2 3%	- -%
BBC Three	1 2%	- -%	1 5%	- -%	- -%	1 3%	- -%	- -%	- -%	1 6%	- -%	- -%	- -%	1 2%	- -%
BBC Radio 5 Live	1 1%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 13%	1 6%	- -%	- -%	- -%	1 2%	- -%
Other BBC TV channel	1 1%	- -%	- -%	1 3%	- -%	1 2%	- -%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%
BBC Radio 2	1 1%	- -%	- -%	1 3%	- -%	- -%	- -%	1 13%	- -%	- -%	1 3%	- -%	- -%	1 2%	- -%
BBC Four	1 1%	- -%	- -%	1 2%	- -%	- -%	1 3%	- -%	- -%	1 4%	- -%	- -%	- -%	1 1%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample size	76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total	96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
BBC 6 Music	* *%	- -%	- -%	* 1%	- -%	* *%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	- -%
CBBC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Cbeebies	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Scotland Channel	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Alba	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Parliament	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC 1Xtra	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio 3	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio 5 Live Sports Extra	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Asian Network	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Scotland	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Nan Gaidheal	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Wales	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 70 (continuation)

C4b. You said earlier that you complained about the following BBC services in the last year.

Which of these did you complain about most recently?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample size	76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total	96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
BBC Radio Cymru	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Ulster	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Radio Foyle	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Local Radio	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC World Service	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
BBC Sounds podcast	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 71

C4c. And how did you make your most recent complaint to the BBC about that BBC service?

by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample size	76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total	96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Filled out the online complaints form	51 53%	50 54%	1 27%	36 48%	14 68%	8 41%	17 50%	26 61%	26 59%	6 36%	12 68%	8 40%	47 55%	4 53%	1 24%	* 8%	42 51%	9 65%
Emailed a general BBC email address	12 12%	10 11%	2 31%	10 14%	2 8%	2 9%	4 11%	6 15%	4 9%	3 19%	1 7%	4 18%	9 10%	1 21%	1 18%	1 64%	10 12%	2 13%
Wrote a letter	8 8%	8 8%	- -%	6 8%	1 6%	- -%	5 14%	3 7%	1 3%	3 21%	1 9%	1 7%	8 9%	- -%	- -%	- -%	8 9%	- -%
Called the BBC complaints number	6 6%	6 7%	- -%	5 7%	1 6%	3 13%	2 5%	2 4%	2 5%	1 6%	1 7%	2 10%	5 6%	- -%	1 29%	* 26%	4 5%	2 13%
Emailed a specific BBC programme	5 5%	5 6%	- -%	5 7%	- -%	3 15%	- -%	2 5%	2 4%	- -%	- -%	4 18%	3 4%	1 18%	1 29%	- -%	4 5%	1 9%
Commented on social media (e.g. Facebook, Twitter)	4 4%	4 5%	- -%	3 4%	2 7%	2 7%	1 4%	1 3%	3 8%	1 5%	- -%	- -%	4 5%	- -%	- -%	- -%	4 5%	- -%
Made a public comment on the BBC website	4 4%	2 2%	2 32%	4 5%	- -%	2 12%	1 4%	- -%	1 2%	2 10%	- -%	1 6%	4 4%	- -%	- -%	- -%	4 5%	- -%
Emailed a named individual	3 3%	2 3%	1 11%	3 4%	- -%	- -%	2 6%	1 3%	2 6%	1 3%	- -%	- -%	2 3%	1 8%	- -%	- -%	3 4%	- -%
Called into a radio programme	1 2%	1 2%	- -%	1 2%	- -%	- -%	1 4%	- -%	- -%	- -%	1 9%	- -%	1 2%	- -%	- -%	- -%	1 2%	- -%
Made a private comment on the BBC website	1 1%	1 1%	* *%	* *%	1 6%	* 1%	1 3%	- -%	1 2%	- -%	* 1%	- -%	1 1%	- -%	- -%	* 2%	1 1%	- -%
Contacted someone I know who works at the BBC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 71 (continuation)

C4c. And how did you make your most recent complaint to the BBC about that BBC service?
by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample size	76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total	96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Other (please specify)	1 1%	1 1%	- -%	1 1%	- -%	- -%	- -%	1 2%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	- -%	1 1%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 71 (continuation)

C4c. And how did you make your most recent complaint to the BBC about that BBC service?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample size	76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total	96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Filled out the online complaints form	51 53%	46 55%	4 33%	2 28%	1 57%	33 50%	16 57%	11 43%	40 59%	13 38%	38 63%	2 48%	14 63%	29 60%	7 30%
Emailed a general BBC email address	12 12%	10 12%	2 13%	2 21%	- -%	8 13%	3 12%	3 13%	8 13%	2 4%	10 17%	- -%	3 15%	5 10%	4 16%
Wrote a letter	8 8%	6 7%	2 17%	2 28%	- -%	8 11%	- -%	3 13%	4 6%	5 14%	3 5%	- -%	1 7%	5 10%	1 6%
Called the BBC complaints number	6 6%	6 7%	- -%	- -%	- -%	5 8%	1 4%	1 4%	4 6%	2 6%	3 5%	- -%	1 5%	4 8%	1 5%
Emailed a specific BBC programme	5 5%	4 5%	1 7%	- -%	- -%	3 5%	2 7%	2 9%	3 4%	2 5%	4 6%	- -%	1 4%	1 3%	3 13%
Commented on social media (e.g. Facebook, Twitter)	4 4%	3 4%	1 11%	1 8%	1 43%	3 4%	1 5%	1 5%	3 4%	4 11%	- -%	- -%	1 2%	3 6%	1 3%
Made a public comment on the BBC website	4 4%	3 3%	1 7%	- -%	- -%	2 3%	2 6%	- -%	4 6%	4 11%	- -%	2 52%	- -%	- -%	2 9%
Emailed a named individual	3 3%	3 4%	- -%	- -%	- -%	1 2%	1 4%	2 6%	- -%	1 4%	2 3%	- -%	- -%	2 4%	1 6%
Called into a radio programme	1 2%	1 2%	- -%	- -%	- -%	1 2%	- -%	- -%	1 2%	1 4%	- -%	- -%	- -%	- -%	1 6%
Made a private comment on the BBC website	1 1%	* *%	1 10%	1 16%	- -%	1 1%	* 1%	1 4%	* *%	1 3%	* *%	- -%	- -%	* *%	1 4%
Contacted someone I know who works at the BBC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 71 (continuation)

C4c. And how did you make your most recent complaint to the BBC about that BBC service?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample size	76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total	96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Other (please specify)	1	1	-	-	-	-	1	1	-	-	1	-	1	-	-
	1%	1%	-%	-%	-%	-%	4%	4%	-%	-%	2%	-%	5%	-%	-%

95% lower case or +, 99% UPPER CASE or ++

Table 71 (continuation)

C4c. And how did you make your most recent complaint to the BBC about that BBC service?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample size	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Filled out the online complaints form	51 53%	51 53%	7 34%	4 25%	2 21%	8 33%	8 34%	6 47%	20- 40%	39 48%	51 53%
Emailed a general BBC email address	12 12%	12 12%	2 9%	2 15%	- -%	1 5%	2 7%	1 9%	6 11%	9 11%	12 12%
Wrote a letter	8 8%	8 8%	2 10%	2 12%	- -%	3 10%	2 8%	- -%	5 9%	8 9%	8 8%
Called the BBC complaints number	6 6%	6 6%	1 7%	1 6%	1 11%	3 12%	4 16%	1 7%	5 10%	6 8%	6 6%
Emailed a specific BBC programme	5 5%	5 5%	2 11%	2 14%	2 27%	3 12%	3 12%	3 24%	3 6%	5 6%	5 5%
Commented on social media (e.g. Facebook, Twitter)	4 4%	4 4%	1 4%	1 5%	- -%	3 11%	4 15%	1 6%	4 9%	4 5%	4 4%
Made a public comment on the BBC website	4 4%	4 4%	2 12%	1 5%	2 29%	1 3%	1 3%	1 7%	2 5%	4 5%	4 4%
Emailed a named individual	3 3%	3 3%	2 9%	- -%	- -%	1 5%	- -%	- -%	2 4%	3 4%	3 3%
Called into a radio programme	1 2%	1 2%	- -%	1 9%	- -%	1 6%	- -%	- -%	1 3%	1 2%	1 2%
Made a private comment on the BBC website	1 1%	1 1%	1 6%	1 7%	1 11%	1 4%	1 5%	- -%	1 2%	* *%	1 1%

95% lower case or +, 99% UPPER CASE or ++

Table 71 (continuation)

C4c. And how did you make your most recent complaint to the BBC about that BBC service?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample size	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Contacted someone I know who works at the BBC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	1 1%

95% lower case or +, 99% UPPER CASE or ++

Table 71 (continuation)

C4c. And how did you make your most recent complaint to the BBC about that BBC service?

by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample size	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Filled out the online complaints form	51 53%	51 53%	6 35%	2 16%	1 20%	3 19%	7 37%	2 29%	14 38%	36 50%	51 53%	31 59%	11 50%	8 40%	7 41%	28 49%	22 49%	29 56%
Emailed a general BBC email address	12 12%	12 12%	2 11%	2 20%	- -%	1 7%	2 9%	1 20%	6 15%	9 12%	12 12%	8 15%	1 6%	3 13%	1 7%	7 12%	3 6%	9 18%
Wrote a letter	8 8%	8 8%	2 12%	2 16%	- -%	1 8%	2 11%	- -%	3 9%	6 9%	8 8%	3 6%	3 12%	1 7%	1 7%	6 11%	3 8%	4 8%
Called the BBC complaints number	6 6%	6 6%	* 2%	1 8%	- -%	2 12%	2 11%	- -%	3 9%	5 7%	6 6%	4 8%	2 9%	- -%	2 11%	4 6%	3 6%	4 7%
Emailed a specific BBC programme	5 5%	5 5%	2 14%	2 19%	2 45%	2 14%	1 8%	2 38%	2 6%	4 6%	5 5%	1 1%	1 4%	4 17%	3 17%	2 4%	5+b 11%	-- -%
Commented on social media (e.g. Facebook, Twitter)	4 4%	4 4%	1 4%	1 6%	- -%	2 13%	4 20%	- -%	4 10%	4 6%	4 4%	2 3%	- -%	3 13%	1 4%	3 5%	2 5%	2 4%
Made a public comment on the BBC website	4 4%	4 4%	1 5%	1 7%	1 16%	1 5%	1 4%	1 14%	1 2%	2 3%	4 4%	3 5%	- -%	1 4%	1 5%	2 3%	2 5%	2 3%
Emailed a named individual	3 3%	3 3%	2 11%	- -%	- -%	1 8%	- -%	- -%	2 5%	3 4%	3 3%	- -%	2 8%	1 5%	- -%	3 5%	1 3%	2 4%
Called into a radio programme	1 2%	1 2%	- -%	- -%	- -%	1 9%	- -%	- -%	1 4%	1 2%	1 2%	- -%	1 7%	- -%	- -%	1 3%	1 3%	- -%
Made a private comment on the BBC website	1 1%	1 1%	1 7%	1 9%	1 18%	1 6%	* *%	- -%	1 3%	* *%	1 1%	* *%	1 4%	* 1%	1 7%	- -%	1 3%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 71 (continuation)

C4c. And how did you make your most recent complaint to the BBC about that BBC service?

by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample size	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Contacted someone I know who works at the BBC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	1 1%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	1 1%	1 2%	- -%	- -%	- -%	1 2%	1 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 71 (continuation)

C4c. And how did you make your most recent complaint to the BBC about that BBC service?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample size	76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total	96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Filled out the online complaints form	51 53%	- -%	16 57%	17 47%	17 56%	29 59%	12 46%	3 40%	5 47%	13 55%	16 45%	2 48%	19 61%	32 51%	7 46%
Emailed a general BBC email address	12 12%	- -%	2 5%	5 14%	5 16%	5 10%	3 11%	- -%	4 31%	3 14%	5 13%	* 6%	3 11%	7 11%	2 15%
Wrote a letter	8 8%	- -%	3 12%	3 7%	1 5%	3 5%	5 19%	- -%	- -%	- -%	3 8%	- -%	5 15%	6 10%	1 9%
Called the BBC complaints number	6 6%	- -%	1 4%	4 10%	1 4%	1 3%	4 14%	1 13%	- -%	1 3%	5 15%	- -%	- -%	6 10%	- -%
Emailed a specific BBC programme	5 5%	- -%	2 8%	2 6%	1 3%	3 5%	1 3%	1 10%	1 7%	4 16%	1 3%	- -%	- -%	4 6%	1 6%
Commented on social media (e.g. Facebook, Twitter)	4 4%	- -%	1 2%	2 6%	2 5%	3 6%	- -%	1 17%	- -%	2 6%	1 4%	1 33%	- -%	2 4%	2 14%
Made a public comment on the BBC website	4 4%	- -%	2 6%	2 6%	- -%	2 4%	- -%	- -%	2 15%	- -%	1 2%	- -%	3 9%	2 3%	2 11%
Emailed a named individual	3 3%	- -%	1 2%	1 4%	1 4%	2 5%	1 2%	- -%	- -%	- -%	2 7%	1 13%	- -%	1 2%	- -%
Called into a radio programme	1 2%	- -%	- -%	- -%	1 5%	- -%	- -%	1 20%	- -%	- -%	- -%	- -%	1 5%	- -%	- -%
Made a private comment on the BBC website	1 1%	- -%	- -%	* 1%	1 3%	1 2%	* -%	- -%	- -%	1 5%	- -%	- -%	- -%	1 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 71 (continuation)

C4c. And how did you make your most recent complaint to the BBC about that BBC service?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample size	76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total	96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Contacted someone I know who works at the BBC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (please specify)	1 1%	- -%	1 4%	- -%	- -%	- -%	1 4%	- -%	- -%	- -%	1 3%	- -%	- -%	1 2%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 72

C5a. When did you make your complaint/your most recent complaint about?

by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample size	76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total	96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Less than a month ago	19 20%	17 19%	2 42%	15 20%	4 19%	5 23%	2 6%	12 29%	8 18%	3 20%	2 14%	5 28%	16 19%	3 47%	- -%	- -%	17 20%	2 17%
1-2 months ago	10 10%	10 11%	* *%	8 10%	2 10%	1 7%	7 20%	1 3%	1- 2%	3 21%	4 21%	2 10%	10 11%	- -%	- -%	* 2%	8 10%	1 11%
3-4 months ago	22 22%	22 24%	- -%	17 23%	3 16%	9 43%	6 19%	6 15%	12 27%	1 6%	5 27%	4 22%	21 25%	- -%	- -%	* 26%	20 25%	1 9%
5-6 months ago	19 20%	17 19%	2 31%	15 20%	4 20%	4 21%	6 17%	9 21%	13 29%	4 22%	* 2%	2 12%	16 19%	1 14%	1 29%	1 45%	15 18%	4 28%
7-8 months ago	7 8%	6 7%	1 24%	6 8%	1 7%	- -%	3 10%	4 9%	2 5%	2 12%	1 7%	2 10%	7 8%	- -%	1 19%	* 19%	6 7%	1 9%
9-10 months ago	10 10%	10 11%	- -%	6 8%	4 19%	* 2%	6 18%	4 8%	2 4%	3 19%	4 21%	1 7%	7 8%	3 39%	1 24%	- -%	9 10%	1 11%
11-12 months ago	10 10%	9 10%	* 2%	8 10%	2 10%	1 4%	3 9%	6 14%	6 14%	- -%	2 9%	2 10%	9 10%	- -%	1 29%	* 8%	8 9%	2 15%

95% lower case or +, 99% UPPER CASE or ++

Table 72 (continuation)

C5a. When did you make your complaint/your most recent complaint about?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample size	76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total	96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Less than a month ago	19 20%	19 23%	- -%	- -%	- -%	7 11%	11 41%	4 16%	15 22%	6 18%	13 22%	2 52%	6 25%	11 23%	1 4%
1-2 months ago	10 10%	6 7%	4 35%	3 46%	1 39%	9 14%	1 2%	2 8%	8 11%	5 16%	4 7%	- -%	2 9%	7 14%	1 3%
3-4 months ago	22 22%	18 21%	4 33%	2 29%	- -%	16 25%	5 19%	7 26%	13 20%	10 29%	12 20%	2 48%	2 9%	8 16%	10 45%
5-6 months ago	19 20%	18 21%	1 10%	1 16%	- -%	16 25%	3 10%	4 15%	15 22%	7 21%	10 17%	- -%	2 8%	14+ 30%	3 13%
7-8 months ago	7 8%	6 7%	2 13%	- -%	1 43%	4 6%	3 12%	3 12%	4 6%	2 5%	6 10%	- -%	5 24%	1- 1%	2 7%
9-10 months ago	10 10%	10 12%	* 3%	- -%	* 19%	8 12%	1 5%	3 10%	7 11%	3 8%	7 12%	- -%	1 6%	4 9%	4 19%
11-12 months ago	10 10%	7 9%	1 6%	1 10%	- -%	5 8%	3 11%	4 14%	4 7%	1 4%	8 14%	- -%	4 19%	3 7%	2 9%

95% lower case or +, 99% UPPER CASE or ++

Table 72 (continuation)

C5a. When did you make your complaint/your most recent complaint about?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample size	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Less than a month ago	19 20%	19 20%	2 11%	1 9%	2 19%	4 15%	4 18%	1 12%	10 21%	18 22%	19 20%
1-2 months ago	10 10%	10 10%	5 26%	3 16%	- -%	3 11%	4 16%	1 11%	8+ 17%	8 10%	10 10%
3-4 months ago	22 22%	22 22%	7 31%	7 46%	6 69%	9 35%	10 42%	6 46%	14 29%	17 21%	22 22%
5-6 months ago	19 20%	19 20%	4 21%	1 8%	1 11%	5 21%	5 20%	3 26%	10 21%	15 19%	19 20%
7-8 months ago	7 8%	7 8%	1 4%	2 13%	- -%	1 3%	1 3%	1 6%	2 4%	6 7%	7 8%
9-10 months ago	10 10%	10 10%	* 2%	1 9%	- -%	1 6%	- -%	- -%	2- 4%	8 9%	10 10%
11-12 months ago	10 10%	10 10%	1 6%	- -%	- -%	2 8%	- -%	- -%	2 4%	9 11%	10 10%

95% lower case or +, 99% UPPER CASE or ++

Table 72 (continuation)

C5a. When did you make your complaint/your most recent complaint about?

by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample size	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Less than a month ago	19 20%	19 20%	1 3%	- -%	- -%	3 15%	4 23%	- -%	6 16%	15 20%	19 20%	7 14%	5 20%	7 35%	- -%	15 27%	7 16%	12 24%
1-2 months ago	10 10%	10 10%	5 32%	3 21%	- -%	1 4%	3 18%	1 11%	7 18%	7 9%	10 10%	5 9%	3 12%	2 10%	2 12%	5 8%	5 12%	4 8%
3-4 months ago	22 22%	22 22%	6 34%	7 53%	5 100%	8 44%	8 41%	5 84%	14 36%	17 23%	22 22%	12 23%	1 4%	9 41%	8 47%	11 20%	14 31%	7 14%
5-6 months ago	19 20%	19 20%	3 19%	1 10%	- -%	2 10%	3 14%	* 4%	6 15%	13 18%	19 20%	12 22%	5 23%	2 10%	5 30%	9 16%	7 16%	11 23%
7-8 months ago	7 8%	7 8%	1 4%	2 16%	- -%	1 4%	1 4%	- -%	2 5%	4 6%	7 8%	4 7%	3 12%	1 4%	1 4%	4 7%	4 8%	4 7%
9-10 months ago	10 10%	10 10%	- -%	- -%	- -%	1 9%	- -%	- -%	1 4%	8 11%	10 10%	8 15%	2 9%	- -%	- -%	4 7%	2 5%	8 15%
11-12 months ago	10 10%	10 10%	1 8%	- -%	- -%	2 13%	- -%	- -%	2 6%	9 12%	10 10%	5 10%	5 20%	- -%	1 6%	8 15%	5 11%	4 9%

95% lower case or +, 99% UPPER CASE or ++

Table 72 (continuation)

C5a. When did you make your complaint/your most recent complaint about?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample size	76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total	96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Less than a month ago	19 20%	- -%	3 12%	8 21%	8 26%	13 25%	2 8%	1 18%	3 27%	5 21%	6 17%	2 45%	6 18%	5 8%	8 58%
1-2 months ago	10 10%	- -%	5 17%	1 4%	3 11%	1- 3%	6 24%	- -%	2 18%	* *%	3 10%	1 14%	5 17%	6 9%	1 4%
3-4 months ago	22 22%	- -%	6 21%	9 25%	7 21%	13 25%	6 24%	- -%	3 23%	8 33%	6 16%	- -%	8 25%	17 28%	2 13%
5-6 months ago	19 20%	- -%	3 10%	9 25%	7 23%	10 20%	5 18%	3 42%	1 7%	6 24%	10 29%	* 6%	3 8%	14 22%	3 20%
7-8 months ago	7 8%	- -%	3 9%	3 9%	1 4%	5 9%	1 5%	1 10%	1 7%	3 14%	2 6%	- -%	2 6%	6 9%	1 4%
9-10 months ago	10 10%	- -%	4 14%	2 6%	4 13%	5 10%	2 6%	1 20%	2 17%	1 4%	3 8%	1 34%	5 14%	6 9%	- -%
11-12 months ago	10 10%	- -%	5 18%	4 10%	1 2%	4 7%	4 14%	1 9%	- -%	1 3%	5 14%	- -%	4 11%	10 15%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 73

C6. How did you find out how to complain to the BBC about that BBC Service?

by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample size	76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total	96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Went straight to the BBC website	53 56%	49 54%	5 88%	39 53%	13 62%	12 62%	17 51%	24 56%	26 61%	7 42%	12 69%	8 43%	51 60%	1 14%	1 42%	1 34%	46 56%	8 56%
Searched online	38 39%	38 41%	* 1%	32 43%	5 26%	5 26%	17 50%	16 37%	15 36%	7 40%	7 39%	9 47%	31 37%	5 78%	1 29%	1 38%	34 42%	4 26%
I already knew how to	25 26%	25 28%	- -%	19 26%	6 28%	9 43%	2 7%	14 33%	14 33%	2 13%	3 15%	6 33%	23 26%	1 21%	1 29%	* 28%	23 27%	3 19%
Asked friends or family	8 8%	7 8%	1 11%	4 6%	3 15%	1 7%	3 9%	3 7%	4 9%	3 18%	- -%	1 3%	7 8%	1 8%	- -%	- -%	8 9%	- -%
Other (please specify)	* *%	* *%	- -%	* *%	- -%	* 2%	- -%	- -%	- -%	* 2%	- -%	- -%	* *%	- -%	- -%	- -%	* *%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 73 (continuation)

C6. How did you find out how to complain to the BBC about that BBC Service?

by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample size	76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total	96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Went straight to the BBC website	53 56%	48 58%	6 48%	3 42%	1 43%	36 55%	16 59%	12 44%	39 58%	18 52%	35 58%	3 100%	12 53%	25 52%	14 59%
Searched online	38 39%	29 35%	7 59%	4 62%	1 39%	30 46%	6 22%	16 59%	22 33%	15 45%	22 37%	- -%	9 38%	16 34%	13 57%
I already knew how to	25 26%	22 26%	3 29%	2 23%	- -%	17 26%	8 30%	6 23%	19 29%	11 32%	13 22%	- -%	5 22%	13 27%	7 32%
Asked friends or family	8 8%	4 4%	4 34%	2 22%	1 81%	6 10%	1 2%	4 15%	4 5%	5 14%	3 5%	- -%	- -%	4 9%	3 14%
Other (please specify)	* *%	- -%	* 3%	- -%	* 19%	- -%	* 1%	- -%	* *%	- -%	* 1%	- -%	- -%	* 1%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 73 (continuation)

C6. How did you find out how to complain to the BBC about that BBC Service?

by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample size	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Went straight to the BBC website	53 56%	53 56%	14 67%	7 44%	7 80%	15 59%	16 63%	8 61%	28 57%	42 52%	53 56%
Searched online	38 39%	38 39%	9 41%	11 66%	4 51%	10 39%	9 35%	5 41%	19 38%	33 41%	38 39%
I already knew how to	25 26%	25 26%	7 35%	7 45%	6 68%	11 42%	10 42%	6 49%	14 29%	22 28%	25 26%
Asked friends or family	8 8%	8 8%	5 25%	3 20%	2 21%	5 21%	6 22%	2 18%	8+ 15%	7 8%	8 8%
Other (please specify)	* *%	* *%	* 2%	- -%	- -%	- -%	- -%	- -%	* 1%	* *%	* *%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 73 (continuation)

C6. How did you find out how to complain to the BBC about that BBC Service?

by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample size	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Went straight to the BBC website	53 56%	53 56%	12 72%	6 46%	5 100%	9 52%	11 56%	4 69%	19 51%	36 50%	53 56%	32 60%	9 40%	13 60%	13 70%	28 49%	27 60%	26 52%
Searched online	38 39%	38 39%	9 50%	9 73%	4 84%	9 52%	7 36%	5 86%	18 46%	31 44%	38 39%	18 35%	9 39%	11 51%	7 39%	24 41%	17 38%	21 40%
I already knew how to	25 26%	25 26%	6 33%	5 41%	4 80%	10 57%	8 41%	3 52%	14 36%	21 29%	25 26%	5-- 9%	9 40%	11 54%	8 47%	15 25%	19++B 41%	7-- 13%
Asked friends or family	8 8%	8 8%	5 31%	3 25%	2 35%	5 28%	4 21%	2 25%	8 20%	7 9%	8 8%	2 3%	2 9%	4 18%	4 23%	2 3%	5 10%	3 6%
Other (please specify)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	* *%	* 1%	- -%	- -%	- -%	* 1%	- -%	* 1%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 73 (continuation)

C6. How did you find out how to complain to the BBC about that BBC Service?

by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample size	76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total	96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Went straight to the BBC website	53 56%	- -%	17 58%	21 57%	16 52%	30 61%	12 45%	4 58%	7 65%	13 52%	20 55%	3 74%	18 56%	35 55%	10 67%
Searched online	38 39%	- -%	13 44%	10 29%	15 47%	18 36%	13 52%	1 20%	3 27%	10 43%	14 40%	1 33%	12 37%	30 48%	1 9%
I already knew how to	25 26%	- -%	3 12%	14 38%	8 26%	17 34%	3 12%	3 42%	2 20%	12 49%	7 18%	1 33%	5 17%	16 26%	5 34%
Asked friends or family	8 8%	- -%	1 2%	4 10%	3 11%	5 10%	1 5%	1 10%	1 6%	1 4%	5 15%	1 27%	- -%	6 10%	1 4%
Other (please specify)	* *%	- -%	- -%	- -%	* 1%	- -%	* 1%	- -%	- -%	- -%	- -%	* 8%	- -%	* 1%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 74

C7. How long did it take to get an initial substantive reply from the BBC? Note: a substantive reply is one that addresses the complaint and the programme complained about, rather than one that just acknowledges receipt of the complaint by

Base: Complained to BBC in the last year

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample size	76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total	96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
A few days	22 23%	21 23%	1 11%	15 20%	6 26%	7 36%	7 22%	7 17%	11 26%	2 14%	6 35%	2 12%	19 22%	2 26%	1 29%	* 2%	20 24%	1 11%
A week	9 10%	8 8%	2 32%	8 11%	2 7%	7 33%	- -	3 7%	2 5%	3 20%	2 14%	1 8%	9 11%	- -	* 1%	* 17%	9 11%	* %
1-2 weeks	11 12%	11 12%	- -	9 12%	3 13%	5 25%	1 3%	5 13%	8 18%	2 12%	* 1%	1 8%	10 12%	1 14%	- -	- -	9 11%	2 14%
A month	10 11%	10 11%	- -	9 13%	1 3%	1 3%	6 19%	3 8%	7 15%	1 8%	1 9%	1 3%	10 11%	- -	- -	* 28%	10 12%	* 3%
1-2 months	2 2%	2 2%	- -	2 3%	- -	- -	2 6%	- -	- -	- -	1 9%	1 3%	1 2%	- -	1 18%	- -	2 2%	- -
Over 2 months	3 3%	1 2%	1 24%	3 4%	- -	- -	- -	3 6%	- -	1 8%	- -	1 7%	1 1%	1 21%	- -	- -	1 2%	1 9%
I didn't receive a reply to my complaint	32 33%	30 33%	2 33%	22 30%	10 45%	* 1%	13 38%	19 44%	12 29%	4 27%	3 20%	11 59%	27 31%	3 39%	1 52%	1 53%	23 28%	9 63%
I can't remember	7 8%	7 8%	- -	6 9%	1 4%	* 2%	5 13%	3 6%	3 7%	2 11%	2 13%	- -	7 9%	- -	- -	- -	7 9%	- -

95% lower case or +, 99% UPPER CASE or ++

Table 74 (continuation)

C7. How long did it take to get an initial substantive reply from the BBC? Note: a substantive reply is one that addresses the complaint and the programme complained about, rather than one that just acknowledges receipt of the complaint by

Base: Complained to BBC in the last year

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample size	76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total	96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
A few days	22 23%	15 18%	7 58%	4 48%	1 43%	18 27%	3 11%	10 37%	11 16%	7 21%	14 23%	2 48%	4 20%	10 21%	6 26%
A week	9 10%	8 10%	1 8%	1 13%	- -%	6 9%	4 13%	3 10%	7 10%	6 19%	3 5%	2 52%	1 5%	6 12%	1 3%
1-2 weeks	11 12%	11 13%	* 2%	* 3%	- -%	7 11%	4 15%	2 9%	9 13%	4 11%	6 11%	- -%	- -%	9+ 19%	2 10%
A month	10 11%	9 11%	1 11%	1 9%	1 39%	8 13%	2 7%	1 6%	7 11%	5 14%	5 9%	- -%	5 21%	2 4%	3 15%
1-2 months	2 2%	2 2%	- -%	- -%	- -%	1 2%	1 2%	1 2%	1 2%	1 4%	1 1%	- -%	- -%	1 1%	1 6%
Over 2 months	3 3%	3 3%	- -%	- -%	- -%	3 4%	- -%	- -%	3 4%	- -%	3 4%	- -%	3 12%	- -%	- -%
I didn't receive a reply to my complaint	32 33%	30 36%	2 17%	2 28%	- -%	18 27%	13 48%	8 30%	24 35%	9 27%	23 37%	- -%	8 35%	18 37%	6 28%
I can't remember	7 8%	5 7%	* 3%	- -%	* 19%	5 7%	1 5%	2 6%	6 9%	1 4%	6 10%	- -%	2 7%	3 6%	3 13%

95% lower case or +, 99% UPPER CASE or ++

Table 74 (continuation)

C7. How long did it take to get an initial substantive reply from the BBC?Note: a

substantive reply is one that addresses the complaint and the programme complained about, rather than one that just acknowledges receipt of the complaint by

Base: Complained to BBC in the last year

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample size	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
A few days	22 23%	22 23%	5 24%	5 30%	4 43%	8 32%	8 32%	4 32%	12 24%	17 22%	22 23%
A week	9 10%	9 10%	2 9%	1 7%	2 19%	3 13%	5 22%	3 26%	8+ 17%	9 12%	9 10%
1-2 weeks	11 12%	11 12%	5 23%	3 21%	3 37%	4 15%	7 27%	3 25%	8 17%	9 11%	11 12%
A month	10 11%	10 11%	2 10%	2 12%	- -	4 16%	1 5%	1 5%	5 11%	7 9%	10 11%
1-2 months	2 2%	2 2%	- -	1 9%	- -	1 6%	- -	- -	1 3%	2 3%	2 2%
Over 2 months	3 3%	3 3%	- -	- -	- -	- -	- -	- -	- -	3 3%	3 3%
I didn't receive a reply to my complaint	32 33%	32 33%	7 32%	2 12%	- -	5 18%	3 14%	1 11%	13 26%	27 34%	32 33%
I can't remember	7 8%	7 8%	* 2%	1 8%	- -	- -	- -	- -	2 3%	5 6%	7 8%

95% lower case or +, 99% UPPER CASE or ++

Table 74 (continuation)

C7. How long did it take to get an initial substantive reply from the BBC? Note: a substantive reply is one that addresses the complaint and the programme complained about, rather than one that just acknowledges receipt of the complaint by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample size	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
A few days	22 23%	22 23%	5 29%	3 27%	4 71%	5 27%	6 32%	3 45%	8 22%	16 22%	22 23%	12 23%	6 25%	4 19%	9 48%	10 17%	10 21%	12 24%
A week	9 10%	9 10%	* 2%	1 10%	- -%	3 16%	5 24%	1 20%	6 15%	7 10%	9 10%	7 13%	3 12%	- -%	2 11%	5 8%	2 4%	7 15%
1-2 weeks	11 12%	11 12%	3 19%	3 21%	1 29%	3 17%	4 22%	1 24%	6 15%	8 11%	11 12%	6 12%	2 9%	3 15%	5 28%	3- 6%	6 13%	6 11%
A month	10 11%	10 11%	2 12%	2 15%	- -%	3 20%	1 4%	1 11%	5 14%	7 10%	10 11%	4 8%	4 17%	2 10%	1 7%	9 15%	3 6%	8 15%
1-2 months	2 2%	2 2%	- -%	- -%	- -%	1 9%	- -%	- -%	1 4%	2 3%	2 2%	1 1%	1 7%	- -%	- -%	2 4%	2 4%	- -%
Over 2 months	3 3%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 4%	3 3%	- -%	1 5%	1 7%	- -%	3 5%	1 3%	1 3%
I didn't receive a reply to my complaint	32 33%	32 33%	7 39%	2 16%	- -%	2 11%	3 18%	- -%	10 26%	25 34%	32 33%	19 35%	6 26%	7 35%	1 6%	20 35%	18 40%	14 27%
I can't remember	7 8%	7 8%	- -%	1 11%	- -%	- -%	- -%	- -%	1 4%	5 7%	7 8%	4 8%	- -%	3 14%	- -%	6 10%	4 9%	3 6%

95% lower case or +, 99% UPPER CASE or ++

Table 74 (continuation)

C7. How long did it take to get an initial substantive reply from the BBC? Note: a substantive reply is one that addresses the complaint and the programme complained about, rather than one that just acknowledges receipt of the complaint by

Base: Complained to BBC in the last year

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample size	76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total	96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
A few days	22 23%	- -%	5 17%	6 16%	11 35%	10 21%	7 27%	3 45%	1 7%	8 34%	7 21%	1 13%	6 17%	15 24%	4 26%
A week	9 10%	- -%	4 12%	2 5%	4 13%	5 10%	1 6%	1 10%	2 15%	3 14%	3 7%	* 6%	3 10%	4 7%	3 22%
1-2 weeks	11 12%	- -%	2 8%	6 16%	3 10%	7 14%	2 9%	2 25%	- -%	5 21%	4 12%	1 27%	1 3%	10 17%	- -%
A month	10 11%	- -%	1 5%	5 14%	4 12%	5 9%	5 19%	- -%	1 6%	2 7%	6 18%	1 14%	1 4%	8 12%	1 4%
1-2 months	2 2%	- -%	- -%	- -%	2 6%	- -%	- -%	1 20%	1 5%	- -%	- -%	- -%	2 6%	- -%	1 4%
Over 2 months	3 3%	- -%	1 4%	- -%	1 5%	1 2%	- -%	- -%	1 13%	1 6%	1 3%	- -%	- -%	1 2%	- -%
I didn't receive a reply to my complaint	32 33%	- -%	14 48%	13 37%	4 14%	17 34%	10 38%	- -%	5 43%	4 18%	13 35%	1 33%	13 42%	18 28%	5 38%
I can't remember	7 8%	- -%	2 6%	5 12%	1 4%	4 8%	* 1%	- -%	1 12%	- -%	2 4%	* 8%	5 17%	6 10%	1 6%

95% lower case or +, 99% UPPER CASE or ++

Table 75

C8. How satisfied were you with the speed of this initial substantive reply?

by
Base: All receiving a substantive reply to their complaint

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		60	55	5	47	12	21	20	19	27	11	15	7	50	4	3	3	54	6
Effective sample		51	48	3	40	10	17	17	17	24	10	11	6	45	4	2	2	47	5
Weighted Total		65	61	3	52	11	20	21	24	31	12	14	8	58	4	1	1	60	5
Not very satisfied	(1.0)	15 23%	12 20%	3 83%	15 29%	- -%	2 8%	6 30%	7 29%	6 19%	4 36%	3 21%	2 25%	13 22%	1 35%	1 39%	- -%	14 23%	1 25%
Not satisfied	(2.0)	12 18%	12 19%	* 1%	10 19%	1 6%	4 20%	5 23%	3 12%	7 24%	1 8%	3 19%	1 8%	11 19%	- -%	* 1%	* 60%	11 19%	* 9%
Neither satisfied nor unsatisfied	(3.0)	14 21%	14 23%	* 1%	9 18%	4 38%	5 27%	4 17%	5 21%	5 17%	3 21%	4 27%	2 29%	11 18%	2 52%	1 60%	* 3%	13 22%	1 19%
Satisfied	(4.0)	14 22%	14 23%	1 16%	9 18%	5 43%	5 28%	3 16%	5 23%	7 22%	2 13%	5 33%	1 19%	14 23%	1 13%	- -%	* 37%	12 20%	2 48%
Very satisfied	(5.0)	7 11%	7 12%	- -%	6 11%	1 13%	3 16%	1 4%	3 15%	5 17%	1 6%	- -%	1 19%	7 13%	- -%	- -%	- -%	7 12%	- -%
I can't remember		2 4%	2 4%	- -%	2 5%	- -%	* 2%	2 10%	- -%	1 2%	2 16%	- -%	- -%	2 4%	- -%	- -%	- -%	2 4%	- -%
NET: Satisfied/ Very satisfied		22 34%	21 35%	1 16%	15 29%	6 56%	9 44%	4 20%	9 37%	12 39%	2 19%	5 33%	3 38%	21 36%	1 13%	- -%	* 37%	19 32%	2 48%
NET: Not very satisfied/ Not satisfied		27 41%	24 39%	3 83%	25 48%	1 6%	6 28%	11 53%	10 42%	13 43%	5 44%	5 40%	3 33%	24 42%	1 35%	1 40%	* 60%	25 42%	2 34%
Mean score		3	3	1	3	4a	3b	2	3	3	2	3	3	3	2	2	3	3	3
Standard deviation		1.36	1.33	1.31	1.40	.83	1.22	1.26	1.47	1.41	1.42	1.17	1.52	1.38	1.26	1.92	-	1.37	1.38
Standard error		.19	.20	.80	.23	.26	.30	.32	.36	.29	.50	.35	.61	.21	.66	1.37	-	.21	.65

95% lower case or +, 99% UPPER CASE or ++

Table 75 (continuation)

C8. How satisfied were you with the speed of this initial substantive reply?

by
Base: All receiving a substantive reply to their complaint

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		60	45	14	8	3	42	16	18	39	22	36	2	13	28	17
Effective sample		51	40	13	7	3	36	14	16	33	20	29	2	12	23	15
Weighted Total		65	53	10	5	2	48	14	19	43	25	38	3	15	30	17
Not very satisfied	(1.0)	15 23%	13 25%	- -%	- -%	- -%	10 21%	3 23%	4 19%	11 26%	4 18%	11 28%	2 52%	7 50%	5 16%	1 8%
Not satisfied	(2.0)	12 18%	10 18%	2 20%	1 23%	1 39%	8 16%	4 28%	2 11%	8 19%	7 28%	5 12%	- -%	4 26%	2 8%	5 33%
Neither satisfied nor unsatisfied	(3.0)	14 21%	11 21%	2 24%	2 44%	- -%	11 23%	3 18%	4 23%	9 22%	4 15%	10 26%	2 48%	1 10%	11 36%	* *%
Satisfied	(4.0)	14 22%	12 23%	2 20%	1 22%	- -%	10 20%	4 29%	6 31%	7 17%	6 23%	8 20%	- -%	1 10%	9 29%	4 26%
Very satisfied	(5.0)	7 11%	5 9%	2 26%	- -%	1 43%	7 15%	- -%	2 12%	5 12%	4 16%	3 9%	- -%	- -%	3 11%	4 24%
I can't remember		2 4%	2 3%	1 9%	1 10%	* 19%	2 4%	* 2%	1 3%	2 4%	- -%	2 5%	- -%	1 4%	* 1%	2 9%
NET: Satisfied/ Very satisfied		22 34%	17 32%	4 46%	1 22%	1 43%	17 35%	4 29%	8 43%	12 29%	10 39%	11 29%	- -%	1 10%	12 40%	8 50%
NET: Not very satisfied/ Not satisfied		27 41%	23 43%	2 20%	1 23%	1 39%	18 37%	7 51%	6 31%	20 45%	11 46%	15 40%	2 52%	11 76%	7 23%	7 41%
Mean score		3	3	4	3	4	3	3	3	3	3	3	2	2	3B	3B
Standard deviation		1.36	1.34	1.19	.80	2.67	1.39	1.19	1.35	1.38	1.39	1.36	1.21	1.03	1.22	1.46
Standard error		.19	.22	.36	.32	1.89	.24	.33	.35	.25	.31	.26	.86	.31	.26	.39

95% lower case or +, 99% UPPER CASE or ++

Table 75 (continuation)

C8. How satisfied were you with the speed of this initial substantive reply?

by
Base: All receiving a substantive reply to their complaint

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	60	60	16	15	8	20	21	13	35	50	60
Effective sample	51	51	13	13	7	18	17	12	29	42	51
Weighted Total	65	65	14	14	9	21	21	12	37	53	65
Not very satisfied	(1.0) 23%	15 23%	2 12%	1 10%	2 19%	- -%	2 8%	- -%	5 13%	11 20%	15 23%
Not satisfied	(2.0) 18%	12 18%	2 14%	3 24%	- -%	5 26%	3 14%	1 6%	8 23%	10 20%	12 18%
Neither satisfied nor unsatisfied	(3.0) 21%	14 21%	- -%	1 7%	- -%	4 19%	5 25%	2 14%	6 17%	10 19%	14 21%
Satisfied	(4.0) 22%	14 22%	5 33%	5 32%	4 43%	6 27%	7 35%	5 46%	11 30%	12 23%	14 22%
Very satisfied	(5.0) 11%	7 11%	5 38%	4 28%	3 37%	5 26%	4 19%	4 34%	5 15%	7 14%	7 11%
I can't remember	2 4%	2 4%	* 2%	- -%	- -%	1 3%	- -%	- -%	1 2%	2 5%	2 4%
NET: Satisfied/ Very satisfied	22 34%	22 34%	10 72%	8 60%	7 81%	11 52%	11 53%	9 80%	16 45%	19 37%	22 34%
NET: Not very satisfied/ Not satisfied	27 41%	27 41%	4 26%	5 33%	2 19%	5 26%	5 22%	1 6%	13 36%	21 40%	27 41%
Mean score	3	3	4aj	3	4	4	3	4AhIJ	3	3	3
Standard deviation	1.36	1.36	1.46	1.41	1.53	1.18	1.19	.89	1.30	1.38	1.36
Standard error	.19	.19	.41	.39	.56	.29	.29	.26	.25	.22	.19

95% lower case or +, 99% UPPER CASE or ++

Table 75 (continuation)

C8. How satisfied were you with the speed of this initial substantive reply?

by
Base: All receiving a substantive reply to their complaint

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		60	60	12	12	5	14	14	7	27	45	60	29	18	13	17	33	28	32
Effective sample		51	51	10	10	5	13	12	6	23	38	51	25	15	11	14	28	24	28
Weighted Total		65	65	11	11	5	15	15	6	28	48	65	34	17	14	17	37	27	37
Not very satisfied	(1.0)	15 23%	15 23%	- -%	1 13%	- -%	- -%	2 10%	- -%	3 11%	9 19%	15 23%	8 24%	3 16%	4 30%	- -%	14 37%	5 18%	10 27%
Not satisfied	(2.0)	12 18%	12 18%	2 19%	2 18%	- -%	5 32%	1 4%	1 11%	7 24%	10 22%	12 18%	5 16%	6 33%	1 5%	1 8%	9 25%	4 16%	7 20%
Neither satisfied nor unsatisfied	(3.0)	14 21%	14 21%	- -%	1 9%	- -%	2 16%	5 34%	1 15%	6 22%	10 21%	14 21%	9 26%	4 21%	2 12%	2 10%	8 22%	7 24%	7 20%
Satisfied	(4.0)	14 22%	14 22%	3 29%	2 23%	2 39%	2 16%	5 30%	1 22%	7 24%	9 18%	14 22%	8 24%	5 30%	1 9%	6 38%	5 15%	6 23%	8 22%
Very satisfied	(5.0)	7 11%	7 11%	5 52%	4 38%	3 61%	5 36%	3 20%	3 52%	5 19%	7 16%	7 11%	2 6%	- -%	5 40%	7 44%	- -%	5 20%	2 5%
I can't remember		2 4%	2 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	2 4%	2 6%	- -%	1 4%	- -%	* 1%	- -%	2 7%
NET: Satisfied/Very satisfied		22 34%	22 34%	9 81%	6 60%	5 100%	8 52%	8 51%	5 74%	12 43%	16 34%	22 34%	10 29%	5 30%	7 49%	14 82%	5 15%	12 43%	10 27%
NET: Not very satisfied/Not satisfied		27 41%	27 41%	2 19%	3 31%	- -%	5 32%	2 15%	1 11%	10 35%	19 40%	27 41%	13 39%	8 50%	5 35%	1 8%	23 62%	9 34%	17 47%
Mean score		3	3	4AiiJ	4	5AhiJ	4	3	4aij	3	3	3	3	3	3	4B	2	3	3
Standard deviation		1.36	1.36	1.18	1.53	.54	1.31	1.21	1.15	1.31	1.37	1.36	1.28	1.10	1.80	.94	1.10	1.40	1.30
Standard error		.19	.19	.38	.48	.25	.37	.35	.47	.27	.23	.19	.26	.28	.56	.25	.21	.29	.26

95% lower case or +, 99% UPPER CASE or ++

Table 75 (continuation)

C8. How satisfied were you with the speed of this initial substantive reply?

by
Base: All receiving a substantive reply to their complaint

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		60	-	14	21	25	28	16	8	6	20	19	5	16	39	9
Effective sample		51	-	12	18	21	24	13	7	5	17	17	4	14	34	8
Weighted Total		65	-	15	23	27	33	16	8	6	20	23	3	19	45	9
Not very satisfied	(1.0)	15 23%	- -%	6 40%	3 13%	6 23%	6 17%	3 18%	- -%	5 78%	3 15%	4 18%	1 39%	7 35%	10 22%	2 24%
Not satisfied	(2.0)	12 18%	- -%	2 15%	7 29%	3 10%	5 15%	5 29%	1 20%	1 10%	4 19%	6 24%	1 21%	2 8%	8 18%	2 18%
Neither satisfied nor unsatisfied	(3.0)	14 21%	- -%	1 8%	4 16%	9 34%	8 24%	3 21%	2 22%	1 13%	4 18%	3 11%	- -%	8 41%	9 21%	2 19%
Satisfied	(4.0)	14 22%	- -%	3 23%	4 19%	6 24%	7 21%	4 25%	3 41%	- -%	7 35%	4 16%	1 28%	3 16%	8 19%	3 32%
Very satisfied	(5.0)	7 11%	- -%	1 10%	4 17%	2 7%	6 18%	1 5%	1 10%	- -%	2 12%	5 22%	- -%	- -%	7 16%	- -%
I can't remember		2 4%	- -%	1 4%	2 7%	* 1%	2 5%	* 2%	1 7%	- -%	- -%	2 9%	* 11%	- -%	2 4%	1 6%
NET: Satisfied/ Very satisfied		22 34%	- -%	5 33%	8 36%	8 32%	13 39%	5 30%	4 51%	- -%	9 47%	9 37%	1 28%	3 16%	16 35%	3 32%
NET: Not very satisfied/ Not satisfied		27 41%	- -%	8 55%	10 42%	9 33%	10 32%	8 47%	1 20%	6 87%	7 35%	10 43%	2 61%	8 43%	18 40%	4 42%
Mean score		3	-	2	3	3	3d	3d	3D	1	3	3	2	2	3	3
Standard deviation		1.36	-	1.54	1.37	1.27	1.38	1.22	1.02	.75	1.31	1.52	1.64	1.15	1.42	1.28
Standard error		.19	-	.46	.33	.28	.28	.34	.40	.33	.32	.39	.92	.31	.25	.48

95% lower case or +, 99% UPPER CASE or ++

Table 76
C9. After receiving this initial substantive reply did you feel like your complaint had been satisfactorily addressed?
by

Base: All receiving a substantive reply to their complaint

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	60	55	5	47	12	21	20	19	27	11	15	7	50	4	3	3	54	6
Effective sample size	51	48	3	40	10	17	17	17	24	10	11	6	45	4	2	2	47	5
Weighted Total	65	61	3	52	11	20	21	24	31	12	14	8	58	4	1	1	60	5
Yes	18 27%	16 26%	2 48%	14 26%	4 36%	11 55%	2 8%	5 21%	9 28%	3 28%	3 19%	3 38%	18 30%	- -%	- -%	* 3%	15 26%	2 48%
No - I wanted to progress my complaint further	17 26%	15 24%	2 52%	12 23%	3 29%	4 19%	6 28%	7 29%	9 31%	4 35%	3 21%	- -%	16 27%	1 13%	* 1%	* 60%	15 25%	2 34%
No - But I didn't want to progress my complaint any further	30 47%	30 50%	- -%	26 51%	4 35%	5 26%	13 64%	12 50%	13 42%	4 37%	8 60%	5 62%	25 43%	4 87%	1 99%	* 37%	30 50%	1 19%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 76 (continuation)

C9. After receiving this initial substantive reply did you feel like your complaint had been satisfactorily addressed?

by
Base: All receiving a substantive reply to their complaint

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	60	45	14	8	3	42	16	18	39	22	36	2	13	28	17
Effective sample size	51	40	13	7	3	36	14	16	33	20	29	2	12	23	15
Weighted Total	65	53	10	5	2	48	14	19	43	25	38	3	15	30	17
Yes	18 27%	13 24%	5 48%	2 40%	1 43%	14 30%	3 23%	5 28%	12 28%	12 46%	5 13%	2 52%	- -%	9 28%	7 45%
No - I wanted to progress my complaint further	17 26%	15 28%	1 14%	1 25%	- -%	11 22%	5 37%	5 28%	10 23%	7 30%	9 24%	- -%	6 38%	8 26%	3 20%
No - But I didn't want to progress my complaint any further	30 47%	25 47%	4 39%	2 36%	1 57%	23 48%	6 40%	8 44%	21 49%	6 24%	24 63%	2 48%	9 62%	14 46%	6 35%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 76 (continuation)

C9. After receiving this initial substantive reply did you feel like your complaint had been satisfactorily addressed?
by

Base: All receiving a substantive reply to their complaint

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	60	60	16	15	8	20	21	13	35	50	60
Effective sample size	51	51	13	13	7	18	17	12	29	42	51
Weighted Total	65	65	14	14	9	21	21	12	37	53	65
Yes	18 27%	18 27%	11 78%	8 55%	9 100%	10 50%	10 48%	10 86%	16 43%	17 32%	18 27%
No - I wanted to progress my complaint further	17 26%	17 26%	2 13%	1 10%	- -%	4 20%	2 7%	- -%	6 17%	16 30%	17 26%
No - But I didn't want to progress my complaint any further	30 47%	30 47%	1 9%	5 35%	- -%	6 30%	10 45%	2 14%	15 41%	20 38%	30 47%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 76 (continuation)

C9. After receiving this initial substantive reply did you feel like your complaint had been satisfactorily addressed?

by
Base: All receiving a substantive reply to their complaint

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	60	60	12	12	5	14	14	7	27	45	60	29	18	13	17	33	28	32
Effective sample size	51	51	10	10	5	13	12	6	23	38	51	25	15	11	14	28	24	28
Weighted Total	65	65	11	11	5	15	15	6	28	48	65	34	17	14	17	37	27	37
Yes	18 27%	18 27%	8 73%	7 67%	5 100%	7 48%	7 43%	5 84%	11 39%	12 24%	18 27%	7 22%	3 20%	7 49%	14 86%	3 8%	9 33%	9 23%
No - I wanted to progress my complaint further	17 26%	17 26%	2 18%	- -%	- -%	4 28%	2 10%	- -%	5 17%	16 33%	17 26%	6 19%	9 52%	1 10%	1 8%	12 31%	4 16%	12 32%
No - But I didn't want to progress my complaint any further	30 47%	30 47%	1 9%	4 33%	- -%	4 24%	7 47%	1 16%	12 44%	20 42%	30 47%	20 59%	5 28%	6 41%	1 6%	22 60%	14 51%	17 45%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 76 (continuation)

C9. After receiving this initial substantive reply did you feel like your complaint had been satisfactorily addressed?

by

Base: All receiving a substantive reply to their complaint

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	60	-	14	21	25	28	16	8	6	20	19	5	16	39	9
Effective sample size	51	-	12	18	21	24	13	7	5	17	17	4	14	34	8
Weighted Total	65	-	15	23	27	33	16	8	6	20	23	3	19	45	9
Yes	18 27%	- -%	6 41%	7 29%	5 19%	10 32%	3 19%	2 33%	2 26%	6 31%	8 36%	- -%	3 17%	11 25%	3 35%
No - I wanted to progress my complaint further	17 26%	- -%	4 29%	4 19%	8 29%	10 31%	4 28%	2 28%	- -%	5 27%	6 26%	2 58%	4 19%	12 26%	2 27%
No - But I didn't want to progress my complaint any further	30 47%	- -%	5 30%	12 52%	14 52%	12 38%	9 53%	3 40%	5 74%	9 43%	9 38%	1 42%	12 64%	22 49%	3 38%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 77

C10. Was it clear how you could progress your complaint further if you wanted to?

by

Base: All receiving a reply that did not address their complaint

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	43	40	3	34	8	10	17	16	19	8	11	5	34	4	3	2	39	4
Effective sample size	37	35	2	30	7	8	15	14	17	7	9	4	31	4	2	2	35	3
Weighted Total	47	45	2	39	7	9	19	19	22	9	11	5	41	4	1	1	44	3
Yes	15 31%	13 28%	2 99%	10 26%	4 59%	5 51%	2 9%	8 44%	7 30%	2 21%	5 48%	1 16%	13 32%	1 13%	1 60%	- -%	13 30%	1 47%
No	22 47%	22 49%	* 1%	20 50%	2 24%	3 35%	12 61%	7 39%	12 53%	3 39%	3 27%	4 84%	19 46%	2 58%	1 40%	* 62%	21 47%	1 53%
I can't remember	10 22%	10 22%	- -%	9 23%	1 17%	1 13%	6 30%	3 17%	4 17%	3 40%	3 25%	- -%	9 21%	1 29%	- -%	* 38%	10 23%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 77 (continuation)

C10. Was it clear how you could progress your complaint further if you wanted to?

by

Base: All receiving a reply that did not address their complaint

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	43	34	8	5	2	29	12	13	28	11	31	1	13	21	8
Effective sample size	37	30	8	5	2	25	11	11	24	10	26	1	12	17	7
Weighted Total	47	40	5	3	1	34	11	13	31	13	33	2	15	22	9
Yes	15 31%	13 33%	1 28%	1 44%	- -%	9 25%	5 49%	5 34%	9 28%	3 24%	11 34%	- -%	7 45%	8 37%	- -%
No	22 47%	20 49%	3 53%	1 37%	1 68%	17 50%	5 48%	4 32%	17 53%	8 62%	13 41%	2 100%	6 44%	9 40%	6 62%
I can't remember	10 22%	8 19%	1 19%	1 19%	* 32%	8 24%	* 3%	4 33%	6 18%	2 15%	8 25%	- -%	2 11%	5 23%	3 38%

95% lower case or +, 99% UPPER CASE or ++

Table 77 (continuation)

C10. Was it clear how you could progress your complaint further if you wanted to?

by

Base: All receiving a reply that did not address their complaint

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	43	43	5	6	-	10	9	3	19	34	43
Effective sample size	37	37	4	5	-	9	8	3	16	29	37
Weighted Total	47	47	3	6	-	11	11	2	21	36	47
Yes	15 31%	15 31%	1 17%	3 42%	- -%	3 26%	5 46%	1 42%	8 39%	10 28%	15 31%
No	22 47%	22 47%	2 64%	2 33%	- -%	8 72%	4 40%	1 42%	9 44%	18 50%	22 47%
I can't remember	10 22%	10 22%	1 19%	2 25%	- -%	* 3%	2 15%	* 16%	4 17%	8 21%	10 22%

95% lower case or +, 99% UPPER CASE or ++

Table 77 (continuation)

C10. Was it clear how you could progress your complaint further if you wanted to?

by

Base: All receiving a reply that did not address their complaint

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	43	43	4	4	-	7	7	2	15	34	43	22	15	6	3	31	17	26
Effective sample size	37	37	3	3	-	6	6	2	13	29	37	20	12	5	2	26	15	22
Weighted Total	47	47	3	4	-	8	9	1	17	36	47	26	14	7	2	34	18	29
Yes	15 31%	15 31%	1 19%	1 36%	- -%	3 34%	3 38%	- -%	5 31%	10 28%	15 31%	9 36%	5 38%	- -%	1 30%	11 33%	7 41%	7 25%
No	22 47%	22 47%	2 71%	1 18%	- -%	5 62%	4 43%	1 72%	9 50%	18 50%	22 47%	10 39%	8 57%	4 58%	1 58%	17 51%	7 39%	15 53%
I can't remember	10 22%	10 22%	* 9%	2 46%	- -%	* 3%	2 18%	* 28%	3 19%	8 21%	10 22%	7 25%	1 4%	3 42%	* 12%	6 16%	4 21%	6 22%

95% lower case or +, 99% UPPER CASE or ++

Table 77 (continuation)

C10. Was it clear how you could progress your complaint further if you wanted to?

by

Base: All receiving a reply that did not address their complaint

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	43	-	9	14	20	19	12	5	5	12	12	5	14	27	7
Effective sample size	37	-	7	12	18	17	11	4	4	11	11	4	12	25	6
Weighted Total	47	-	9	17	22	22	13	5	5	14	15	3	15	34	6
Yes	15	-	3	5	7	6	5	2	1	6	4	1	4	9	3
	31%	-%	33%	31%	30%	28%	41%	41%	17%	45%	28%	19%	24%	26%	53%
No	22	-	3	7	13	11	6	3	3	8	7	2	6	15	3
	47%	-%	35%	40%	58%	48%	47%	59%	55%	55%	47%	61%	38%	44%	47%
I can't remember	10	-	3	5	3	5	2	-	1	-	4	1	6	10	-
	22%	-%	32%	29%	12%	24%	12%	-%	28%	-%	25%	20%	38%	29%	-%

95% lower case or +, 99% UPPER CASE or ++

Table 78

C11a. Did you progress your complaint further?
by

Base: All wanting to progress complaint further

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	16	13	3	11	4	4	5	7	9	4	3	-	13	1	1	1	13	3
Effective sample size	14	12	2	10	3	4	5	6	8	4	2	-	12	1	1	1	12	2
Weighted Total	17	15	2	12	3	4	6	7	9	4	3	-	16	1	*	*	15	2
Yes	6 36%	4 28%	2 99%	5 42%	1 22%	1 34%	2 33%	3 39%	1 14%	3 76%	1 48%	- -%	5 34%	1 100%	- -%	- -%	5 31%	1 73%
No	11 64%	11 72%	* 1%	7 58%	3 78%	3 66%	4 67%	4 61%	8 86%	1 24%	2 52%	- -%	10 66%	- -%	* 100%	* 100%	10 69%	* 27%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 78 (continuation)

C11a. Did you progress your complaint further?
by

Base: All wanting to progress complaint further

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	16	14	2	2	-	10	5	5	10	6	10	-	5	8	3
Effective sample size	14	12	2	2	-	8	5	4	8	6	8	-	4	6	3
Weighted Total	17	15	1	1	-	11	5	5	10	7	9	-	6	8	3
Yes	6 36%	5 30%	1 100%	1 100%	- -%	3 30%	2 40%	3 52%	3 32%	2 27%	4 43%	- -%	3 47%	3 35%	1 18%
No	11 64%	11 70%	- -%	- -%	- -%	7 70%	3 60%	2 48%	7 68%	5 73%	5 57%	- -%	3 53%	5 65%	3 82%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 78 (continuation)

C11a. Did you progress your complaint further?
by

Base: All wanting to progress complaint further

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	16	16	2	1	-	3	1	-	5	15	16
Effective sample size	14	14	2	1	-	3	1	-	5	13	14
Weighted Total	17	17	2	1	-	4	2	-	6	16	17
Yes	6 36%	6 36%	1 29%	1 100%	- -%	- -%	- -%	- -%	2 32%	5 33%	6 36%
No	11 64%	11 64%	1 71%	- -%	- -%	4 100%	2 100%	- -%	4 68%	11 67%	11 64%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 78 (continuation)

C11a. Did you progress your complaint further?
by

Base: All wanting to progress complaint further

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	16	16	2	-	-	3	1	-	4	15	16	5	10	1	1	12	5	11
Effective sample size	14	14	2	-	-	3	1	-	4	13	14	5	8	1	1	10	4	10
Weighted Total	17	17	2	-	-	4	2	-	5	16	17	6	9	1	1	12	4	12
Yes	6 36%	6 36%	1 29%	- -%	- -%	- -%	- -%	- -%	1 12%	5 33%	6 36%	1 22%	3 36%	1 100%	- -%	5 39%	3 57%	3 28%
No	11 64%	11 64%	1 71%	- -%	- -%	4 100%	2 100%	- -%	4 88%	11 67%	11 64%	5 78%	6 64%	- -%	1 100%	7 61%	2 43%	9 72%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 78 (continuation)

C11a. Did you progress your complaint further?
by

Base: All wanting to progress complaint further

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	16	-	5	4	7	10	4	2	-	5	5	2	4	10	2
Effective sample size	14	-	4	4	6	8	4	2	-	4	5	2	3	9	2
Weighted Total	17	-	4	4	8	10	4	2	-	5	6	2	4	12	2
Yes	6	-	2	-	4	2	2	2	-	-	2	1	4	3	1
	36%	-%	42%	-%	52%	18%	44%	100%	-%	-%	31%	32%	99%	23%	58%
No	11	-	3	4	4	8	2	-	-	5	4	1	*	9	1
	64%	-%	58%	100%	48%	82%	56%	-%	-%	100%	69%	68%	1%	77%	42%
I can't remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

95% lower case or +, 99% UPPER CASE or ++

Table 79

C11b. Why did you not progress your complaint further?

by
Base: All wanting to, but not, progressing complaint further

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	10	9	1	6	3	2	3	5	7	1	2	-	8	-	1	1	8	2
Effective sample size	8	8	1	6	2	2	3	4	6	1	1	-	8	-	1	1	8	1
Weighted Total	11	11	*	7	3	3	4	4	8	1	2	-	10	-	*	*	10	*
I didn't think anything would happen as a result of me complaining further	6 61%	6 61%	- -%	4 56%	2 58%	3 100%	1 33%	3 64%	4 49%	1 100%	1 99%	- -%	6 64%	- -%	- -%	- -%	6 64%	- -%
I didn't feel my complaint would be taken seriously	6 52%	6 53%	- -%	3 44%	2 58%	3 100%	3 66%	* 11%	5 56%	1 100%	- -%	- -%	5 51%	- -%	- -%	* 100%	5 51%	* 96%
I didn't think my complaint would reach the right person	5 51%	5 51%	- -%	4 62%	- -%	1 40%	1 33%	3 74%	3 36%	1 100%	1 99%	- -%	5 49%	- -%	- -%	* 100%	5 49%	* 96%
I didn't think the complaints system was very accessible/ easy to engage with	5 43%	5 43%	- -%	3 44%	2 58%	2 60%	- -%	3 74%	3 38%	- -%	1 99%	- -%	4 41%	- -%	- -%	* 100%	4 41%	* 96%
It was too much effort to complain again	2 23%	2 23%	- -%	2 35%	- -%	- -%	1 33%	1 28%	2 30%	- -%	- -%	- -%	2 24%	- -%	- -%	- -%	2 24%	- -%
I'd rather complain to an independent body	1 13%	1 13%	- -%	1 19%	- -%	- -%	1 34%	- -%	1 16%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	1 13%	- -%
I didn't know how to complain further	1 12%	1 12%	- -%	1 19%	- -%	- -%	1 33%	- -%	1 16%	- -%	- -%	- -%	1 13%	- -%	- -%	- -%	1 13%	- -%
I complained to the BBC before and had a bad experience	* 4%	* 4%	- -%	* 6%	- -%	- -%	- -%	* 11%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 96%

95% lower case or +, 99% UPPER CASE or ++

Table 79 (continuation)

C11b. Why did you not progress your complaint further?

by
Base: All wanting to, but not, progressing complaint further

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	10	9	1	6	3	2	3	5	7	1	2	-	8	-	1	1	8	2
Effective sample size	8	8	1	6	2	2	3	4	6	1	1	-	8	-	1	1	8	1
Weighted Total	11	11	*	7	3	3	4	4	8	1	2	-	10	-	*	*	10	*
I complained to the BBC before, but it took too long for them to get back to me	* 4%	* 4%	- -%	* 6%	- -%	- -%	- -%	* 11%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	* 100%	- -%	* 96%
I didn't feel strongly enough about it	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I complained to my friends or family instead	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I do not like making official complaints	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (Please specify)	1 10%	1 10%	* 100%	- -%	1 42%	- -%	- -%	1 26%	1 13%	- -%	* 1%	- -%	1 10%	- -%	* 100%	- -%	1 10%	* 4%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 79 (continuation)

C11b. Why did you not progress your complaint further?

by
Base: All wanting to, but not, progressing complaint further

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	10	10	-	-	-	7	3	2	7	4	6	-	3	5	2
Effective sample size	8	8	-	-	-	6	3	2	6	4	5	-	3	4	2
Weighted Total	11	11	-	-	-	7	3	2	7	5	5	-	3	5	3
I didn't think anything would happen as a result of me complaining further	6 61%	6 61%	- -%	- -%	- -%	4 58%	2 67%	2 100%	4 59%	3 52%	4 71%	- -%	2 85%	3 53%	1 50%
I didn't feel my complaint would be taken seriously	6 52%	6 52%	- -%	- -%	- -%	5 62%	1 31%	1 40%	5 67%	4 76%	1 28%	- -%	1 49%	3 56%	1 50%
I didn't think my complaint would reach the right person	5 51%	5 51%	- -%	- -%	- -%	3 44%	2 67%	2 100%	3 43%	1 24%	4 79%	- -%	3 100%	2 49%	- -%
I didn't think the complaints system was very accessible/ easy to engage with	5 43%	5 43%	- -%	- -%	- -%	3 46%	1 36%	1 60%	3 46%	2 27%	3 60%	- -%	2 66%	3 53%	- -%
It was too much effort to complain again	2 23%	2 23%	- -%	- -%	- -%	1 18%	1 36%	- -%	2 36%	1 24%	1 23%	- -%	- -%	2 49%	- -%
I'd rather complain to an independent body	1 13%	1 13%	- -%	- -%	- -%	1 18%	- -%	- -%	- -%	1 24%	- -%	- -%	- -%	- -%	1 50%
I didn't know how to complain further	1 12%	1 12%	- -%	- -%	- -%	1 18%	- -%	- -%	1 19%	1 24%	- -%	- -%	- -%	1 26%	- -%
I complained to the BBC before and had a bad experience	* 4%	* 4%	- -%	- -%	- -%	* 6%	- -%	- -%	* 6%	- -%	* 9%	- -%	* 15%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 79 (continuation)

C11b. Why did you not progress your complaint further?

by
Base: All wanting to, but not, progressing complaint further

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	10	10	-	-	-	7	3	2	7	4	6	-	3	5	2
Effective sample size	8	8	-	-	-	6	3	2	6	4	5	-	3	4	2
Weighted Total	11	11	-	-	-	7	3	2	7	5	5	-	3	5	3
I complained to the BBC before, but it took too long for them to get back to me	* 4%	* 4%	- -%	- -%	- -%	* 6%	- -%	- -%	* 6%	- -%	* 9%	- -%	* 15%	- -%	- -%
I didn't feel strongly enough about it	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I complained to my friends or family instead	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I do not like making official complaints	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (Please specify)	1 10%	1 10%	- -%	- -%	- -%	* *%	1 33%	- -%	1 16%	- -%	1 21%	- -%	- -%	1 21%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 79 (continuation)

C11b. Why did you not progress your complaint further?

by
Base: All wanting to, but not, progressing complaint further

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	10	10	1	-	-	3	1	-	3	10	10
Effective sample size	8	8	1	-	-	3	1	-	3	8	8
Weighted Total	11	11	1	-	-	4	2	-	4	11	11
I didn't think anything would happen as a result of me complaining further	6 61%	6 61%	- -%	- -%	- -%	3 68%	2 100%	- -%	3 68%	6 61%	6 61%
I didn't feel my complaint would be taken seriously	6 52%	6 52%	- -%	- -%	- -%	3 68%	2 100%	- -%	3 68%	6 52%	6 52%
I didn't think my complaint would reach the right person	5 51%	5 51%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 51%	5 51%
I didn't think the complaints system was very accessible/ easy to engage with	5 43%	5 43%	- -%	- -%	- -%	2 36%	2 100%	- -%	2 36%	5 43%	5 43%
It was too much effort to complain again	2 23%	2 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 23%	2 23%
I'd rather complain to an independent body	1 13%	1 13%	1 100%	- -%	- -%	1 32%	- -%	- -%	1 32%	1 13%	1 13%
I didn't know how to complain further	1 12%	1 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 12%	1 12%
I complained to the BBC before and had a bad experience	* 4%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	* 4%

95% lower case or +, 99% UPPER CASE or ++

Table 79 (continuation)
 C11b. Why did you not progress your complaint further?
 by

Base: All wanting to, but not, progressing complaint further

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	10	10	1	-	-	3	1	-	3	10	10
Effective sample size	8	8	1	-	-	3	1	-	3	8	8
Weighted Total	11	11	1	-	-	4	2	-	4	11	11
I complained to the BBC before, but it took too long for them to get back to me	* 4%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	* 4%
I didn't feel strongly enough about it	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I complained to my friends or family instead	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I do not like making official complaints	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (Please specify)	1 10%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	1 10%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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Table 79 (continuation)
 C11b. Why did you not progress your complaint further?
 by
 Base: All wanting to, but not, progressing complaint further

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	10	10	1	-	-	3	1	-	3	10	10	4	6	-	1	7	2	8
Effective sample size	8	8	1	-	-	3	1	-	3	8	8	4	5	-	1	5	2	7
Weighted Total	11	11	1	-	-	4	2	-	4	11	11	5	6	-	1	7	2	9
I didn't think anything would happen as a result of me complaining further	6 61%	6 61%	- -%	- -%	- -%	3 68%	2 100%	- -%	3 68%	6 61%	6 61%	5 100%	1 26%	- -%	1 100%	4 56%	1 77%	5 57%
I didn't feel my complaint would be taken seriously	6 52%	6 52%	- -%	- -%	- -%	3 68%	2 100%	- -%	3 68%	6 52%	6 52%	4 77%	2 31%	- -%	1 100%	4 60%	* 23%	5 59%
I didn't think my complaint would reach the right person	5 51%	5 51%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	5 51%	5 51%	2 43%	3 57%	- -%	- -%	4 60%	2 100%	3 40%
I didn't think the complaints system was very accessible/ easy to engage with	5 43%	5 43%	- -%	- -%	- -%	2 36%	2 100%	- -%	2 36%	5 43%	5 43%	3 53%	2 34%	- -%	- -%	3 48%	2 100%	3 31%
It was too much effort to complain again	2 23%	2 23%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 23%	2 23%	1 23%	1 23%	- -%	- -%	1 18%	- -%	2 28%
I'd rather complain to an independent body	1 13%	1 13%	1 100%	- -%	- -%	1 32%	- -%	- -%	1 32%	1 13%	1 13%	- -%	1 24%	- -%	- -%	1 19%	- -%	1 15%
I didn't know how to complain further	1 12%	1 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 12%	1 12%	- -%	1 23%	- -%	- -%	1 18%	- -%	1 15%
I complained to the BBC before and had a bad experience	* 4%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	* 4%	- -%	* 8%	- -%	- -%	* 6%	* 23%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 79 (continuation)

C11b. Why did you not progress your complaint further?

by
Base: All wanting to, but not, progressing complaint further

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	10	10	1	-	-	3	1	-	3	10	10	4	6	-	1	7	2	8
Effective sample size	8	8	1	-	-	3	1	-	3	8	8	4	5	-	1	5	2	7
Weighted Total	11	11	1	-	-	4	2	-	4	11	11	5	6	-	1	7	2	9
I complained to the BBC before, but it took too long for them to get back to me	* 4%	* 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 4%	* 4%	- -%	* 8%	- -%	- -%	* 6%	* 23%	- -%
I didn't feel strongly enough about it	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I complained to my friends or family instead	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I do not like making official complaints	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (Please specify)	1 10%	1 10%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 10%	1 10%	- -%	1 19%	- -%	- -%	* *%	- -%	1 12%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 79 (continuation)

C11b. Why did you not progress your complaint further?

by
Base: All wanting to, but not, progressing complaint further

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	10	-	3	4	3	8	2	-	-	5	3	1	1	7	1
Effective sample size	8	-	2	4	3	7	2	-	-	4	3	1	1	7	1
Weighted Total	11	-	3	4	4	8	2	-	-	5	4	1	*	9	1
I didn't think anything would happen as a result of me complaining further	6 61%	- -%	2 99%	1 30%	3 72%	4 49%	2 100%	- -%	- -%	3 47%	3 68%	1 100%	- -%	5 60%	1 100%
I didn't feel my complaint would be taken seriously	6 52%	- -%	1 40%	3 70%	2 40%	5 56%	1 40%	- -%	- -%	4 80%	1 32%	- -%	- -%	4 45%	1 100%
I didn't think my complaint would reach the right person	5 51%	- -%	2 99%	2 40%	1 31%	3 36%	2 100%	- -%	- -%	3 52%	1 36%	1 100%	- -%	4 43%	1 100%
I didn't think the complaints system was very accessible/ easy to engage with	5 43%	- -%	1 59%	* 10%	3 72%	3 38%	1 60%	- -%	- -%	2 37%	1 36%	1 100%	- -%	4 45%	- -%
It was too much effort to complain again	2 23%	- -%	- -%	1 30%	1 31%	2 30%	- -%	- -%	- -%	1 25%	- -%	1 100%	- -%	2 27%	- -%
I'd rather complain to an independent body	1 13%	- -%	- -%	1 30%	- -%	1 16%	- -%	- -%	- -%	- -%	1 32%	- -%	- -%	1 15%	- -%
I didn't know how to complain further	1 12%	- -%	- -%	1 30%	- -%	1 16%	- -%	- -%	- -%	1 25%	- -%	- -%	- -%	1 14%	- -%
I complained to the BBC before and had a bad experience	* 4%	- -%	- -%	* 10%	- -%	* 5%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 79 (continuation)

C11b. Why did you not progress your complaint further?

by
Base: All wanting to, but not, progressing complaint further

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	10	-	3	4	3	8	2	-	-	5	3	1	1	7	1
Effective sample size	8	-	2	4	3	7	2	-	-	4	3	1	1	7	1
Weighted Total	11	-	3	4	4	8	2	-	-	5	4	1	*	9	1
I complained to the BBC before, but it took too long for them to get back to me	* 4%	- -%	- -%	* 10%	- -%	* 5%	- -%	- -%	- -%	* 8%	- -%	- -%	- -%	- -%	- -%
I didn't feel strongly enough about it	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I complained to my friends or family instead	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I do not like making official complaints	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other (Please specify)	1 10%	- -%	* 1%	- -%	1 28%	1 13%	- -%	- -%	- -%	1 20%	- -%	- -%	* 100%	1 11%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 80

C12. In total, how many times did you hear from the BBC regarding the complaint?

by

Base: All wanting to progress complaint further

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	16	13	3	11	4	4	5	7	9	4	3	-	13	1	1	1	13	3
Effective sample size	14	12	2	10	3	4	5	6	8	4	2	-	12	1	1	1	12	2
Weighted Total	17	15	2	12	3	4	6	7	9	4	3	-	16	1	*	*	15	2
Once (The initial reply)	13 76%	13 86%	* 1%	9 74%	3 78%	3 81%	5 91%	4 61%	9 92%	2 57%	2 52%	- -%	12 78%	- -%	* 100%	* 100%	12 82%	* 27%
Twice (Initial reply and once more)	2 12%	1 5%	1 68%	1 10%	1 22%	1 19%	- -%	1 18%	1 8%	1 30%	- -%	- -%	2 13%	- -%	- -%	- -%	1 5%	1 73%
Three times (Initial reply and twice more)	2 12%	1 9%	1 31%	2 16%	- -%	- -%	1 9%	1 20%	- -%	1 13%	1 48%	- -%	1 9%	1 100%	- -%	- -%	2 13%	- -%
Four times (Initial reply and three more)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Five or more times	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 80 (continuation)

C12. In total, how many times did you hear from the BBC regarding the complaint?

by

Base: All wanting to progress complaint further

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	16	14	2	2	-	10	5	5	10	6	10	-	5	8	3
Effective sample size	14	12	2	2	-	8	5	4	8	6	8	-	4	6	3
Weighted Total	17	15	1	1	-	11	5	5	10	7	9	-	6	8	3
Once (The initial reply)	13 76%	12 79%	1 45%	1 45%	- -%	9 88%	3 60%	2 48%	9 88%	7 100%	5 57%	- -%	3 53%	6 84%	3 100%
Twice (Initial reply and once more)	2 12%	1 8%	1 55%	1 55%	- -%	1 12%	1 13%	1 14%	1 12%	- -%	2 22%	- -%	1 22%	1 9%	- -%
Three times (Initial reply and twice more)	2 12%	2 13%	- -%	- -%	- -%	- -%	1 26%	2 38%	- -%	- -%	2 22%	- -%	1 25%	1 7%	- -%
Four times (Initial reply and three more)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Five or more times	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 80 (continuation)

C12. In total, how many times did you hear from the BBC regarding the complaint?

by

Base: All wanting to progress complaint further

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	16	16	2	1	-	3	1	-	5	15	16
Effective sample size	14	14	2	1	-	3	1	-	5	13	14
Weighted Total	17	17	2	1	-	4	2	-	6	16	17
Once (The initial reply)	13 76%	13 76%	1 71%	- -%	- -%	4 100%	2 100%	- -%	4 68%	13 80%	13 76%
Twice (Initial reply and once more)	2 12%	2 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	2 12%
Three times (Initial reply and twice more)	2 12%	2 12%	1 29%	1 100%	- -%	- -%	- -%	- -%	2 32%	2 12%	2 12%
Four times (Initial reply and three more)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Five or more times	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 80 (continuation)

C12. In total, how many times did you hear from the BBC regarding the complaint?

by

Base: All wanting to progress complaint further

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	16	16	2	-	-	3	1	-	4	15	16	5	10	1	1	12	5	11
Effective sample size	14	14	2	-	-	3	1	-	4	13	14	5	8	1	1	10	4	10
Weighted Total	17	17	2	-	-	4	2	-	5	16	17	6	9	1	1	12	4	12
Once (The initial reply)	13 76%	13 76%	1 71%	- -%	- -%	4 100%	2 100%	- -%	4 88%	13 80%	13 76%	5 78%	6 71%	1 100%	1 100%	9 78%	3 56%	10 84%
Twice (Initial reply and once more)	2 12%	2 12%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 8%	2 12%	- -%	2 22%	- -%	- -%	2 17%	2 44%	- -%
Three times (Initial reply and twice more)	2 12%	2 12%	1 29%	- -%	- -%	- -%	- -%	- -%	1 12%	2 12%	2 12%	1 22%	1 6%	- -%	- -%	1 5%	- -%	2 16%
Four times (Initial reply and three more)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Five or more times	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 80 (continuation)

C12. In total, how many times did you hear from the BBC regarding the complaint?

by

Base: All wanting to progress complaint further

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	16	-	5	4	7	10	4	2	-	5	5	2	4	10	2
Effective sample size	14	-	4	4	6	8	4	2	-	4	5	2	3	9	2
Weighted Total	17	-	4	4	8	10	4	2	-	5	6	2	4	12	2
Once (The initial reply)	13 76%	- -%	3 58%	4 100%	6 73%	9 88%	4 87%	- -%	- -%	5 100%	5 79%	1 68%	1 40%	11 94%	1 42%
Twice (Initial reply and once more)	2 12%	- -%	1 29%	- -%	1 9%	1 12%	- -%	1 34%	- -%	- -%	1 21%	- -%	1 20%	1 6%	- -%
Three times (Initial reply and twice more)	2 12%	- -%	1 13%	- -%	1 18%	- -%	1 13%	1 66%	- -%	- -%	- -%	1 32%	1 40%	- -%	1 58%
Four times (Initial reply and three more)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Five or more times	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 81

C13r1. Thinking about the BBC's final response to your complaint, how would you rate the following.....Overall outcome from your complaint by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	41 43%	38 41%	4 67%	32 43%	9 41%	4 18%	14 40%	24+ 56%	17 40%	8 47%	6 37%	10 51%	34 40%	5 68%	1 42%	1 55%	36 43%	6 41%
Not satisfied	(2.0)	24 25%	24 27%	- -%	21 28%	4 17%	5 23%	11 32%	9 21%	13 29%	5 32%	3 15%	4 19%	22 26%	1 14%	2 57%	- -%	20 24%	4 31%
Neither satisfied nor unsatisfied	(3.0)	12 12%	12 13%	* *%	7 10%	5 22%	- -%	7 21%	5 11%	4 10%	- -%	5 27%	3 14%	10 12%	1 18%	- -%	* 28%	10 12%	1 11%
Satisfied	(4.0)	10 10%	8 9%	2 32%	8 11%	2 8%	8 42%	- -%	1 3%	3 7%	2 10%	4 21%	1 8%	10 11%	- -%	- -%	* 17%	8 10%	1 11%
Very satisfied	(5.0)	9 10%	9 10%	* *%	7 9%	2 12%	4 18%	2 7%	3 8%	6 14%	2 11%	* *%	1 8%	9 11%	- -%	* 1%	- -%	8 10%	1 7%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		19 20%	17 19%	2 32%	15 20%	4 20%	12 60%	2 7%	5 12%	9 21%	3 21%	4 21%	3 16%	19 22%	- -%	* 1%	* 17%	17 20%	2 18%
NET: Dissatisfied		65 68%	62 68%	4 67%	52 70%	12 58%	8 40%	24 72%	33 78%	30 69%	13 79%	9 52%	14 70%	56 66%	6 82%	3 99%	1 55%	56 67%	10 71%
Mean score		2	2	2	2	2	3BC	2	2	2	2	2	2	2	1	2	2	2	2
Standard deviation		1.34	1.34	1.57	1.34	1.41	1.46	1.12	1.25	1.42	1.39	1.21	1.32	1.38	.84	.71	2.04	1.36	1.30
Standard error		.15	.16	.80	.18	.34	.35	.22	.22	.24	.40	.32	.34	.17	.36	.36	.96	.17	.39

95% lower case or +, 99% UPPER CASE or ++

Table 81 (continuation)

C13r1. Thinking about the BBC's final response to your complaint, how would you rate the following.....Overall outcome from your complaint by

Base: Complained to BBC in the last year

		Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general				
		Weighted Total	White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	41	37	3	3	*	27	12	10	31	12	29	-	11	21	9
		43%	44%	25%	36%	19%	40%	45%	37%	47%	36%	48%	-%	50%	45%	37%
Not satisfied	(2.0)	24	21	3	1	1	16	8	6	16	6	19	2	6	12	5
		25%	26%	24%	18%	39%	25%	29%	23%	23%	17%	31%	48%	27%	24%	23%
Neither satisfied nor unsatisfied	(3.0)	12	12	-	-	-	7	4	5	7	5	7	-	4	6	2
		12%	14%	-%	-%	-%	11%	13%	18%	10%	13%	12%	-%	17%	13%	8%
Satisfied	(4.0)	10	6	4	2	-	7	3	-	10	7	3	2	1	4	3
		10%	8%	31%	25%	-%	10%	12%	-%	14%	21%	4%	52%	3%	9%	14%
Very satisfied	(5.0)	9	7	2	2	1	9	-	6	3	4	3	-	1	4	4
		10%	8%	20%	21%	43%	14%	-%	22%	5%	13%	6%	-%	2%	9%	19%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		19	13	6	3	1	16	3	6	13	12	6	2	1	9	7
		20%	16%	50%	46%	43%	24%	12%	22%	20%	34%	10%	52%	6%	18%	33%
NET: Dissatisfied		65	58	6	4	1	43	21	16	47	18	47	2	17	33	14
		68%	70%	50%	54%	57%	65%	75%	60%	70%	53%	78%	48%	77%	69%	60%
Mean score		2	2	3a	3	3	2	2	2	2	3b	2	3	2	2	3
Standard deviation		1.34	1.29	1.60	1.75	2.53	1.45	1.05	1.54	1.28	1.49	1.14	1.21	1.01	1.34	1.58
Standard error		.15	.16	.46	.67	1.53	.21	.21	.33	.18	.29	.16	.86	.24	.22	.33

95% lower case or +, 99% UPPER CASE or ++

Table 81 (continuation)

C13r1. Thinking about the BBC's final response to your complaint, how would you rate the following.....Overall outcome from your complaint by

Base: Complained to BBC in the last year

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row		88	88	21	16	8	24	23	14	45	74	88
Effective sample		76	76	17	13	7	22	19	12	38	63	76
Weighted Total		96	96	21	16	9	26	25	13	50	80	96
Not very satisfied	(1.0)	41 43%	41 43%	4 21%	5 30%	- -%	4 17%	7 27%	- -%	13-- 27%	33 41%	41 43%
Not satisfied	(2.0)	24 25%	24 25%	3 16%	2 12%	- -%	7 28%	7 30%	1 5%	13 27%	18 23%	24 25%
Neither satisfied nor unsatisfied	(3.0)	12 12%	12 12%	2 8%	1 9%	- -%	3 11%	* *%	1 11%	6 12%	11 13%	12 12%
Satisfied	(4.0)	10 10%	10 10%	5 22%	4 24%	4 48%	5 20%	6 23%	7 50%	10++ 20%	10 12%	10 10%
Very satisfied	(5.0)	9 10%	9 10%	7 32%	4 26%	4 52%	6 24%	5 21%	4 33%	7 15%	8 10%	9 10%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		19 20%	19 20%	11 54%	8 50%	9 100%	11 44%	11 44%	11 83%	17++ 35%	18 23%	19 20%
NET: Dissatisfied		65 68%	65 68%	8 38%	7 42%	- -%	12 45%	14 56%	1 5%	26-- 53%	51 64%	65 68%
Mean score		2	2	3AiJ	3aj	5AcefHIJ	3aij	3	4AefHIJ	3	2	2
Standard deviation		1.34	1.34	1.60	1.66	.53	1.48	1.58	.83	1.44	1.39	1.34
Standard error		.15	.15	.39	.46	.20	.32	.36	.24	.23	.17	.15

95% lower case or +, 99% UPPER CASE or ++

Table 81 (continuation)

C13r1. Thinking about the BBC's final response to your complaint, how would you rate the following.....Overall outcome from your complaint by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0)	41	41	4	3	-	3	7	-	12	31	20	10	11	1	36++	22	19
		43%	43%	24%	27%	-%	18%	35%	-%	30%	44%	39%	45%	51%	6%	63%	48%	38%
Not satisfied	(2.0)	24	24	3	2	-	5	5	1	12	18	15	6	3	-	17	10	15
		25%	25%	20%	15%	-%	30%	26%	11%	30%	26%	29%	26%	15%	-%	29%	21%	29%
Neither satisfied nor unsatisfied	(3.0)	12	12	2	-	-	1	*	-	3	9	9	2	-	1	1--	5	7
		12%	12%	10%	-%	-%	8%	*%	-%	8%	13%	18%	11%	-%	7%	3%	11%	13%
Satisfied	(4.0)	10	10	2	3	2	3	3	5	6	10	6	2	2	7	3	3	6
		10%	10%	13%	25%	33%	17%	16%	47%	14%	8%	11%	10%	9%	38%	5%	7%	13%
Very satisfied	(5.0)	9	9	6	4	4	5	4	3	7	7	2	2	5	9	*--	6	4
		10%	10%	33%	33%	67%	28%	23%	42%	18%	10%	4%	9%	26%	49%	*%	12%	7%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		19	19	8	7	5	8	7	5	12	13	8	4	7	15	3--	9	10
		20%	20%	46%	58%	100%	44%	39%	89%	31%	18%	15%	18%	35%	87%	6%	20%	20%
NET: Dissatisfied		65	65	8	5	-	8	12	1	23	50	36	16	14	1	53++	31	34
		68%	68%	44%	42%	-%	48%	61%	11%	60%	69%	68%	71%	65%	6%	92%	69%	67%
Mean score	2	2	3aij	3aij	5AefHIJ	3aij	3	4AhIJ	3	2	2	2	2	2	4B	2	2	2
Standard deviation	1.34	1.34	1.66	1.73	.52	1.55	1.66	1.00	1.50	1.34	1.34	1.16	1.33	1.77	1.05	.80	1.43	1.28
Standard error	.15	.15	.45	.53	.24	.41	.45	.40	.27	.18	.15	.19	.30	.43	.27	.12	.23	.21

95% lower case or +, 99% UPPER CASE or ++

Table 81 (continuation)

C13r1. Thinking about the BBC's final response to your complaint, how would you rate the following.....Overall outcome from your complaint by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	41 43%	- -%	13 46%	16 45%	12 37%	23 46%	10 38%	1 20%	6 49%	8 32%	12 33%	3 79%	18 57%	26 41%	7 47%
Not satisfied	(2.0)	24 25%	- -%	5 16%	9 24%	11 35%	10 21%	8 32%	2 22%	4 36%	7 30%	11 30%	1 14%	6 18%	18 29%	3 18%
Neither satisfied nor unsatisfied	(3.0)	12 12%	- -%	4 15%	4 10%	4 12%	6 13%	4 16%	1 18%	- -%	3 13%	5 13%	- -%	4 12%	8 13%	1 10%
Satisfied	(4.0)	10 10%	- -%	5 16%	4 12%	1 3%	3 7%	4 15%	1 10%	2 15%	3 10%	3 9%	* 6%	4 12%	3 4%	3 22%
Very satisfied	(5.0)	9 10%	- -%	2 7%	3 9%	4 13%	7 14%	- -%	2 30%	- -%	4 15%	6 16%	- -%	* %	9 14%	1 4%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		19 20%	- -%	7 23%	8 21%	5 16%	10 21%	4 15%	3 40%	2 15%	6 25%	9 25%	* 6%	4 12%	11 18%	4 26%
NET: Dissatisfied		65 68%	- -%	18 62%	25 69%	22 72%	33 66%	18 70%	3 42%	10 85%	15 62%	22 62%	4 94%	24 75%	44 69%	9 65%
Mean score		2	-	2	2	2	2	2	3	2	2	2	1	2	2	2
Standard deviation		1.34	-	1.38	1.36	1.34	1.45	1.08	1.63	1.07	1.43	1.45	.88	1.09	1.39	1.37
Standard error		.15	-	.29	.25	.27	.23	.24	.61	.35	.31	.28	.41	.22	.20	.40

95% lower case or +, 99% UPPER CASE or ++

Table 82

C13r2. Thinking about the BBC's final response to your complaint, how would you rate the following.....Transparency of how they had addressed your complaint by

Base: Complained to BBC in the last year

		Type		Gender		Age			Social Grade				Nations				Urban/Rural		
		Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	33 34%	29 32%	4 67%	24 33%	8 36%	3 13%	11 33%	19 45%	15 35%	6 37%	4 23%	8 41%	29 34%	3 47%	1 24%	* 27%	29 35%	4 27%
Not satisfied	(2.0)	24 25%	24 26%	* 1%	22 29%	2 11%	2 11%	13 39%	9 20%	11 25%	4 27%	5 31%	3 18%	21 24%	1 21%	1 48%	* 30%	19 23%	5 38%
Neither satisfied nor unsatisfied	(3.0)	21 22%	21 23%	- -%	15 21%	6 27%	7 35%	6 17%	8 19%	8 19%	2 10%	5 28%	7 34%	19 22%	1 18%	1 29%	* 26%	20 24%	1 11%
Satisfied	(4.0)	14 14%	12 13%	2 32%	10 13%	4 18%	6 28%	3 9%	5 11%	5 13%	4 22%	3 18%	1 8%	12 15%	1 14%	- -%	* 17%	10 12%	3 25%
Very satisfied	(5.0)	5 5%	5 5%	- -%	3 4%	1 7%	2 12%	1 2%	1 4%	4 9%	1 5%	- -%	- -%	5 6%	- -%	- -%	- -%	5 6%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		18 19%	17 18%	2 32%	13 18%	5 25%	8 40%	4 11%	6 15%	9 22%	4 26%	3 18%	1 8%	17 20%	1 14%	- -%	* 17%	15 18%	3 25%
NET: Dissatisfied		57 59%	53 59%	4 68%	46 62%	10 48%	5 24%	24 71%	28 66%	26 60%	10 64%	9 54%	11 58%	49 58%	5 68%	2 71%	1 57%	48 58%	9 65%
Mean score		2	2	2	2	2	3BC	2	2	2	2	2	2	2	2	2	2	2	2
Standard deviation		1.22	1.21	1.55	1.18	1.36	1.21	1.04	1.20	1.33	1.33	1.06	1.05	1.24	1.19	.90	1.74	1.23	1.16
Standard error		.14	.14	.79	.16	.33	.29	.20	.21	.23	.38	.28	.27	.15	.50	.45	.82	.15	.35

95% lower case or +, 99% UPPER CASE or ++

Table 82 (continuation)

C13r2. Thinking about the BBC's final response to your complaint, how would you rate the following.....Transparency of how they had addressed your complaint by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	33 34%	29 34%	3 24%	2 28%	- -%	17 27%	13 48%	8 32%	24 37%	10 28%	23 38%	- -%	11 47%	15 32%	7 32%
Not satisfied	(2.0)	24 25%	20 25%	4 30%	2 34%	1 57%	17 26%	6 21%	7 26%	16 23%	8 24%	15 25%	- -%	8 35%	8 17%	8 34%
Neither satisfied nor unsatisfied	(3.0)	21 22%	19 23%	2 14%	2 22%	- -%	16 25%	5 18%	6 22%	15 23%	8 24%	13 21%	2 48%	4 18%	14 30%	1 5%
Satisfied	(4.0)	14 14%	12 15%	1 10%	1 16%	- -%	11 16%	3 10%	4 17%	8 12%	4 11%	9 15%	2 52%	- -%	8 18%	4 15%
Very satisfied	(5.0)	5 5%	2 3%	2 21%	- -%	1 43%	4 6%	1 3%	1 3%	4 6%	5 14%	- -%	- -%	- -%	1 3%	3 14%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		18 19%	15 18%	4 31%	1 16%	1 43%	15 22%	4 13%	5 20%	12 17%	8 25%	9 15%	2 52%	- -%	10 21%	7 29%
NET: Dissatisfied		57 59%	49 59%	6 55%	5 62%	1 57%	35 53%	19 69%	16 58%	40 60%	18 52%	39 64%	- -%	18 82%	23 49%	15 66%
Mean score		2	2	3	2	3	2	2	2	2	3	2	4	2	2b	2
Standard deviation		1.22	1.17	1.54	1.11	2.23	1.22	1.17	1.19	1.24	1.38	1.09	.60	.77	1.20	1.45
Standard error		.14	.15	.44	.43	1.35	.17	.23	.26	.17	.27	.16	.43	.18	.20	.33

95% lower case or +, 99% UPPER CASE or ++

Table 82 (continuation)

C13r2. Thinking about the BBC's final response to your complaint, how would you rate the following.....Transparency of how they had addressed your complaint by

Base: Complained to BBC in the last year

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row		88	88	21	16	8	24	23	14	45	74	88
Effective sample		76	76	17	13	7	22	19	12	38	63	76
Weighted Total		96	96	21	16	9	26	25	13	50	80	96
Not very satisfied	(1.0)	33 34%	33 34%	4 20%	6 37%	- -%	3 11%	7 27%	- -%	14 28%	26 32%	33 34%
Not satisfied	(2.0)	24 25%	24 25%	4 18%	2 13%	- -%	8 31%	1 5%	1 5%	10 20%	20 25%	24 25%
Neither satisfied nor unsatisfied	(3.0)	21 22%	21 22%	3 12%	2 10%	1 9%	4 15%	8 31%	5 41%	12 24%	19 24%	21 22%
Satisfied	(4.0)	14 14%	14 14%	7 32%	4 24%	6 72%	6 25%	6 24%	4 29%	9 19%	10 13%	14 14%
Very satisfied	(5.0)	5 5%	5 5%	4 19%	2 15%	2 20%	5 18%	3 13%	3 25%	5 9%	5 6%	5 5%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		18 19%	18 19%	11 50%	6 39%	8 91%	11 43%	9 37%	7 54%	14+ 28%	15 19%	18 19%
NET: Dissatisfied		57 59%	57 59%	8 38%	8 50%	- -%	11 42%	8 32%	1 5%	24- 48%	46 58%	57 59%
Mean score		2	2	3aij	3	4AcfHIJ	3aij	3	4AHIJ	3	2	2
Standard deviation		1.22	1.22	1.46	1.59	.55	1.34	1.39	.93	1.33	1.22	1.22
Standard error		.14	.14	.35	.43	.20	.29	.32	.26	.22	.15	.14

95% lower case or +, 99% UPPER CASE or ++

Table 82 (continuation)

C13r2. Thinking about the BBC's final response to your complaint, how would you rate the following.....Transparency of how they had addressed your complaint by

Base: Complained to BBC in the last year

		Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
			BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row		88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample		76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total		96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0)	33 34%	33 34%	4 24%	5 37%	– -%	2 9%	7 35%	– -%	11 30%	24 34%	33 34%	19 36%	6 28%	8 36%	1 6%	26++ 46%	13 29%	20 38%
Not satisfied	(2.0)	24 25%	24 25%	3 20%	1 5%	– -%	7 40%	1 4%	1 11%	9 23%	20 28%	24 25%	11 21%	8 35%	5 24%	1 7%	17 30%	11 23%	13 26%
Neither satisfied nor unsatisfied	(3.0)	21 22%	21 22%	2 10%	1 7%	– -%	1 5%	5 28%	1 15%	8 21%	18 24%	21 22%	13 25%	7 29%	2 8%	2 13%	9 17%	10 21%	11 23%
Satisfied	(4.0)	14 14%	14 14%	4 23%	4 31%	4 67%	4 23%	5 25%	3 46%	6 16%	6 8%	14 14%	9 17%	2 8%	3 13%	8 47%	4– 8%	7 16%	6 13%
Very satisfied	(5.0)	5 5%	5 5%	4 23%	2 20%	2 33%	4 23%	2 9%	2 28%	4 10%	4 5%	5 5%	1 1%	– -%	4 19%	5 26%	– -%	5+b 10%	– -%
I can't remember		– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%	– -%
NET: Satisfied		18 19%	18 19%	8 46%	6 51%	5 100%	8 46%	6 33%	5 74%	10 26%	10 14%	18 19%	10 18%	2 8%	7 32%	13 73%	4– 8%	12 26%	6 13%
NET: Dissatisfied		57 59%	57 59%	8 44%	5 42%	– -%	8 49%	7 38%	1 11%	20 53%	45 62%	57 59%	30 57%	14 63%	13 60%	2 13%	43++ 76%	24 53%	33 65%
Mean score		2	2	3i	3	4AfHIJ	3aij	3	4AhIJ	3	2	2	2	2	3	4B	2	3	2
Standard deviation		1.22	1.22	1.56	1.68	.52	1.42	1.42	1.02	1.35	1.17	1.22	1.17	.95	1.58	1.12	.96	1.35	1.06
Standard error		.14	.14	.42	.52	.24	.37	.38	.41	.25	.15	.14	.19	.21	.38	.29	.15	.22	.17

95% lower case or +, 99% UPPER CASE or ++

Table 82 (continuation)

C13r2. Thinking about the BBC's final response to your complaint, how would you rate the following.....Transparency of how they had addressed your complaint by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	33 34%	- -%	10 36%	14 38%	8 27%	17 34%	8 30%	1 18%	5 44%	8 33%	8 23%	3 72%	14 43%	21 33%	7 47%
Not satisfied	(2.0)	24 25%	- -%	8 28%	8 21%	8 27%	12 23%	6 22%	3 36%	4 34%	5 19%	12 32%	1 22%	7 21%	15 24%	3 20%
Neither satisfied nor unsatisfied	(3.0)	21 22%	- -%	5 17%	8 22%	8 26%	10 20%	10 39%	- -%	1 7%	5 20%	7 21%	- -%	9 28%	14 22%	3 22%
Satisfied	(4.0)	14 14%	- -%	5 16%	3 8%	6 20%	9 17%	1 5%	2 25%	2 15%	5 22%	6 16%	* 6%	3 8%	9 15%	2 11%
Very satisfied	(5.0)	5 5%	- -%	1 3%	4 11%	- -%	2 5%	1 3%	2 20%	- -%	2 7%	3 9%	- -%	- -%	4 6%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		18 19%	- -%	5 19%	7 19%	6 20%	11 22%	2 8%	3 45%	2 15%	7 28%	9 24%	* 6%	3 8%	13 21%	2 11%
NET: Dissatisfied		57 59%	- -%	18 64%	22 60%	17 54%	29 58%	14 53%	4 55%	9 78%	13 52%	20 55%	4 94%	21 64%	36 57%	10 66%
Mean score		2	-	2	2	2	2	2	3	2	3	3	1	2	2	2
Standard deviation		1.22	-	1.19	1.36	1.10	1.25	1.07	1.57	1.10	1.34	1.26	.89	1.03	1.26	1.11
Standard error		.14	-	.25	.25	.22	.20	.24	.58	.36	.29	.24	.42	.21	.18	.33

95% lower case or +, 99% UPPER CASE or ++

Table 83

C13r3. Thinking about the BBC's final response to your complaint, how would you rate the following.....Clarity of how to escalate your complaint further by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	26 27%	24 27%	2 31%	17 23%	8 37%	3 15%	11 33%	12 27%	10 23%	4 26%	4 23%	8 41%	22 26%	3 39%	1 24%	1 47%	23 28%	3 21%
Not satisfied	(2.0)	25 26%	23 26%	1 26%	23 31%	2 8%	* 1%	11 32%	14 32%	13 30%	6 38%	3 17%	2 12%	21 25%	2 35%	1 29%	* 8%	16 20%	8 61%
Neither satisfied nor unsatisfied	(3.0)	22 23%	21 23%	1 11%	15 20%	7 33%	5 23%	8 25%	9 21%	9 20%	3 15%	6 37%	4 21%	18 21%	2 26%	1 47%	1 45%	20 25%	1 11%
Satisfied	(4.0)	22 23%	20 22%	2 32%	17 23%	5 22%	12 61%	3 9%	7 16%	9 22%	3 21%	4 23%	5 27%	22 26%	- -%	- -%	- -%	21 25%	1 7%
Very satisfied	(5.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I can't remember		2 2%	2 2%	- -%	2 3%	- -%	- -%	1 2%	2 4%	2 5%	- -%	- -%	- -%	2 3%	- -%	- -%	- -%	2 3%	- -%
NET: Satisfied		22 23%	20 22%	2 32%	17 23%	5 22%	12 61%	3 9%	7 16%	9 22%	3 21%	4 23%	5 27%	22 26%	- -%	- -%	- -%	21 25%	1 7%
NET: Dissatisfied		51 52%	48 52%	3 57%	40 54%	9 45%	3 16%	22 65%	25 60%	23 53%	11 64%	7 40%	10 52%	43 51%	5 74%	1 53%	1 55%	39 48%	11 82%
Mean score		2	2	2	2	2	3BC	2	2	2	2	3	2	2	2	2	2	2	2
Standard deviation		1.13	1.12	1.36	1.10	1.22	1.10	.98	1.06	1.10	1.10	1.10	1.29	1.15	.86	1.01	1.59	1.16	.81
Standard error		.13	.13	.70	.15	.29	.26	.19	.19	.19	.31	.29	.33	.14	.36	.51	.75	.15	.24

95% lower case or +, 99% UPPER CASE or ++

Table 83 (continuation)

C13r3. Thinking about the BBC's final response to your complaint, how would you rate the following.....Clarity of how to escalate your complaint further by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	26 27%	23 28%	3 23%	3 36%	- -%	18 27%	8 29%	4 16%	22 32%	9 28%	16 27%	- -%	7 31%	10 22%	9 37%
Not satisfied	(2.0)	25 26%	23 28%	1 13%	- -%	1 39%	17 25%	8 29%	6 23%	17 26%	8 23%	17 28%	- -%	7 30%	13 27%	5 23%
Neither satisfied nor unsatisfied	(3.0)	22 23%	18 22%	2 17%	2 22%	* 19%	15 23%	4 13%	7 28%	14 21%	6 19%	15 25%	- -%	4 20%	15 31%	3 11%
Satisfied	(4.0)	22 23%	17 20%	5 43%	3 34%	1 43%	14 21%	8 28%	9 32%	12 18%	10 31%	10 17%	3 100%	4 17%	8 17%	7 29%
Very satisfied	(5.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I can't remember		2 2%	2 2%	1 5%	1 8%	- -%	2 3%	- -%	1 2%	2 2%	- -%	2 3%	- -%	1 2%	2 3%	- -%
NET: Satisfied		22 23%	17 20%	5 43%	3 34%	1 43%	14 21%	8 28%	9 32%	12 18%	10 31%	10 17%	3 100%	4 17%	8 17%	7 29%
NET: Dissatisfied		51 52%	46 56%	4 35%	3 36%	1 39%	34 52%	16 59%	10 38%	39 58%	17 50%	33 55%	- -%	14 61%	23 48%	14 60%
Mean score		2	2	3	3	3	2	2	3	2	3	2	4	2	2	2
Standard deviation		1.13	1.11	1.29	1.44	1.36	1.12	1.20	1.09	1.11	1.21	1.07	-	1.10	1.04	1.27
Standard error		.13	.14	.38	.59	.82	.16	.24	.24	.16	.24	.16	-	.26	.17	.28

95% lower case or +, 99% UPPER CASE or ++

Table 83 (continuation)

C13r3. Thinking about the BBC's final response to your complaint, how would you rate the following.....Clarity of how to escalate your complaint further by

Base: Complained to BBC in the last year

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Not very satisfied	(1.0) 26 27%	26 27%	4 17%	5 30%	- -%	4 17%	4 14%	- -%	9 19%	20 25%	26 27%
Not satisfied	(2.0) 25 26%	25 26%	3 16%	- -%	- -%	5 21%	4 15%	2 17%	10 20%	21 26%	25 26%
Neither satisfied nor unsatisfied	(3.0) 22 23%	22 23%	4 17%	2 12%	1 9%	4 15%	5 19%	3 20%	11 23%	20 25%	22 23%
Satisfied	(4.0) 22 23%	22 23%	10 49%	9 58%	8 91%	11 44%	13 51%	8 63%	19++ 37%	17 22%	22 23%
Very satisfied	(5.0) - -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I can't remember	2 2%	2 2%	- -%	- -%	- -%	1 2%	- -%	- -%	1 1%	2 3%	2 2%
NET: Satisfied	22 23%	22 23%	10 49%	9 58%	8 91%	11 44%	13 51%	8 63%	19++ 37%	17 22%	22 23%
NET: Dissatisfied	51 52%	51 52%	7 33%	5 30%	- -%	10 38%	7 29%	2 17%	19- 39%	41 51%	51 52%
Mean score	2	2	3	3	4AehIJ	3	3aij	3AIJ	3	2	2
Standard deviation	1.13	1.13	1.19	1.38	.30	1.18	1.13	.79	1.15	1.11	1.13
Standard error	.13	.13	.29	.38	.11	.26	.26	.23	.19	.14	.13

95% lower case or +, 99% UPPER CASE or ++

Table 83 (continuation)

C13r3. Thinking about the BBC's final response to your complaint, how would you rate the following.....Clarity of how to escalate your complaint further by

Base: Complained to BBC in the last year

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
		Weighted Total	BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample		76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total		96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0)	26 27%	26 27%	4 21%	3 27%	- -%	3 18%	4 19%	- -%	8 21%	18 26%	26 27%	13 24%	7 31%	6 29%	1 6%	22++ 38%	12 26%	14 28%
Not satisfied	(2.0)	25 26%	25 26%	3 20%	- -%	- -%	4 23%	4 20%	1 11%	8 22%	21 29%	25 26%	12 23%	6 28%	6 28%	- -%	17 30%	10 21%	15 30%
Neither satisfied nor unsatisfied	(3.0)	22 23%	22 23%	3 15%	1 10%	- -%	3 15%	2 12%	1 20%	7 19%	17 23%	22 23%	18++ 35%	3 15%	- -%	7 41%	6-- 11%	8 18%	13 26%
Satisfied	(4.0)	22 23%	22 23%	8 44%	8 64%	5 100%	8 44%	9 49%	4 69%	15 39%	14 19%	22 23%	9 18%	6 26%	7 32%	9 53%	10 17%	14 32%	8 15%
Very satisfied	(5.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I can't remember		2 2%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 3%	2 2%	- -%	- -%	2 10%	- -%	2 3%	2 4%	1 1%
NET: Satisfied		22 23%	22 23%	8 44%	8 64%	5 100%	8 44%	9 49%	4 69%	15 39%	14 19%	22 23%	9 18%	6 26%	7 32%	9 53%	10 17%	14 32%	8 15%
NET: Dissatisfied		51 52%	51 52%	7 41%	3 27%	- -%	7 41%	7 38%	1 11%	16 43%	39 54%	51 52%	25 47%	13 59%	12 58%	1 6%	39++ 69%	21 46%	29 58%
Mean score		2	2	3	3	4AhIJ	3	3	4aij	3	2	2	2	2	2	3B	2	3	2
Standard deviation		1.13	1.13	1.24	1.36	-	1.20	1.23	.75	1.19	1.08	1.13	1.05	1.20	1.30	.80	1.11	1.21	1.04
Standard error		.13	.13	.33	.42	-	.32	.33	.30	.22	.15	.13	.17	.26	.33	.20	.17	.20	.17

95% lower case or +, 99% UPPER CASE or ++

Table 83 (continuation)

C13r3. Thinking about the BBC's final response to your complaint, how would you rate the following.....Clarity of how to escalate your complaint further by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	26 27%	- -%	7 24%	10 28%	9 28%	13 27%	6 23%	1 20%	5 44%	5 19%	9 25%	- -%	12 38%	15 24%	4 27%
Not satisfied	(2.0)	25 26%	- -%	10 35%	9 23%	6 19%	14 28%	7 27%	1 13%	3 24%	7 28%	10 29%	3 59%	5 16%	17 27%	3 18%
Neither satisfied nor unsatisfied	(3.0)	22 23%	- -%	6 21%	6 18%	9 30%	12 24%	7 26%	- -%	1 12%	4 15%	11 30%	1 26%	6 20%	13 21%	2 15%
Satisfied	(4.0)	22 23%	- -%	5 18%	10 27%	7 22%	9 17%	6 24%	5 60%	2 20%	9 38%	5 15%	1 14%	7 21%	16 25%	5 36%
Very satisfied	(5.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
I can't remember		2 2%	- -%	1 2%	2 4%	- -%	2 3%	- -%	1 7%	- -%	- -%	1 2%	- -%	2 5%	2 3%	1 4%
NET: Satisfied		22 23%	- -%	5 18%	10 27%	7 22%	9 17%	6 24%	5 60%	2 20%	9 38%	5 15%	1 14%	7 21%	16 25%	5 36%
NET: Dissatisfied		51 52%	- -%	17 60%	19 51%	15 48%	28 55%	13 50%	2 32%	8 68%	11 47%	19 54%	3 59%	17 54%	32 51%	6 45%
Mean score		2	-	2	2	2	2	3	3	2	3	2	3	2	2	3
Standard deviation		1.13	-	1.05	1.20	1.14	1.08	1.12	1.38	1.22	1.19	1.03	.83	1.22	1.13	1.29
Standard error		.13	-	.23	.23	.23	.18	.25	.54	.40	.26	.20	.39	.26	.16	.39

95% lower case or +, 99% UPPER CASE or ++

Table 84

C13r4. Thinking about the BBC's final response to your complaint, how would you rate the following.....Clarity of their response by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	31 32%	28 31%	3 57%	22 29%	9 44%	2 12%	11 33%	18 41%	14 32%	4 27%	5 29%	8 41%	27 32%	3 39%	1 24%	* 27%	27 33%	4 27%
Not satisfied	(2.0)	21 22%	19 21%	2 42%	20 27%	1 3%	3 16%	9 26%	9 21%	10 22%	7 40%	1 8%	3 18%	17 20%	2 29%	1 47%	* 28%	14 17%	7 48%
Neither satisfied nor unsatisfied	(3.0)	21 22%	21 23%	* *%	15 20%	6 27%	3 17%	10 29%	8 19%	10 24%	3 16%	5 28%	4 18%	19 22%	1 18%	1 29%	* 28%	21 26%	- -%
Satisfied	(4.0)	15 16%	15 17%	- -%	11 15%	4 20%	7 36%	2 6%	6 14%	5 11%	1 6%	5 30%	5 23%	14 17%	1 14%	- -%	* 17%	13 16%	2 18%
Very satisfied	(5.0)	7 8%	7 8%	- -%	6 8%	1 6%	4 19%	2 5%	2 5%	5 11%	2 11%	1 5%	- -%	7 9%	- -%	- -%	- -%	6 8%	1 7%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		23 24%	23 25%	- -%	18 24%	5 25%	11 55%	4 11%	8 19%	10 22%	3 16%	6 36%	5 23%	22 25%	1 14%	- -%	* 17%	19 24%	3 25%
NET: Dissatisfied		52 54%	47 52%	5 100%	42 57%	10 48%	6 28%	20 60%	26 62%	23 54%	11 68%	6 37%	11 58%	45 52%	5 68%	2 71%	1 55%	42 51%	10 75%
Mean score		2	3	1	2	2	3BC	2	2	2	2	3	2	2	2	2	2	2	2
Standard deviation		1.30	1.31	.56	1.29	1.40	1.31	1.15	1.26	1.35	1.27	1.34	1.24	1.33	1.15	.91	1.75	1.31	1.28
Standard error		.15	.15	.29	.17	.34	.31	.22	.22	.23	.36	.35	.32	.16	.48	.46	.82	.16	.38

95% lower case or +, 99% UPPER CASE or ++

Table 84 (continuation)

C13r4. Thinking about the BBC's final response to your complaint, how would you rate the following.....Clarity of their response by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	31 32%	27 32%	3 24%	3 37%	- -%	18 28%	10 38%	7 26%	24 36%	9 26%	22 37%	- -%	11 50%	13 28%	6 28%
Not satisfied	(2.0)	21 22%	19 23%	2 19%	1 17%	1 57%	13 19%	8 28%	5 18%	15 22%	7 21%	14 23%	2 52%	4 19%	10 21%	5 22%
Neither satisfied nor unsatisfied	(3.0)	21 22%	20 24%	1 12%	1 8%	- -%	15 23%	6 22%	8 31%	13 20%	9 27%	12 19%	- -%	5 22%	12 25%	5 21%
Satisfied	(4.0)	15 16%	14 16%	2 15%	1 13%	- -%	12 19%	3 11%	3 11%	11 17%	6 16%	10 16%	2 48%	1 6%	9 20%	3 13%
Very satisfied	(5.0)	7 8%	4 5%	3 30%	2 26%	1 43%	7 11%	* 1%	4 14%	3 5%	4 11%	3 5%	- -%	1 3%	3 7%	4 16%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		23 24%	18 21%	5 45%	3 38%	1 43%	20 30%	3 12%	7 25%	15 22%	9 27%	13 21%	2 48%	2 9%	13 26%	7 29%
NET: Dissatisfied		52 54%	46 55%	5 43%	4 54%	1 57%	31 47%	18 66%	12 44%	39 58%	16 47%	36 60%	2 52%	16 69%	24 49%	11 50%
Mean score		2	2	3	3	3	3	2	3	2	3	2	3	2	3	3
Standard deviation		1.30	1.23	1.65	1.78	2.23	1.36	1.07	1.37	1.27	1.33	1.26	1.21	1.14	1.28	1.45
Standard error		.15	.15	.48	.69	1.35	.19	.21	.29	.18	.26	.18	.86	.27	.21	.32

95% lower case or +, 99% UPPER CASE or ++

Table 84 (continuation)

C13r4. Thinking about the BBC's final response to your complaint, how would you rate the following.....Clarity of their response by

Base: Complained to BBC in the last year

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		88	88	21	16	8	24	23	14	45	74	88
Effective sample		76	76	17	13	7	22	19	12	38	63	76
Weighted Total		96	96	21	16	9	26	25	13	50	80	96
Not very satisfied	(1.0)	31 32%	31 32%	4 17%	5 29%	- -%	3 11%	5 20%	- -%	10- 21%	23 29%	31 32%
Not satisfied	(2.0)	21 22%	21 22%	6 28%	1 4%	2 19%	6 24%	3 12%	2 17%	12 23%	18 23%	21 22%
Neither satisfied nor unsatisfied	(3.0)	21 22%	21 22%	2 8%	1 9%	- -%	4 16%	4 16%	1 6%	9 19%	18 22%	21 22%
Satisfied	(4.0)	15 16%	15 16%	5 23%	6 35%	3 36%	9 36%	7 29%	6 44%	13+ 26%	14 18%	15 16%
Very satisfied	(5.0)	7 8%	7 8%	5 23%	4 23%	4 45%	4 14%	6 22%	4 33%	6 11%	7 8%	7 8%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		23 24%	23 24%	10 46%	9 58%	7 81%	13 49%	13 52%	10 78%	18++ 37%	21 26%	23 24%
NET: Dissatisfied		52 54%	52 54%	10 46%	5 33%	2 19%	9 35%	8 32%	2 17%	22 45%	41 52%	52 54%
Mean score		2	2	3	3	4AhIJ	3aj	3aj	4AhIJ	3	3	2
Standard deviation		1.30	1.30	1.49	1.61	1.17	1.27	1.46	1.07	1.34	1.30	1.30
Standard error		.15	.15	.36	.44	.43	.27	.34	.30	.22	.16	.15

95% lower case or +, 99% UPPER CASE or ++

Table 84 (continuation)

C13r4. Thinking about the BBC's final response to your complaint, how would you rate the following.....Clarity of their response by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied (1.0)	31 32%	31 32%	4 21%	5 37%	- -%	2 9%	5 26%	- -%	9 24%	22 30%	31 32%	16 30%	8 35%	8 36%	1 6%	26++ 46%	17 36%	15 29%
Not satisfied (2.0)	21 22%	21 22%	4 23%	1 5%	- -%	4 23%	2 12%	1 11%	8 21%	16 23%	21 22%	13 25%	4 16%	5 21%	- -%	16 28%	6 13%	15 30%
Neither satisfied nor unsatisfied (3.0)	21 22%	21 22%	2 10%	- -%	- -%	3 17%	2 9%	- -%	6 16%	16 22%	21 22%	14 26%	7 31%	1 3%	2 12%	9 16%	9 21%	12 23%
Satisfied (4.0)	15 16%	15 16%	4 24%	4 28%	2 45%	6 36%	6 30%	4 58%	9 24%	13 18%	15 16%	8 16%	1 7%	5 26%	7 41%	6 10%	10 22%	6 11%
Very satisfied (5.0)	7 8%	7 8%	4 22%	4 30%	3 55%	3 15%	4 23%	2 31%	6 14%	5 7%	7 8%	2 4%	3 11%	3 14%	7 42%	--- -%	4 8%	4 7%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	23 24%	23 24%	8 46%	7 58%	5 100%	9 51%	10 53%	5 89%	15 38%	18 25%	23 24%	10 20%	4 18%	8 40%	15 82%	6-- 10%	14 30%	9 18%
NET: Dissatisfied	52 54%	52 54%	8 44%	5 42%	- -%	5 32%	7 38%	1 11%	17 45%	38 53%	52 54%	29 54%	12 51%	12 58%	1 6%	42++ 73%	22 49%	30 58%
Mean score	2	2	3	3	5AehIJ	3aij	3	4AhIJ	3	2	2	2	2	3	4B	2	3	2
Standard deviation	1.30	1.30	1.52	1.80	.55	1.26	1.58	.95	1.42	1.30	1.30	1.18	1.36	1.56	1.06	1.02	1.39	1.22
Standard error	.15	.15	.41	.56	.25	.33	.43	.39	.26	.17	.15	.19	.30	.38	.27	.15	.23	.20

95% lower case or +, 99% UPPER CASE or ++

Table 84 (continuation)

C13r4. Thinking about the BBC's final response to your complaint, how would you rate the following.....Clarity of their response

by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	31 32%	- -%	10 36%	12 34%	8 27%	16 32%	8 30%	1 9%	5 44%	5 22%	11 31%	1 33%	13 41%	20 33%	4 30%
Not satisfied	(2.0)	21 22%	- -%	10 33%	7 18%	5 15%	9 19%	6 24%	- -%	5 49%	4 17%	8 23%	3 61%	6 20%	13 21%	4 27%
Neither satisfied nor unsatisfied	(3.0)	21 22%	- -%	5 18%	8 23%	8 26%	13 25%	5 20%	3 37%	1 7%	9 39%	7 19%	- -%	5 16%	13 21%	3 23%
Satisfied	(4.0)	15 16%	- -%	4 13%	6 16%	6 19%	7 14%	6 22%	2 31%	- -%	3 13%	5 14%	* 6%	7 22%	9 14%	3 20%
Very satisfied	(5.0)	7 8%	- -%	- -%	3 10%	4 13%	5 10%	1 3%	2 23%	- -%	2 9%	5 13%	- -%	1 2%	7 11%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		23 24%	- -%	4 13%	9 25%	10 32%	12 24%	6 25%	4 54%	- -%	5 22%	10 27%	* 6%	8 24%	16 25%	3 20%
NET: Dissatisfied		52 54%	- -%	20 70%	19 52%	13 42%	25 51%	14 54%	1 9%	10 93%	9 39%	19 54%	4 94%	19 60%	34 54%	8 57%
Mean score		2	-	2	2	3	3	2	4bD	2	3	3	2	2	2	2
Standard deviation		1.30	-	1.04	1.37	1.39	1.35	1.23	1.21	.64	1.24	1.40	.83	1.27	1.36	1.15
Standard error		.15	-	.22	.25	.28	.22	.28	.45	.21	.27	.27	.39	.26	.20	.34

95% lower case or +, 99% UPPER CASE or ++

Table 85

C13r5. Thinking about the BBC's final response to your complaint, how would you rate the following.....The level of action taken as a result of your complaint by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	35 37%	32 35%	3 57%	26 35%	8 40%	5 27%	10 30%	20 46%	14 31%	7 42%	5 32%	9 48%	31 36%	3 39%	1 43%	* 27%	32 38%	4 27%
Not satisfied	(2.0)	29 30%	27 30%	2 32%	23 30%	6 29%	5 25%	11 33%	13 30%	13 31%	5 28%	6 36%	4 23%	25 30%	1 21%	2 57%	* 28%	24 29%	5 37%
Neither satisfied nor unsatisfied	(3.0)	14 15%	14 15%	1 11%	12 16%	2 11%	- -%	9 25%	6 14%	8 17%	3 19%	1 7%	3 13%	11 13%	3 40%	- -%	* 28%	12 15%	2 18%
Satisfied	(4.0)	10 11%	10 11%	- -%	9 12%	1 7%	7 34%	1 2%	3 7%	3 7%	- -%	4 23%	3 16%	10 12%	- -%	- -%	* 17%	9 11%	1 11%
Very satisfied	(5.0)	6 6%	6 7%	- -%	3 4%	3 13%	3 14%	2 5%	1 4%	4 9%	2 11%	* 1%	- -%	6 7%	- -%	- -%	- -%	5 6%	1 7%
I can't remember		2 2%	2 2%	- -%	2 2%	- -%	- -%	2 5%	- -%	2 4%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	2 2%	- -%
NET: Satisfied		16 17%	16 18%	- -%	12 16%	4 20%	10 48%	2 7%	4 10%	7 17%	2 11%	4 25%	3 16%	16 19%	- -%	- -%	* 17%	14 17%	2 18%
NET: Dissatisfied		64 66%	59 65%	5 89%	49 65%	14 69%	10 52%	21 63%	32 76%	27 62%	12 70%	12 68%	14 71%	56 66%	4 60%	3 100%	1 55%	55 67%	9 65%
Mean score		2	2	2	2	2	3c	2	2	2	2	2	2	2	2	2	2	2	2
Standard deviation		1.23	1.24	.76	1.18	1.40	1.52	1.07	1.10	1.28	1.29	1.21	1.14	1.27	.96	.62	1.75	1.23	1.23
Standard error		.14	.15	.39	.16	.34	.36	.21	.19	.22	.37	.32	.30	.16	.41	.31	.82	.15	.37

95% lower case or +, 99% UPPER CASE or ++

Table 85 (continuation)

C13r5. Thinking about the BBC's final response to your complaint, how would you rate the following.....The level of action taken as a result of your complaint by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	35 37%	32 38%	3 29%	3 46%	- -%	23 35%	13 46%	7 26%	28 42%	11 32%	24 40%	2 48%	8 35%	19 40%	7 29%
Not satisfied	(2.0)	29 30%	26 31%	3 27%	1 18%	1 57%	19 29%	9 31%	6 24%	20 29%	7 22%	21 35%	2 52%	10 44%	11 24%	6 25%
Neither satisfied nor unsatisfied	(3.0)	14 15%	14 17%	- -%	- -%	- -%	11 16%	3 12%	4 17%	10 15%	6 17%	9 14%	- -%	1 6%	10 21%	3 13%
Satisfied	(4.0)	10 11%	8 10%	2 20%	1 20%	- -%	8 12%	2 8%	5 17%	6 9%	5 15%	5 8%	- -%	2 9%	4 9%	4 18%
Very satisfied	(5.0)	6 6%	3 4%	3 24%	1 16%	1 43%	5 8%	1 3%	3 10%	3 5%	5 14%	* *%	- -%	- -%	3 6%	3 14%
I can't remember		2 2%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	- -%	- -%	2 3%	- -%	2 7%	- -%	- -%
NET: Satisfied		16 17%	11 13%	5 44%	3 36%	1 43%	13 20%	3 11%	7 27%	9 13%	10 29%	5 8%	- -%	2 9%	7 14%	7 33%
NET: Dissatisfied		64 66%	58 69%	6 56%	5 64%	1 57%	42 64%	21 77%	13 50%	48 72%	18 54%	46 75%	3 100%	18 79%	31 64%	12 54%
Mean score		2	2	3	2	3	2	2	3	2	3b	2	2	2	2	3
Standard deviation		1.23	1.14	1.68	1.71	2.23	1.28	1.11	1.37	1.16	1.45	.95	.60	.91	1.22	1.46
Standard error		.14	.14	.48	.66	1.35	.18	.22	.30	.16	.28	.14	.43	.22	.20	.33

95% lower case or +, 99% UPPER CASE or ++

Table 85 (continuation)

C13r5. Thinking about the BBC's final response to your complaint, how would you rate the following.....The level of action taken as a result of your complaint by

Base: Complained to BBC in the last year

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Not very satisfied	(1.0) 35 37%	35 37%	4 17%	5 34%	- -%	6 25%	9 35%	- -%	14 29%	27 34%	35 37%
Not satisfied	(2.0) 29 30%	29 30%	5 26%	- -%	2 19%	5 20%	4 17%	1 11%	11 22%	25 31%	29 30%
Neither satisfied nor unsatisfied	(3.0) 14 15%	14 15%	2 11%	1 8%	- -%	3 11%	2 7%	1 11%	8 16%	11 14%	14 15%
Satisfied	(4.0) 10 11%	10 11%	4 18%	5 31%	3 40%	6 24%	6 23%	7 53%	10++ 21%	10 13%	10 11%
Very satisfied	(5.0) 6 6%	6 6%	6 28%	4 28%	4 41%	5 20%	4 18%	3 26%	6+ 12%	5 6%	6 6%
I can't remember	2 2%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	2 2%
NET: Satisfied	16 17%	16 17%	10 46%	9 58%	7 81%	11 44%	10 41%	10 78%	16++ 33%	15 19%	16 17%
NET: Dissatisfied	64 66%	64 66%	9 43%	5 34%	2 19%	12 45%	13 52%	1 11%	25-- 51%	52 65%	64 66%
Mean score	2	2	3AiJ	3aij	4AhIJ	3aij	3	4AefHIJ	3	2	2
Standard deviation	1.23	1.23	1.53	1.71	1.16	1.52	1.60	.92	1.41	1.24	1.23
Standard error	.14	.14	.37	.47	.43	.33	.37	.26	.23	.16	.14

95% lower case or +, 99% UPPER CASE or ++

Table 85 (continuation)

C13r5. Thinking about the BBC's final response to your complaint, how would you rate the following.....The level of action taken as a result of your complaint by

Base: Complained to BBC in the last year

		Weighted Total	Complained directly to									Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
			BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row		88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample		76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total		96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0)	35	35	4	4	–	3	8	–	13	26	35	16	10	9	1	31++	18	18
		37%	37%	21%	32%	–%	18%	43%	–%	34%	36%	37%	31%	44%	43%	6%	55%	39%	35%
Not satisfied	(2.0)	29	29	3	–	–	5	3	1	7	22	29	17	7	5	1	19	12	17
		30%	30%	20%	–%	–%	30%	14%	11%	19%	30%	30%	32%	32%	22%	4%	34%	26%	33%
Neither satisfied nor unsatisfied	(3.0)	14	14	2	1	–	1	2	–	7	11	14	13+	2	–	3	3--	5	9
		15%	15%	13%	10%	–%	8%	9%	–%	17%	15%	15%	24%	8%	–%	18%	6%	11%	18%
Satisfied	(4.0)	10	10	4	4	3	4	5	5	6	8	10	5	1	4	7	1--	3	7
		11%	11%	21%	28%	65%	21%	26%	75%	16%	11%	11%	9%	7%	19%	38%	3%	7%	14%
Very satisfied	(5.0)	6	6	4	4	2	4	2	1	5	4	6	1	2	3	6	---	6+b	--
		6%	6%	25%	30%	35%	24%	9%	14%	14%	5%	6%	1%	8%	16%	34%	–%	13%	–%
I can't remember		2	2	–	–	–	–	–	–	–	2	2	2	–	–	–	2	2	–
		2%	2%	–%	–%	–%	–%	–%	–%	–%	2%	2%	3%	–%	–%	–%	3%	4%	–%
NET: Satisfied		16	16	8	7	5	8	7	5	11	12	16	6	3	7	13	1--	9	7
		17%	17%	46%	58%	100%	44%	35%	89%	30%	16%	17%	10%	15%	35%	72%	3%	20%	14%
NET: Dissatisfied		64	64	7	4	–	8	11	1	20	48	64	33	17	14	2	51++	30	34
		66%	66%	41%	32%	–%	48%	56%	11%	53%	66%	66%	62%	77%	65%	10%	89%	65%	67%
Mean score		2	2	3aij	3aij	4AfhiJ	3aij	2	4AfhiJ	3	2	2	2	2	2	4B	2	2	2
Standard deviation		1.23	1.23	1.54	1.71	.53	1.51	1.51	.83	1.46	1.21	1.23	1.03	1.27	1.60	1.13	.73	1.42	1.05
Standard error		.14	.14	.41	.53	.24	.40	.41	.34	.27	.16	.14	.17	.28	.39	.29	.11	.23	.17

95% lower case or +, 99% UPPER CASE or ++

Table 85 (continuation)

C13r5. Thinking about the BBC's final response to your complaint, how would you rate the following.....The level of action taken as a result of your complaint by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	35 37%	- -%	10 34%	14 37%	12 38%	17 33%	10 40%	2 29%	6 55%	7 30%	10 27%	3 74%	15 47%	23 36%	6 45%
Not satisfied	(2.0)	29 30%	- -%	9 30%	11 30%	9 29%	17 34%	6 25%	- -%	5 45%	8 35%	11 31%	* 8%	9 28%	19 30%	5 31%
Neither satisfied nor unsatisfied	(3.0)	14 15%	- -%	4 13%	5 14%	6 19%	8 15%	6 23%	1 13%	- -%	2 10%	8 23%	1 13%	3 11%	11 17%	- -%
Satisfied	(4.0)	10 11%	- -%	4 15%	3 7%	3 11%	6 12%	1 6%	3 35%	- -%	3 14%	4 11%	* 6%	3 9%	3 5%	3 24%
Very satisfied	(5.0)	6 6%	- -%	1 3%	4 12%	1 3%	3 5%	2 6%	2 23%	- -%	3 11%	3 9%	- -%	- -%	6 10%	- -%
I can't remember		2 2%	- -%	2 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	2 3%	- -%
NET: Satisfied		16 17%	- -%	5 17%	7 19%	4 14%	8 17%	3 12%	4 58%	- -%	6 25%	7 20%	* 6%	3 9%	9 15%	3 24%
NET: Dissatisfied		64 66%	- -%	18 64%	25 68%	21 67%	34 68%	17 65%	2 29%	11 100%	16 65%	21 58%	4 81%	24 75%	41 66%	11 76%
Mean score		2	-	2	2	2	2	2	3D	1	2	2	2	2	2	2
Standard deviation		1.23	-	1.18	1.35	1.15	1.19	1.21	1.66	.52	1.37	1.26	1.06	.99	1.27	1.23
Standard error		.14	-	.26	.25	.23	.19	.27	.62	.17	.30	.24	.50	.21	.18	.36

95% lower case or +, 99% UPPER CASE or ++

Table 86

C13r6. Thinking about the BBC's final response to your complaint, how would you rate the following.....The level of accountability shown for any mistakes by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	39 41%	36 39%	4 67%	28 38%	10 48%	6 29%	12 37%	21 50%	18 42%	6 39%	4 23%	11 57%	33 39%	5 68%	1 24%	1 55%	35 42%	4 32%
Not satisfied	(2.0)	24 25%	24 26%	* %	21 28%	3 15%	- %	13 37%	11 27%	9 22%	6 35%	7 41%	2 8%	22 26%	- %	2 58%	- %	21 25%	3 24%
Neither satisfied nor unsatisfied	(3.0)	15 15%	15 16%	* %	11 15%	4 18%	4 19%	6 18%	5 12%	7 16%	1 6%	3 15%	4 21%	12 14%	2 32%	1 18%	* 28%	11 13%	4 26%
Satisfied	(4.0)	14 14%	12 13%	2 32%	10 13%	4 20%	7 33%	2 6%	5 12%	7 15%	2 10%	3 15%	3 14%	13 16%	- %	- %	* 17%	12 15%	1 11%
Very satisfied	(5.0)	5 5%	5 5%	- %	5 6%	- %	4 19%	1 2%	- %	2 4%	2 11%	1 5%	- %	5 5%	- %	- %	- %	4 4%	1 7%
I can't remember		- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %	- %
NET: Satisfied		18 19%	17 18%	2 32%	14 19%	4 20%	10 52%	3 9%	5 12%	9 20%	3 21%	4 21%	3 14%	18 21%	- %	- %	* 17%	16 19%	2 18%
NET: Dissatisfied		63 66%	60 66%	4 68%	49 66%	13 63%	6 29%	25 74%	33 77%	28 64%	12 74%	11 64%	13 65%	55 65%	5 68%	2 82%	1 55%	56 67%	8 56%
Mean score		2	2	2	2	2	3BC	2	2	2	2	2	2	2	2	2	2	2	2
Standard deviation		1.24	1.23	1.55	1.26	1.23	1.53	1.02	1.04	1.27	1.37	1.19	1.19	1.27	1.01	.81	2.04	1.24	1.28
Standard error		.14	.15	.79	.17	.29	.37	.20	.18	.22	.39	.31	.31	.16	.43	.41	.96	.15	.38

95% lower case or +, 99% UPPER CASE or ++

Table 86 (continuation)

C13r6. Thinking about the BBC's final response to your complaint, how would you rate the following.....The level of accountability shown for any mistakes by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	39 41%	32 39%	6 49%	4 53%	1 57%	26 39%	12 42%	11 42%	28 42%	10 30%	29 47%	2 48%	12 53%	19 39%	7 32%
Not satisfied	(2.0)	24 25%	24 29%	- -%	- -%	- -%	17 26%	6 20%	6 22%	15 23%	7 20%	17 28%	- -%	6 26%	11 24%	7 28%
Neither satisfied nor unsatisfied	(3.0)	15 15%	14 17%	1 5%	1 9%	- -%	8 12%	7 26%	4 16%	10 16%	6 17%	9 15%	- -%	4 18%	10 21%	* 2%
Satisfied	(4.0)	14 14%	11 13%	3 23%	2 26%	- -%	10 16%	3 12%	2 9%	11 17%	8 22%	6 10%	2 52%	1 3%	5 11%	6 26%
Very satisfied	(5.0)	5 5%	2 2%	3 22%	1 13%	1 43%	5 7%	- -%	3 11%	2 3%	4 11%	- -%	- -%	- -%	2 4%	3 12%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		18 19%	13 16%	5 45%	3 38%	1 43%	15 23%	3 12%	5 20%	13 19%	11 33%	6 10%	2 52%	1 3%	7 15%	9 38%
NET: Dissatisfied		63 66%	56 67%	6 49%	4 53%	1 57%	43 66%	17 62%	17 64%	44 65%	17 50%	46 75%	2 48%	18 79%	30 63%	14 60%
Mean score		2	2	3	2	3	2	2	2	2	3B	2	3	2	2	3b
Standard deviation		1.24	1.14	1.81	1.73	2.97	1.32	1.10	1.38	1.22	1.41	1.01	1.81	.88	1.19	1.48
Standard error		.14	.14	.52	.67	1.80	.19	.22	.30	.17	.27	.15	1.28	.21	.20	.33

95% lower case or +, 99% UPPER CASE or ++

Table 86 (continuation)

C13r6. Thinking about the BBC's final response to your complaint, how would you rate the following.....The level of accountability shown for any mistakes by

Base: Complained to BBC in the last year

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Not very satisfied (1.0)	39 41%	39 41%	7 31%	3 21%	- -%	6 22%	9 35%	1 5%	16 32%	31 39%	39 41%
Not satisfied (2.0)	24 25%	24 25%	3 13%	1 9%	- -%	7 28%	3 11%	- -%	10 21%	20 25%	24 25%
Neither satisfied nor unsatisfied (3.0)	15 15%	15 15%	* 2%	3 20%	- -%	2 8%	4 15%	3 23%	8 17%	11 14%	15 15%
Satisfied (4.0)	14 14%	14 14%	8 36%	5 28%	6 66%	7 28%	6 23%	5 37%	11 21%	13 16%	14 14%
Very satisfied (5.0)	5 5%	5 5%	4 17%	4 22%	3 34%	4 14%	4 15%	5 35%	5 9%	5 6%	5 5%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	18 19%	18 19%	11 54%	8 50%	9 100%	11 42%	9 38%	9 72%	15++ 30%	17 22%	18 19%
NET: Dissatisfied	63 66%	63 66%	9 44%	5 30%	- -%	13 50%	12 47%	1 5%	26- 53%	51 64%	63 66%
Mean score	2	2	3aj	3AiJ	4AbefHIJ	3aj	3	4AefHIJ	3	2	2
Standard deviation	1.24	1.24	1.60	1.47	.50	1.43	1.54	1.07	1.38	1.28	1.24
Standard error	.14	.14	.39	.40	.18	.31	.35	.30	.22	.16	.14

95% lower case or +, 99% UPPER CASE or ++

Table 86 (continuation)

C13r6. Thinking about the BBC's final response to your complaint, how would you rate the following.....The level of accountability shown for any mistakes by

Base: Complained to BBC in the last year

		Weighted Total	Complained directly to									Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
			BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row		88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample		76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total		96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0)	39	39	6	3	–	2	9	1	14	30	39	19	12	9	1	33++	20	19
		41%	41%	36%	27%	–%	13%	46%	11%	36%	41%	41%	36%	52%	42%	6%	57%	45%	38%
Not satisfied	(2.0)	24	24	3	–	–	7	3	–	10	20	24	12	6	5	1	15	12	12
		25%	25%	16%	–%	–%	43%	15%	–%	27%	28%	25%	23%	27%	26%	7%	26%	26%	24%
Neither satisfied nor unsatisfied	(3.0)	15	15	*	2	–	–	2	–	4	10	15	13+	2	–	–	8	3–	12+a
		15%	15%	2%	15%	–%	–%	8%	–%	10%	14%	15%	24%	9%	–%	–%	14%	7%	23%
Satisfied	(4.0)	14	14	5	4	3	5	2	3	6	9	14	8	2	4	11	2–	8	6
		14%	14%	30%	30%	63%	30%	12%	43%	16%	12%	14%	15%	7%	19%	61%	3%	17%	12%
Very satisfied	(5.0)	5	5	3	4	2	3	4	3	5	4	5	1	1	3	5	--	3	2
		5%	5%	15%	28%	37%	15%	19%	46%	12%	5%	5%	2%	4%	13%	26%	–%	6%	4%
I can't remember		–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
		–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%	–%
NET: Satisfied		18 19%	18 19%	8 46%	7 58%	5 100%	8 44%	6 31%	5 89%	11 28%	12 17%	18 19%	9 17%	3 11%	7 32%	15 87%	2– 3%	10 23%	8 16%
NET: Dissatisfied		63 66%	63 66%	9 52%	3 27%	– –%	9 56%	12 61%	1 11%	24 62%	50 69%	63 66%	31 59%	18 79%	14 68%	2 13%	47++ 83%	32 71%	31 61%
Mean score		2	2	3	3AIJ	4AefHIJ	3aij	2	4AfHIJ	2	2	2	2	2	2	4B	2	2	2
Standard deviation		1.24	1.24	1.61	1.61	.54	1.39	1.64	1.32	1.43	1.22	1.24	1.15	1.15	1.53	1.07	.84	1.31	1.19
Standard error		.14	.14	.43	.50	.25	.37	.44	.54	.26	.16	.14	.18	.25	.37	.27	.13	.21	.19

95% lower case or +, 99% UPPER CASE or ++

Table 86 (continuation)

C13r6. Thinking about the BBC's final response to your complaint, how would you rate the following.....The level of accountability shown for any mistakes by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	39 41%	- -%	14 48%	12 34%	13 43%	20 39%	12 46%	1 17%	5 44%	10 40%	13 37%	3 79%	13 42%	25 40%	6 41%
Not satisfied	(2.0)	24 25%	- -%	6 20%	8 23%	10 32%	14 29%	4 17%	1 20%	3 31%	6 25%	10 27%	- -%	8 25%	17 26%	3 20%
Neither satisfied nor unsatisfied	(3.0)	15 15%	- -%	3 11%	9 24%	3 9%	4 8%	7 28%	2 31%	1 10%	2 10%	5 13%	1 14%	7 22%	9 14%	4 28%
Satisfied	(4.0)	14 14%	- -%	6 21%	5 13%	3 9%	9 18%	2 9%	1 10%	2 15%	5 21%	5 14%	* 6%	4 11%	9 14%	2 11%
Very satisfied	(5.0)	5 5%	- -%	- -%	3 7%	2 6%	3 6%	- -%	2 23%	- -%	1 4%	4 10%	- -%	- -%	4 6%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		18 19%	- -%	6 21%	7 20%	5 16%	12 23%	2 9%	2 33%	2 15%	6 25%	8 23%	* 6%	4 11%	13 20%	2 11%
NET: Dissatisfied		63 66%	- -%	20 68%	21 56%	23 75%	34 68%	16 63%	3 36%	8 75%	16 65%	23 63%	3 79%	21 67%	42 66%	9 61%
Mean score		2	-	2	2	2	2	2	3	2	2	2	1	2	2	2
Standard deviation		1.24	-	1.22	1.28	1.24	1.30	1.07	1.47	1.11	1.31	1.37	1.08	1.06	1.27	1.10
Standard error		.14	-	.26	.24	.25	.21	.24	.55	.36	.29	.26	.51	.22	.18	.32

95% lower case or +, 99% UPPER CASE or ++

Table 87

C13r1. Thinking about the BBC's final response to your complaint, how would you rate the following?

by

Base: Complained to BBC in the last year

		Overall outcome from your complaint	Transparency of how they had addressed your complaint	Clarity of how to escalate your complaint further	Clarity of their response	The level of action taken as a result of your complaint	The level of accountability shown for any mistakes
		-----	-----	-----	-----	-----	-----
Unweighted row		88	88	88	88	88	88
Effective sample		76	76	76	76	76	76
Weighted Total		96	96	96	96	96	96
Not very satisfied	(1.0)	41 43%	33 34%	26 27%	31 32%	35 37%	39 41%
Not satisfied	(2.0)	24 25%	24 25%	25 26%	21 22%	29 30%	24 25%
Neither satisfied nor unsatisfied	(3.0)	12 12%	21 22%	22 23%	21 22%	14 15%	15 15%
Satisfied	(4.0)	10 10%	14 14%	22 23%	15 16%	10 11%	14 14%
Very satisfied	(5.0)	9 10%	5 5%	- -%	7 8%	6 6%	5 5%
I can't remember		- -%	- -%	2 2%	- -%	2 2%	- -%
NET: Satisfied		19 20%	18 19%	22 23%	23 24%	16 17%	18 19%
NET: Dissatisfied		65 68%	57 59%	51 52%	52 54%	64 66%	63 66%
Mean score		2	2	2	2	2	2
Standard deviation		1.34	1.22	1.13	1.30	1.23	1.24
Standard error		.15	.14	.13	.15	.14	.14

Table 88
C14r1. Thinking about the process of complaining to the BBC, how would you rate the following.....Overall complaint process
by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	23 24%	19 21%	4 68%	17 23%	5 24%	1 6%	8 22%	14 34%	6 14%	6 38%	3 15%	8 42%	18 21%	5 68%	* 1%	1 36%	17 21%	6 41%
Not satisfied	(2.0)	26 27%	26 28%	* %	23 31%	3 13%	5 26%	8 22%	13 30%	14 32%	4 24%	4 26%	3 18%	23 27%	1 14%	1 47%	* 21%	21 26%	4 31%
Neither satisfied nor unsatisfied	(3.0)	15 16%	15 17%	- -%	11 14%	5 22%	1 4%	9 26%	6 13%	8 18%	- -%	7 38%	1 4%	12 14%	1 18%	1 52%	* 26%	15 18%	- -%
Satisfied	(4.0)	24 25%	23 25%	2 32%	19 26%	5 24%	9 46%	7 21%	8 19%	12 28%	3 20%	4 20%	5 28%	24 28%	- -%	- -%	- -%	21 26%	3 21%
Very satisfied	(5.0)	8 9%	8 9%	- -%	5 6%	4 18%	4 19%	3 9%	1 4%	4 8%	3 18%	* 2%	1 8%	8 9%	- -%	- -%	* 17%	7 9%	1 7%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		32 34%	31 34%	2 32%	24 32%	9 41%	13 65%	10 29%	10 23%	16 36%	6 38%	4 22%	7 36%	32 38%	- -%	- -%	* 17%	29 35%	4 28%
NET: Dissatisfied		49 50%	45 49%	4 68%	40 54%	8 36%	6 32%	15 45%	27+ 64%	20 46%	10 62%	7 40%	12 60%	41 48%	6 82%	1 48%	1 57%	39 47%	10 72%
Mean score		3	3	2	3	3	3C	3	2	3	3	3	2	3b	1	3	2	3	2
Standard deviation		1.32	1.30	1.55	1.27	1.45	1.25	1.28	1.23	1.22	1.63	1.03	1.49	1.32	.84	.64	2.34	1.29	1.41
Standard error		.15	.15	.79	.17	.35	.30	.25	.21	.21	.46	.27	.39	.16	.36	.32	1.10	.16	.42

95% lower case or +, 99% UPPER CASE or ++

Table 88 (continuation)

C14r1. Thinking about the process of complaining to the BBC, how would you rate the following.....Overall complaint process by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	23 24%	20 24%	3 23%	2 28%	1 39%	14 22%	8 29%	6 23%	17 25%	6 18%	17 28%	- -%	7 30%	12 24%	5 20%
Not satisfied	(2.0)	26 27%	23 27%	3 24%	2 34%	* 19%	16 24%	10 35%	5 17%	19 28%	4 12%	21 35%	2 48%	6 28%	13 28%	4 19%
Neither satisfied nor unsatisfied	(3.0)	15 16%	12 15%	1 13%	1 10%	- -%	9 14%	3 12%	9 34%	6 9%	5 16%	10 16%	- -%	5 24%	6 12%	4 18%
Satisfied	(4.0)	24 25%	21 26%	3 25%	1 16%	- -%	18 27%	6 23%	2 6%	22 33%	13 38%	11 19%	2 52%	4 18%	14 30%	4 19%
Very satisfied	(5.0)	8 9%	7 8%	2 15%	1 13%	1 43%	8 13%	- -%	5 20%	3 4%	6 16%	2 3%	- -%	- -%	3 6%	6 24%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		32 34%	28 34%	5 39%	2 29%	1 43%	26 40%	6 23%	7 26%	25 38%	18 54%	13 21%	2 52%	4 18%	17 35%	10 43%
NET: Dissatisfied		49 50%	43 52%	6 48%	4 61%	1 57%	30 46%	18 65%	11 40%	35 53%	10 30%	38 62%	2 48%	13 58%	25 52%	9 39%
Mean score		3	3	3	3	3	3	2	3	3	3B	2	3	2	3	3
Standard deviation		1.32	1.31	1.48	1.48	2.79	1.38	1.14	1.41	1.30	1.37	1.16	1.21	1.11	1.30	1.50
Standard error		.15	.16	.43	.57	1.69	.20	.23	.30	.18	.27	.17	.86	.26	.22	.34

95% lower case or +, 99% UPPER CASE or ++

Table 88 (continuation)

C14r1. Thinking about the process of complaining to the BBC, how would you rate the following.....Overall complaint process by

Base: Complained to BBC in the last year

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Not very satisfied (1.0)	23 24%	23 24%	5 23%	3 21%	- -%	2 8%	4 17%	1 5%	9 18%	20 25%	23 24%
Not satisfied (2.0)	26 27%	26 27%	3 15%	2 12%	- -%	9 34%	7 29%	1 5%	14 28%	19 23%	26 27%
Neither satisfied nor unsatisfied (3.0)	15 16%	15 16%	* 2%	3 18%	- -%	3 11%	- -%	- -%	5 9%	13 17%	15 16%
Satisfied (4.0)	24 25%	24 25%	6 27%	4 22%	4 48%	6 24%	8 33%	7 54%	15 30%	22 27%	24 25%
Very satisfied (5.0)	8 9%	8 9%	7 33%	4 28%	4 52%	6 23%	5 21%	5 35%	7 14%	6 8%	8 9%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	32 34%	32 34%	13 60%	8 50%	9 100%	12 47%	13 54%	12 89%	22+ 44%	28 35%	32 34%
NET: Dissatisfied	49 50%	49 50%	8 38%	5 33%	- -%	11 42%	11 46%	1 11%	23 46%	39 48%	49 50%
Mean score	3	3	3	3	5AcefHIJ	3	3	4AhIJ	3	3	3
Standard deviation	1.32	1.32	1.64	1.54	.53	1.36	1.49	1.06	1.38	1.32	1.32
Standard error	.15	.15	.40	.42	.20	.29	.34	.30	.22	.17	.15

95% lower case or +, 99% UPPER CASE or ++

Table 88 (continuation)

C14r1. Thinking about the process of complaining to the BBC, how would you rate the following.....Overall complaint process by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0) 24%	23 24%	5 28%	3 27%	- -%	1 4%	4 22%	1 11%	8 20%	19 26%	23 24%	9 16%	5 20%	10 46%	1 6%	22++ 38%	11 23%	12 25%
Not satisfied	(2.0) 27%	26 27%	3 16%	2 15%	- -%	6 35%	7 35%	- -%	13 34%	19 26%	26 27%	16 31%	5 21%	5 22%	1 4%	17 29%	13 28%	13 25%
Neither satisfied nor unsatisfied	(3.0) 16%	15 16%	* 2%	- -%	- -%	3 17%	- -%	- -%	3 8%	13 18%	15 16%	9 17%	6 28%	- -%	1 7%	9 15%	9 19%	7 13%
Satisfied	(4.0) 25%	24 25%	3 19%	3 23%	2 33%	3 15%	4 21%	3 43%	7 19%	16 23%	24 25%	17 33%	5 22%	2 9%	8 43%	10 17%	8 18%	16 32%
Very satisfied	(5.0) 9%	8 9%	6 35%	4 35%	4 67%	5 29%	4 23%	3 46%	7 18%	5 7%	8 9%	2 3%	2 8%	5 23%	7 39%	--- -%	6 12%	3 5%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	32 34%	32 34%	9 54%	7 58%	5 100%	8 44%	8 44%	5 89%	14 37%	21 30%	32 34%	19 36%	7 31%	7 32%	15 83%	10-- 17%	14 30%	19 37%
NET: Dissatisfied	49 50%	49 50%	8 44%	5 42%	- -%	7 39%	11 56%	1 11%	21 54%	37 52%	49 50%	25 48%	9 41%	14 68%	2 10%	39++ 67%	23 51%	25 50%
Mean score	3	3	3	3	5AfhiJ	3	3	4ahIj	3	3	3	3	3	2	4B	2	3	3
Standard deviation	1.32	1.32	1.74	1.75	.52	1.36	1.57	1.32	1.44	1.29	1.32	1.17	1.27	1.69	1.11	1.11	1.35	1.30
Standard error	.15	.15	.47	.54	.24	.36	.42	.54	.26	.17	.15	.19	.28	.41	.28	.17	.22	.21

95% lower case or +, 99% UPPER CASE or ++

Table 88 (continuation)

C14r1. Thinking about the process of complaining to the BBC, how would you rate the following.....Overall complaint process

by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	23 24%	- -%	8 26%	10 27%	6 18%	12 23%	9 34%	- -%	3 25%	3 12%	9 26%	2 45%	9 28%	13 20%	5 37%
Not satisfied	(2.0)	26 27%	- -%	7 23%	11 31%	8 25%	13 26%	7 27%	2 20%	4 37%	9 38%	6 17%	2 48%	8 25%	20 32%	3 20%
Neither satisfied nor unsatisfied	(3.0)	15 16%	- -%	5 16%	4 12%	6 20%	6 12%	3 10%	4 47%	1 13%	5 20%	3 9%	- -%	7 22%	10 17%	2 15%
Satisfied	(4.0)	24 25%	- -%	7 25%	8 21%	9 30%	14 29%	8 29%	1 10%	2 15%	4 15%	14 39%	- -%	7 21%	13 21%	4 28%
Very satisfied	(5.0)	8 9%	- -%	3 10%	3 10%	2 7%	5 10%	- -%	2 23%	1 11%	4 15%	3 9%	* 6%	1 4%	7 11%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		32 34%	- -%	10 35%	11 30%	11 37%	19 39%	8 29%	2 33%	3 26%	7 29%	17 48%	* 6%	8 25%	20 31%	4 28%
NET: Dissatisfied		49 50%	- -%	14 49%	21 57%	13 44%	25 50%	16 60%	2 20%	7 61%	12 50%	15 43%	4 94%	17 53%	33 52%	8 57%
Mean score		3	-	3	3	3	3	2	3	3	3	3	2	2	3	2
Standard deviation		1.32	-	1.37	1.35	1.25	1.36	1.24	1.12	1.37	1.27	1.41	1.10	1.23	1.30	1.28
Standard error		.15	-	.29	.25	.25	.22	.28	.42	.45	.28	.27	.52	.25	.19	.38

95% lower case or +, 99% UPPER CASE or ++

Table 89

C14r2. Thinking about the process of complaining to the BBC, how would you rate the following.....Ease of finding out how to make a complaint by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	12 12%	12 13%	- -%	9 12%	3 13%	1 3%	2 6%	9+ 21%	3 7%	2 12%	3 17%	4 19%	10 12%	1 18%	- -%	- -%	10 12%	1 9%
Not satisfied	(2.0)	21 21%	19 21%	2 32%	20 27%	1 3%	4 20%	8 24%	8 20%	8 18%	5 28%	5 27%	3 18%	17 20%	1 21%	1 47%	* 28%	18 22%	3 19%
Neither satisfied nor unsatisfied	(3.0)	12 12%	12 13%	* *%	11 15%	1 5%	4 19%	5 14%	4 8%	8 19%	* 2%	3 16%	1 4%	11 13%	- -%	1 29%	* 2%	12 15%	- -%
Satisfied	(4.0)	42 43%	38 42%	3 65%	30 40%	11 52%	12 58%	14 41%	16 38%	17 40%	8 50%	6 35%	10 53%	36 42%	4 61%	1 24%	1 62%	32 38%	10 72%
Very satisfied	(5.0)	9 9%	9 10%	* 2%	3 4%	6 27%	* 1%	3 10%	5 13%	5 13%	1 8%	1 6%	1 6%	9 10%	- -%	- -%	* 8%	9 11%	- -%
I can't remember		2 2%	2 2%	- -%	2 2%	- -%	- -%	2 5%	- -%	2 4%	- -%	- -%	- -%	2 2%	- -%	- -%	- -%	2 2%	- -%
NET: Satisfied		51 53%	47 52%	4 68%	33 45%	16 79%	12 58%	17 51%	22 51%	23 52%	9 58%	7 41%	11 60%	45 52%	4 61%	1 24%	1 70%	41 49%	10 72%
NET: Dissatisfied		32 33%	30 33%	2 32%	29 39%	3 16%	5 23%	10 30%	17 41%	11 25%	7 40%	7 43%	7 36%	28 33%	3 39%	1 47%	* 28%	28 34%	4 28%
Mean score		3	3	3	3	4a	3	3	3	3	3	3	3	3	3	3	4	3	3
Standard deviation		1.23	1.24	1.07	1.17	1.27	.92	1.16	1.41	1.16	1.29	1.26	1.34	1.24	1.34	1.01	1.63	1.25	1.11
Standard error		.14	.15	.55	.16	.30	.22	.23	.25	.20	.37	.33	.35	.15	.57	.51	.76	.16	.33

95% lower case or +, 99% UPPER CASE or ++

Table 89 (continuation)

C14r2. Thinking about the process of complaining to the BBC, how would you rate the following.....Ease of finding out how to make a complaint by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	12 12%	9 11%	3 23%	3 36%	- -%	7 10%	5 18%	6 23%	6 8%	3 8%	9 15%	- -%	4 17%	7 15%	1 3%
Not satisfied	(2.0)	21 21%	18 22%	2 20%	2 21%	1 39%	11 17%	9 33%	4 15%	15 23%	9 28%	11 18%	2 52%	4 18%	7 15%	8 33%
Neither satisfied nor unsatisfied	(3.0)	12 12%	11 13%	1 8%	1 8%	* 19%	10 15%	2 8%	4 13%	8 13%	6 18%	5 9%	- -%	3 12%	5 10%	5 20%
Satisfied	(4.0)	42 43%	37 44%	5 42%	2 22%	1 43%	31 47%	10 37%	11 40%	30 44%	11 32%	30 49%	2 48%	10 44%	23 49%	7 29%
Very satisfied	(5.0)	9 9%	8 10%	1 8%	1 13%	- -%	7 11%	1 4%	1 4%	8 12%	5 14%	4 7%	- -%	* 1%	5 11%	3 15%
I can't remember		2 2%	- -%	- -%	- -%	- -%	- -%	- -%	2 6%	- -%	- -%	2 3%	- -%	2 7%	- -%	- -%
NET: Satisfied		51 53%	45 54%	6 50%	3 35%	1 43%	38 58%	11 41%	12 43%	38 56%	16 46%	34 56%	2 48%	10 45%	29 60%	10 44%
NET: Dissatisfied		32 33%	27 33%	5 42%	4 57%	1 39%	18 28%	14 51%	10 38%	21 31%	12 35%	20 33%	2 52%	8 36%	14 30%	8 36%
Mean score		3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.23	1.21	1.42	1.59	1.36	1.19	1.25	1.32	1.19	1.22	1.25	1.21	1.23	1.28	1.16
Standard error		.14	.15	.41	.61	.82	.17	.25	.29	.16	.24	.18	.86	.30	.21	.26

95% lower case or +, 99% UPPER CASE or ++

Table 89 (continuation)

C14r2. Thinking about the process of complaining to the BBC, how would you rate the following.....Ease of finding out how to make a complaint by

Base: Complained to BBC in the last year

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row		88	88	21	16	8	24	23	14	45	74	88
Effective sample		76	76	17	13	7	22	19	12	38	63	76
Weighted Total		96	96	21	16	9	26	25	13	50	80	96
Not very satisfied	(1.0)	12 12%	12 12%	2 10%	3 21%	- -%	1 5%	2 8%	- -%	5 10%	12 14%	12 12%
Not satisfied	(2.0)	21 21%	21 21%	4 18%	3 19%	2 19%	7 26%	2 8%	2 18%	8 17%	21 26%	21 21%
Neither satisfied nor unsatisfied	(3.0)	12 12%	12 12%	4 17%	2 13%	2 21%	2 7%	4 14%	2 14%	8 17%	9 12%	12 12%
Satisfied	(4.0)	42 43%	42 43%	9 44%	7 41%	4 49%	13 52%	16 66%	9 68%	26 52%	30 38%	42 43%
Very satisfied	(5.0)	9 9%	9 9%	2 12%	1 6%	1 11%	2 9%	1 4%	- -%	2 5%	7 8%	9 9%
I can't remember		2 2%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	2 2%
NET: Satisfied		51 53%	51 53%	12 56%	8 47%	5 60%	16 62%	17 69%	9 68%	28 57%	37 46%	51 53%
NET: Dissatisfied		32 33%	32 33%	6 27%	6 40%	2 19%	8 31%	4 16%	2 18%	13 26%	32 40%	32 33%
Mean score		3	3	3	3	4	3	3	3	3	3	3
Standard deviation		1.23	1.23	1.20	1.34	.99	1.14	1.01	.81	1.10	1.27	1.23
Standard error		.14	.14	.29	.37	.36	.24	.23	.23	.18	.16	.14

95% lower case or +, 99% UPPER CASE or ++

Table 89 (continuation)

C14r2. Thinking about the process of complaining to the BBC, how would you rate the following.....Ease of finding out how to make a complaint by

Base: Complained to BBC in the last year

		Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
			BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row		88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample		76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total		96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0)	12 12%	12 12%	2 12%	2 16%	- -%	- -%	2 11%	- -%	2 5%	10 14%	12 12%	5 9%	4 20%	2 11%	1 6%	9 16%	8 17%	4 7%
Not satisfied	(2.0)	21 21%	21 21%	2 12%	2 12%	- -%	5 31%	1 4%	2 26%	6 15%	18 25%	21 21%	8 16%	6 28%	6 28%	2 9%	15 26%	8 18%	12 24%
Neither satisfied nor unsatisfied	(3.0)	12 12%	12 12%	2 14%	1 11%	1 20%	1 8%	1 6%	1 17%	5 13%	9 13%	12 12%	7 13%	1 4%	5 22%	3 18%	6 10%	6 12%	6 12%
Satisfied	(4.0)	42 43%	42 43%	8 48%	7 53%	3 61%	8 47%	15 80%	3 56%	23 60%	26 36%	42 43%	26 49%	9 40%	7 32%	8 42%	26 45%	17 38%	24 48%
Very satisfied	(5.0)	9 9%	9 9%	2 14%	1 8%	1 18%	2 14%	- -%	- -%	2 6%	7 9%	9 9%	5 10%	2 9%	1 7%	4 25%	--- -%	5 10%	4 9%
I can't remember		2 2%	2 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 2%	2 2%	2 3%	- -%	- -%	- -%	2 3%	2 4%	- -%
NET: Satisfied		51 53%	51 53%	11 62%	8 61%	4 80%	11 61%	15 80%	3 56%	25 66%	33 46%	51 53%	31 59%	11 49%	8 39%	12 67%	26 45%	22 49%	29 56%
NET: Dissatisfied		32 33%	32 33%	4 23%	4 28%	- -%	5 31%	3 14%	2 26%	8 21%	28 39%	32 33%	13 25%	11 47%	8 39%	3 15%	24+ 42%	16 35%	16 31%
Mean score		3	3	3	3	4	3	4	3	3	3	3	3	3	3	4b	3	3	3
Standard deviation		1.23	1.23	1.24	1.29	.69	1.10	1.01	.94	1.01	1.27	1.23	1.17	1.37	1.18	1.15	1.18	1.32	1.15
Standard error		.14	.14	.34	.40	.32	.29	.27	.38	.19	.17	.14	.19	.30	.29	.29	.18	.22	.18

95% lower case or +, 99% UPPER CASE or ++

Table 89 (continuation)

C14r2. Thinking about the process of complaining to the BBC, how would you rate the following.....Ease of finding out how to make a complaint by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	12 12%	- -%	5 17%	4 10%	3 10%	5 11%	5 19%	1 18%	- -%	- -%	6 15%	- -%	6 19%	8 12%	3 19%
Not satisfied	(2.0)	21 21%	- -%	7 23%	5 14%	9 28%	9 18%	4 15%	2 29%	6 49%	6 24%	7 18%	2 41%	6 20%	13 21%	3 19%
Neither satisfied nor unsatisfied	(3.0)	12 12%	- -%	3 9%	7 19%	2 7%	5 10%	3 11%	1 7%	4 31%	4 15%	4 10%	* 8%	4 14%	10 15%	1 9%
Satisfied	(4.0)	42 43%	- -%	12 41%	18 49%	12 39%	23 46%	14 55%	3 45%	1 9%	12 48%	17 46%	2 52%	11 35%	23 37%	8 52%
Very satisfied	(5.0)	9 9%	- -%	1 4%	3 8%	5 16%	8 15%	* -%	- -%	1 11%	3 12%	4 10%	- -%	2 8%	8 12%	- -%
I can't remember		2 2%	- -%	2 6%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 5%	2 3%	- -%
NET: Satisfied		51 53%	- -%	13 45%	21 56%	17 55%	30 61%	14 55%	3 45%	2 20%	15 60%	20 56%	2 52%	14 43%	31 50%	8 52%
NET: Dissatisfied		32 33%	- -%	11 40%	9 24%	12 38%	14 29%	9 34%	4 48%	6 49%	6 24%	12 34%	2 41%	12 39%	21 33%	6 38%
Mean score		3	-	3	3	3	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.23	-	1.27	1.13	1.31	1.25	1.23	1.29	1.04	1.01	1.30	1.09	1.32	1.26	1.26
Standard error		.14	-	.28	.21	.26	.20	.28	.48	.34	.22	.25	.51	.28	.18	.37

95% lower case or +, 99% UPPER CASE or ++

Table 90
 C14r3. Thinking about the process of complaining to the BBC, how would you rate the following.....Ease of complaining to the BBC
 by
 Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	14 14%	14 15%	- -%	10 14%	3 13%	2 11%	4 12%	8 18%	4 8%	3 18%	3 17%	4 22%	13 15%	1 18%	- -%	- -%	13 15%	1 9%
Not satisfied	(2.0)	15 16%	15 17%	- -%	14 19%	1 7%	1 5%	9 27%	5 12%	9 20%	2 11%	3 16%	2 12%	13 15%	1 21%	1 29%	* 28%	13 15%	3 19%
Neither satisfied nor unsatisfied	(3.0)	15 15%	13 14%	2 35%	12 16%	3 13%	4 20%	5 16%	5 13%	8 18%	3 20%	1 6%	3 14%	13 15%	1 8%	1 47%	* 2%	14 16%	1 9%
Satisfied	(4.0)	44 46%	41 45%	3 65%	33 44%	12 56%	11 54%	12 36%	21 50%	20 47%	5 33%	10 56%	9 46%	39 46%	4 53%	1 24%	1 70%	37 44%	8 56%
Very satisfied	(5.0)	8 8%	8 9%	- -%	6 8%	3 12%	2 9%	3 10%	3 7%	3 7%	3 18%	1 5%	1 6%	8 10%	- -%	- -%	- -%	7 9%	1 7%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		52 54%	49 54%	3 65%	38 51%	14 68%	13 63%	15 45%	24 58%	23 54%	8 51%	11 61%	10 53%	47 55%	4 53%	1 24%	1 70%	44 53%	9 63%
NET: Dissatisfied		29 30%	29 32%	- -%	24 32%	4 19%	3 16%	13 39%	13 30%	12 28%	5 29%	6 33%	6 34%	25 30%	3 39%	1 29%	* 28%	25 31%	4 28%
Mean score		3	3	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.23	1.25	.53	1.22	1.20	1.13	1.24	1.28	1.12	1.40	1.30	1.34	1.25	1.31	.91	1.49	1.24	1.18
Standard error		.14	.15	.27	.16	.29	.27	.24	.22	.19	.40	.34	.35	.15	.55	.46	.70	.15	.35

95% lower case or +, 99% UPPER CASE or ++

Table 90 (continuation)

C14r3. Thinking about the process of complaining to the BBC, how would you rate the following.....Ease of complaining to the BBC by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	14 14%	10 12%	4 33%	4 52%	- -%	9 13%	5 18%	6 23%	8 11%	5 14%	9 14%	- -%	4 18%	8 16%	2 9%
Not satisfied	(2.0)	15 16%	12 14%	2 15%	1 10%	1 57%	10 15%	3 13%	4 14%	10 15%	5 16%	10 16%	- -%	5 22%	6 13%	4 18%
Neither satisfied nor unsatisfied	(3.0)	15 15%	14 17%	1 8%	1 13%	- -%	10 16%	4 14%	4 15%	11 16%	7 20%	8 13%	- -%	4 19%	8 16%	3 13%
Satisfied	(4.0)	44 46%	41 49%	3 30%	1 13%	- -%	30 45%	14 50%	11 42%	32 48%	14 41%	30 50%	3 100%	9 38%	22 46%	10 46%
Very satisfied	(5.0)	8 8%	6 8%	2 15%	1 12%	1 43%	7 10%	1 5%	2 7%	6 9%	3 10%	4 6%	- -%	1 3%	4 9%	3 14%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		52 54%	47 57%	5 44%	2 26%	1 43%	36 55%	15 55%	13 48%	38 57%	17 50%	34 57%	3 100%	9 41%	26 55%	14 60%
NET: Dissatisfied		29 30%	22 26%	6 48%	5 62%	1 57%	19 29%	9 31%	10 37%	18 27%	10 30%	18 30%	- -%	9 40%	14 29%	6 27%
Mean score		3	3c	3	2	3	3	3	3	3	3	3	4	3	3	3
Standard deviation		1.23	1.17	1.58	1.61	2.23	1.23	1.27	1.34	1.18	1.23	1.21	-	1.22	1.26	1.22
Standard error		.14	.15	.46	.62	1.35	.18	.25	.29	.16	.24	.17	-	.29	.21	.27

95% lower case or +, 99% UPPER CASE or ++

Table 90 (continuation)

C14r3. Thinking about the process of complaining to the BBC, how would you rate the following.....Ease of complaining to the BBC by

Base: Complained to BBC in the last year

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Not very satisfied	(1.0) 14	14	2	4	-	4	3	-	6	14	14
	14%	14%	10%	26%	-%	16%	11%	-%	12%	17%	14%
Not satisfied	(2.0) 15	15	4	1	-	3	1	1	6	12	15
	16%	16%	18%	8%	-%	11%	3%	5%	12%	15%	16%
Neither satisfied nor unsatisfied	(3.0) 15	15	2	1	-	4	3	1	7	15	15
	15%	15%	9%	6%	-%	15%	13%	7%	15%	19%	15%
Satisfied	(4.0) 44	44	11	8	8	13	16	9	28	33	44
	46%	46%	54%	48%	89%	52%	63%	69%	56%	41%	46%
Very satisfied	(5.0) 8	8	2	2	1	2	3	2	3	7	8
	8%	8%	9%	12%	11%	7%	11%	19%	5%	9%	8%
I can't remember	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	52	52	13	10	9	15	18	11	30	39	52
	54%	54%	63%	60%	100%	59%	74%	88%	61%	49%	54%
NET: Dissatisfied	29	29	6	5	-	7	3	1	12	26	29
	30%	30%	27%	34%	-%	27%	13%	5%	24%	32%	30%
Mean score	3	3	3	3	4aij	3	4	4aij	3	3	3
Standard deviation	1.23	1.23	1.19	1.48	.34	1.24	1.10	.71	1.14	1.27	1.23
Standard error	.14	.14	.29	.41	.12	.27	.25	.20	.18	.16	.14

95% lower case or +, 99% UPPER CASE or ++

Table 90 (continuation)

C14r3. Thinking about the process of complaining to the BBC, how would you rate the following.....Ease of complaining to the BBC by

Base: Complained to BBC in the last year

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)	
		Weighted Total																	
Unweighted row		88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample		76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total		96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0)	14	14	2	3	-	1	2	-	4	12	14	4	7	3	1	12+	9	5
		14%	14%	12%	21%	-%	9%	11%	-%	11%	17%	14%	8%	29%	14%	6%	21%	20%	9%
Not satisfied	(2.0)	15	15	3	1	-	3	1	1	6	12	15	5	4	6	-	13	6	9
		16%	16%	20%	11%	-%	17%	4%	11%	15%	16%	16%	10%	17%	29%	-%	22%	13%	18%
Neither satisfied nor unsatisfied	(3.0)	15	15	2	1	-	4	2	1	6	15	15	10	5	-	2	8	7	8
		15%	15%	11%	7%	-%	22%	8%	15%	15%	20%	15%	18%	22%	-%	13%	15%	16%	15%
Satisfied	(4.0)	44	44	9	6	5	8	12	5	20	27	44	29	5	11	10	24	20	25
		46%	46%	52%	45%	100%	48%	65%	74%	53%	38%	46%	55%	20%	52%	56%	42%	43%	48%
Very satisfied	(5.0)	8	8	1	2	-	1	2	-	3	6	8	4	3	1	5	---	3	5
		8%	8%	6%	16%	-%	4%	13%	-%	7%	8%	8%	8%	12%	5%	26%	-%	7%	10%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		52	52	10	8	5	9	15	5	23	33	52	33	7	12	14	24--	23	30
		54%	54%	58%	61%	100%	53%	78%	74%	60%	46%	54%	63%	32%	57%	81%	42%	50%	58%
NET: Dissatisfied		29	29	5	4	-	4	3	1	10	24	29	10-	10	9	1	25++	15	14
		30%	30%	31%	32%	-%	25%	14%	11%	25%	34%	30%	18%	46%	43%	6%	44%	34%	27%
Mean score		3	3	3	3	4	3	4	4	3	3	3	3b	3	3	4B	3	3	3
Standard deviation		1.23	1.23	1.20	1.46	-	1.09	1.12	.74	1.15	1.25	1.23	1.06	1.41	1.28	.99	1.21	1.30	1.16
Standard error		.14	.14	.32	.45	-	.29	.30	.30	.21	.17	.14	.17	.31	.31	.25	.18	.21	.19

95% lower case or +, 99% UPPER CASE or ++

Table 90 (continuation)

C14r3. Thinking about the process of complaining to the BBC, how would you rate the following.....Ease of complaining to the BBC

by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	14 14%	- -%	6 22%	4 12%	3 10%	5 11%	6 22%	2 27%	1 6%	1 4%	6 17%	1 14%	6 19%	8 12%	4 24%
Not satisfied	(2.0)	15 16%	- -%	5 18%	4 12%	6 19%	4 9%	3 13%	1 9%	5 48%	4 17%	2 6%	1 34%	8 24%	14 22%	- -%
Neither satisfied nor unsatisfied	(3.0)	15 15%	- -%	4 14%	6 15%	5 17%	9 18%	5 18%	- -%	1 12%	3 14%	10 29%	1 13%	1 2%	7 11%	1 9%
Satisfied	(4.0)	44 46%	- -%	12 42%	18 50%	14 45%	27 54%	11 44%	3 41%	3 23%	14 60%	14 38%	2 39%	14 45%	28 45%	10 67%
Very satisfied	(5.0)	8 8%	- -%	1 4%	4 11%	3 10%	4 9%	1 3%	2 23%	1 11%	1 5%	4 10%	- -%	3 10%	6 10%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		52 54%	- -%	13 46%	22 61%	17 54%	31 63%	12 47%	5 64%	4 34%	16 65%	17 49%	2 39%	18 55%	34 55%	10 67%
NET: Dissatisfied		29 30%	- -%	11 40%	9 24%	9 29%	10- 19%	9 35%	3 36%	6 54%	5 21%	8 23%	2 48%	14 43%	21 34%	4 24%
Mean score		3	-	3	3	3	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.23	-	1.30	1.19	1.19	1.12	1.28	1.68	1.22	.99	1.24	1.27	1.38	1.24	1.31
Standard error		.14	-	.28	.22	.24	.18	.29	.62	.40	.21	.24	.60	.29	.18	.39

95% lower case or +, 99% UPPER CASE or ++

Table 91
C14r4. Thinking about the process of complaining to the BBC, how would you rate the following.....Overall speed of receiving replies
by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	29 30%	26 29%	3 57%	21 28%	9 41%	2 8%	13 38%	15 35%	10 24%	6 36%	3 20%	10 51%	26 30%	3 39%	1 18%	* 27%	26 31%	4 27%
Not satisfied	(2.0)	21 21%	19 21%	2 32%	20 27%	1 3%	3 13%	9 27%	9 21%	12 28%	5 28%	3 17%	1 4%	19 22%	- -%	1 52%	* 30%	17 21%	4 27%
Neither satisfied nor unsatisfied	(3.0)	15 15%	15 16%	- -%	9 13%	5 22%	3 17%	6 18%	6 13%	6 14%	1 6%	6 33%	2 11%	12 15%	1 18%	1 29%	* 26%	13 16%	1 11%
Satisfied	(4.0)	23 24%	23 25%	1 11%	17 23%	6 29%	10 48%	4 12%	10 23%	12 27%	3 19%	5 29%	4 19%	22 26%	2 22%	- -%	- -%	21 25%	2 18%
Very satisfied	(5.0)	6 7%	6 7%	- -%	5 7%	1 5%	3 14%	2 5%	2 5%	3 7%	2 11%	* 2%	1 8%	6 7%	- -%	- -%	* 17%	5 7%	1 7%
I can't remember		1 2%	1 2%	* *%	1 2%	* *%	- -%	- -%	1 3%	- -%	- -%	* *%	1 7%	- -%	1 21%	* 1%	- -%	- -%	1 11%
NET: Satisfied		30 31%	29 32%	1 11%	23 31%	7 34%	12 62%	6 17%	12 28%	15 34%	5 30%	5 30%	5 27%	28 33%	2 22%	- -%	* 17%	27 32%	3 25%
NET: Dissatisfied		50 52%	45 50%	5 89%	41 55%	9 44%	4 21%	22 65%	24 56%	23 52%	11 64%	6 37%	11 55%	45 52%	3 39%	2 71%	1 57%	43 52%	7 54%
Mean score		3	3	2	3	3	3BC	2	2	3	2	3	2	3	2	2	3	3	2
Standard deviation		1.34	1.34	1.04	1.33	1.42	1.15	1.23	1.33	1.30	1.45	1.15	1.52	1.35	1.47	.85	2.24	1.34	1.37
Standard error		.15	.16	.53	.18	.34	.28	.24	.24	.22	.41	.30	.41	.17	.68	.43	1.05	.17	.43

95% lower case or +, 99% UPPER CASE or ++

Table 91 (continuation)

C14r4. Thinking about the process of complaining to the BBC, how would you rate the following.....Overall speed of receiving replies

by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	29 30%	25 30%	3 23%	2 28%	1 39%	18 27%	9 33%	5 20%	24 36%	12 34%	18 29%	- -%	7 31%	15 32%	7 31%
Not satisfied	(2.0)	21 21%	20 24%	1 8%	1 8%	* 19%	14 21%	7 24%	4 14%	16 23%	6 18%	14 24%	2 52%	6 26%	8 16%	6 25%
Neither satisfied nor unsatisfied	(3.0)	15 15%	14 17%	1 8%	1 13%	- -%	9 14%	6 21%	5 20%	10 14%	6 17%	9 15%	- -%	4 19%	7 15%	3 15%
Satisfied	(4.0)	23 24%	18 22%	5 46%	3 38%	- -%	17 25%	6 23%	8 31%	14 21%	7 22%	16 26%	2 48%	4 17%	13 27%	5 22%
Very satisfied	(5.0)	6 7%	5 6%	2 15%	1 13%	1 43%	6 10%	- -%	3 10%	4 6%	3 9%	2 4%	- -%	- -%	5 10%	2 8%
I can't remember		1 2%	1 2%	- -%	- -%	- -%	1 2%	- -%	1 5%	* *%	- -%	1 2%	- -%	1 6%	* *%	- -%
NET: Satisfied		30 31%	23 28%	7 61%	4 52%	1 43%	23 35%	6 23%	11 41%	18 26%	11 31%	18 29%	2 48%	4 17%	18 37%	7 29%
NET: Dissatisfied		50 52%	45 54%	4 31%	3 36%	1 57%	32 49%	16 57%	9 34%	40 59%	18 52%	32 53%	2 52%	13 57%	23 48%	13 56%
Mean score		3	2	3	3	3	3	2	3	2	3	2	3	2	3	3
Standard deviation		1.34	1.29	1.49	1.56	2.79	1.38	1.18	1.35	1.31	1.41	1.28	1.21	1.13	1.43	1.36
Standard error		.15	.16	.43	.60	1.69	.20	.24	.30	.18	.27	.19	.86	.27	.24	.30

95% lower case or +, 99% UPPER CASE or ++

Table 91 (continuation)

C14r4. Thinking about the process of complaining to the BBC, how would you rate the following.....Overall speed of receiving replies by

Base: Complained to BBC in the last year

		Had reason to complain to									
	Weighted	BBC	ITV	Channel 4	Channel 5	Sky	Virgin	Netflix	Other	Other	Any org
	Total	(a)	(b)	(c)	(d)	(e)	Media (TV) (f)	(g)	media (h)	type of org anisation (i)	anisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Not very satisfied	(1.0) 29 30%	29 30%	6 27%	3 21%	- -%	4 14%	6 23%	1 5%	11 23%	25 31%	29 30%
Not satisfied	(2.0) 21 21%	21 21%	5 22%	- -%	2 19%	5 18%	2 7%	- -%	10 19%	16 20%	21 21%
Neither satisfied nor unsatisfied	(3.0) 15 15%	15 15%	1 5%	3 20%	1 9%	5 18%	1 6%	4 30%	6 12%	13 16%	15 15%
Satisfied	(4.0) 23 24%	23 24%	7 31%	7 41%	4 50%	10 39%	12 48%	5 38%	18++ 37%	19 24%	23 24%
Very satisfied	(5.0) 6 7%	6 7%	3 14%	3 18%	2 22%	3 12%	4 17%	4 27%	4 9%	5 7%	6 7%
I can't remember	1 2%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%
NET: Satisfied	30 31%	30 31%	9 45%	10 60%	6 72%	13 50%	16 65%	8 65%	23++ 46%	25 31%	30 31%
NET: Dissatisfied	50 52%	50 52%	10 49%	3 21%	2 19%	8 32%	7 29%	1 5%	21 42%	41 51%	50 52%
Mean score	3	3	3	3aij	4aij	3	3aij	4AhIJ	3	3	3
Standard deviation	1.34	1.34	1.50	1.40	1.07	1.27	1.46	1.05	1.36	1.35	1.34
Standard error	.15	.15	.37	.38	.40	.27	.33	.30	.22	.17	.15

95% lower case or +, 99% UPPER CASE or ++

Table 91 (continuation)

C14r4. Thinking about the process of complaining to the BBC, how would you rate the following.....Overall speed of receiving replies by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0) 29 30%	29 30%	6 33%	3 27%	- -%	2 13%	6 30%	1 11%	10 26%	24 33%	29 30%	13 25%	6 28%	10 46%	1 6%	23+ 40%	17 37%	12 25%
Not satisfied	(2.0) 21 21%	21 21%	3 16%	- -%	- -%	5 27%	2 9%	- -%	8 20%	14 20%	21 21%	12 24%	6 26%	2 11%	1 7%	14 25%	6 14%	14 28%
Neither satisfied nor unsatisfied	(3.0) 15 15%	15 15%	* 2%	1 7%	- -%	2 14%	- -%	1 15%	3 7%	11 15%	15 15%	10 19%	3 15%	2 8%	2 14%	7 13%	9 20%	6 12%
Satisfied	(4.0) 23 24%	23 24%	7 38%	5 42%	4 82%	6 34%	8 44%	4 69%	13 35%	17 24%	23 24%	13 25%	4 16%	7 31%	8 45%	10 17%	11 24%	13 25%
Very satisfied	(5.0) 6 7%	6 7%	2 12%	3 24%	1 18%	2 12%	3 17%	* 4%	4 12%	4 6%	6 7%	2 4%	3 15%	1 4%	5 28%	1 3%	3 6%	4 7%
I can't remember	1 2%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 2%	1 3%	* -%	- -%	- -%	1 3%	- -%	1 3%
NET: Satisfied	30 31%	30 31%	9 49%	8 66%	5 100%	8 46%	12 62%	5 74%	18 47%	22 30%	30 31%	16 30%	7 31%	7 35%	13 73%	11-- 20%	13 29%	16 32%
NET: Dissatisfied	50 52%	50 52%	8 48%	3 27%	- -%	7 40%	7 38%	1 11%	18 46%	38 53%	50 52%	26 49%	12 54%	12 58%	2 13%	37++ 65%	23 51%	27 53%
Mean score	3	3	3	3	4aIj	3	3	4	3	3	3	3	3	2	4B	2	2	3
Standard deviation	1.34	1.34	1.55	1.58	.43	1.30	1.59	1.10	1.45	1.35	1.34	1.25	1.45	1.44	1.13	1.22	1.36	1.32
Standard error	.15	.15	.42	.49	.20	.34	.43	.45	.26	.18	.15	.20	.32	.35	.29	.19	.22	.22

95% lower case or +, 99% UPPER CASE or ++

Table 91 (continuation)

C14r4. Thinking about the process of complaining to the BBC, how would you rate the following.....Overall speed of receiving replies

by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	29 30%	- -%	9 31%	11 29%	10 32%	14 29%	8 33%	- -%	5 43%	4 17%	10 28%	1 33%	14 43%	18 29%	5 34%
Not satisfied	(2.0)	21 21%	- -%	8 27%	9 26%	4 12%	12 24%	4 14%	- -%	5 44%	5 22%	9 25%	1 34%	5 16%	15 23%	3 19%
Neither satisfied nor unsatisfied	(3.0)	15 15%	- -%	7 23%	4 11%	4 13%	7 15%	4 17%	2 29%	1 7%	6 23%	3 8%	- -%	7 21%	8 13%	3 19%
Satisfied	(4.0)	23 24%	- -%	4 14%	9 25%	10 33%	11 23%	8 30%	4 48%	1 6%	8 34%	9 25%	1 27%	5 16%	17 27%	3 18%
Very satisfied	(5.0)	6 7%	- -%	- -%	4 10%	3 9%	3 6%	1 6%	2 23%	- -%	1 4%	4 10%	* 6%	1 5%	5 7%	1 10%
I can't remember		1 2%	- -%	1 5%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 4%	- -%	* -%	- -%	- -%
NET: Satisfied		30 31%	- -%	4 14%	13 35%	13 43%	14 29%	9 36%	5 71%	1 6%	9 38%	13 35%	1 33%	7 21%	22 35%	4 28%
NET: Dissatisfied		50 52%	- -%	16 57%	20 54%	14 44%	26 53%	12 47%	- -%	10 87%	10 39%	19 53%	3 67%	19 58%	33 53%	8 53%
Mean score		3	-	2	3	3	3	3	4AbD	2	3	3	2	2	3	3
Standard deviation		1.34	-	1.08	1.39	1.46	1.31	1.38	.77	.85	1.20	1.43	1.53	1.31	1.36	1.43
Standard error		.15	-	.23	.26	.29	.21	.31	.29	.28	.26	.28	.72	.27	.20	.42

95% lower case or +, 99% UPPER CASE or ++

Table 92

C14r5. Thinking about the process of complaining to the BBC, how would you rate the following.....Transparency of what to expect throughout the process by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	24 25%	21 23%	3 57%	17 23%	6 27%	3 16%	7 19%	14 34%	11 25%	4 26%	3 15%	7 34%	21 24%	3 39%	* 1%	1 55%	20 24%	4 30%
Not satisfied	(2.0)	30 32%	29 32%	2 32%	29 39%	2 8%	6 29%	13 37%	12 29%	12 28%	6 37%	6 36%	6 32%	28 32%	1 21%	1 47%	* 2%	26 31%	5 34%
Neither satisfied nor unsatisfied	(3.0)	16 17%	16 17%	1 11%	12 17%	4 19%	2 8%	8 23%	7 16%	8 19%	3 19%	3 15%	2 11%	12 14%	3 40%	1 52%	* 26%	14 17%	2 18%
Satisfied	(4.0)	21 22%	21 23%	- -%	14 19%	7 34%	8 41%	3 10%	9 22%	11 26%	1 6%	6 34%	3 16%	21 25%	- -%	- -%	* 17%	19 23%	2 18%
Very satisfied	(5.0)	2 2%	2 2%	- -%	2 2%	- -%	1 5%	1 2%	- -%	1 2%	1 5%	- -%	- -%	2 2%	- -%	- -%	- -%	2 2%	- -%
I can't remember		3 3%	3 3%	- -%	- -%	3 12%	- -%	3 8%	- -%	- -%	1 8%	- -%	1 7%	3 3%	- -%	- -%	- -%	3 3%	- -%
NET: Satisfied		23 24%	23 25%	- -%	16 21%	7 34%	9 47%	4 13%	9 22%	12 28%	2 11%	6 34%	3 16%	23 27%	- -%	- -%	* 17%	21 25%	2 18%
NET: Dissatisfied		55 57%	50 55%	5 89%	46 62%	7 35%	9 45%	19 56%	26 62%	23 52%	10 63%	9 51%	13 66%	48 57%	4 60%	1 48%	1 57%	46 55%	9 65%
Mean score		2	2	2	2	3	3	2	2	3	2	3	2	2	2	3	2	2	2
Standard deviation		1.16	1.16	.76	1.12	1.31	1.28	1.02	1.16	1.20	1.11	1.12	1.10	1.18	.96	.64	2.03	1.17	1.11
Standard error		.13	.14	.39	.15	.33	.31	.21	.20	.20	.33	.30	.30	.15	.41	.32	.95	.15	.33

95% lower case or +, 99% UPPER CASE or ++

Table 92 (continuation)

C14r5. Thinking about the process of complaining to the BBC, how would you rate the following.....Transparency of what to expect throughout the process by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	24 25%	20 24%	3 23%	3 36%	- -%	13 20%	10 35%	6 22%	18 27%	7 20%	17 28%	- -%	8 37%	11 23%	5 20%
Not satisfied	(2.0)	30 32%	28 33%	3 22%	2 21%	1 57%	20 30%	10 35%	6 22%	23 35%	11 31%	20 32%	3 100%	8 36%	11 24%	8 34%
Neither satisfied nor unsatisfied	(3.0)	16 17%	15 18%	1 8%	1 13%	- -%	11 16%	5 18%	7 27%	9 13%	5 16%	11 18%	- -%	2 9%	12 25%	2 11%
Satisfied	(4.0)	21 22%	16 20%	5 40%	2 30%	- -%	18 27%	3 12%	6 23%	14 21%	8 24%	12 19%	- -%	3 12%	14 28%	5 21%
Very satisfied	(5.0)	2 2%	1 1%	1 7%	- -%	1 43%	2 3%	- -%	2 7%	- -%	2 5%	- -%	- -%	- -%	- -%	2 8%
I can't remember		3 3%	3 3%	- -%	- -%	- -%	3 4%	- -%	- -%	3 4%	1 4%	1 2%	- -%	1 6%	- -%	1 5%
NET: Satisfied		23 24%	18 21%	5 47%	2 30%	1 43%	20 30%	3 12%	8 30%	14 21%	10 29%	12 19%	- -%	3 12%	14 28%	7 29%
NET: Dissatisfied		55 57%	48 57%	5 45%	4 57%	1 57%	33 50%	19 70%	12 43%	42 62%	18 52%	37 61%	3 100%	17 74%	22 47%	12 54%
Mean score		2	2	3	2	3	3	2	3	2	3	2	2	2	3	3
Standard deviation		1.16	1.11	1.39	1.34	2.23	1.19	1.02	1.25	1.10	1.24	1.09	-	1.02	1.14	1.30
Standard error		.13	.14	.40	.52	1.35	.17	.20	.27	.16	.25	.16	-	.25	.19	.30

95% lower case or +, 99% UPPER CASE or ++

Table 92 (continuation)

C14r5. Thinking about the process of complaining to the BBC, how would you rate the following.....Transparency of what to expect throughout the process by

Base: Complained to BBC in the last year

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row		88	88	21	16	8	24	23	14	45	74	88
Effective sample		76	76	17	13	7	22	19	12	38	63	76
Weighted Total		96	96	21	16	9	26	25	13	50	80	96
Not very satisfied	(1.0)	24 25%	24 25%	4 17%	3 21%	- -%	3 11%	5 20%	- -%	9 19%	21 26%	24 25%
Not satisfied	(2.0)	30 32%	30 32%	5 26%	4 27%	2 19%	9 36%	5 21%	2 18%	16 31%	25 31%	30 32%
Neither satisfied nor unsatisfied	(3.0)	16 17%	16 17%	3 16%	1 6%	1 9%	3 11%	3 10%	2 17%	8 15%	13 17%	16 17%
Satisfied	(4.0)	21 22%	21 22%	7 33%	7 42%	5 60%	10 39%	10 41%	7 51%	15 31%	18 22%	21 22%
Very satisfied	(5.0)	2 2%	2 2%	2 9%	1 5%	1 12%	1 3%	2 7%	2 14%	2 4%	2 2%	2 2%
I can't remember		3 3%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	3 3%
NET: Satisfied		23 24%	23 24%	9 41%	8 47%	6 72%	11 42%	12 49%	8 65%	17+ 35%	20 25%	23 24%
NET: Dissatisfied		55 57%	55 57%	9 43%	8 47%	2 19%	12 47%	10 41%	2 18%	25 50%	45 57%	55 57%
Mean score		2	2	3	3	4AIIJ	3	3	4AhIJ	3	2	2
Standard deviation		1.16	1.16	1.30	1.34	.99	1.16	1.34	.98	1.20	1.18	1.16
Standard error		.13	.13	.32	.37	.36	.25	.31	.28	.19	.15	.13

95% lower case or +, 99% UPPER CASE or ++

Table 92 (continuation)

C14r5. Thinking about the process of complaining to the BBC, how would you rate the following.....Transparency of what to expect throughout the process by

Base: Complained to BBC in the last year

		Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
			BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row		88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample		76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total		96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0)	24	24	4	3	-	2	5	-	8	20	24	10	6	8	1	23++	13	11
		25%	25%	21%	27%	-%	9%	26%	-%	21%	27%	25%	20%	27%	36%	6%	39%	29%	21%
Not satisfied	(2.0)	30	30	3	3	-	6	4	2	13	22	30	20	6	5	2	21	12	18
		32%	32%	20%	23%	-%	37%	20%	26%	34%	31%	32%	37%	27%	21%	9%	37%	27%	36%
Neither satisfied nor unsatisfied	(3.0)	16	16	3	*	-	1	2	-	5	13	16	11	5	*	4	4--	7	9
		17%	17%	15%	2%	-%	8%	9%	-%	14%	18%	17%	21%	23%	1%	24%	7%	16%	17%
Satisfied	(4.0)	21	21	6	5	4	7	7	3	10	15	21	9	5	7	9	9	12	9
		22%	22%	34%	43%	80%	42%	35%	56%	27%	21%	22%	17%	23%	33%	51%	16%	26%	18%
Very satisfied	(5.0)	2	2	2	1	1	1	2	1	2	2	2	-	-	2	2	-	1	1
		2%	2%	11%	6%	20%	4%	10%	17%	5%	3%	2%	-%	-%	9%	10%	-%	2%	2%
I can't remember		3	3	-	-	-	-	-	-	-	-	3	3	-	-	-	-	-	3
		3%	3%	-%	-%	-%	-%	-%	-%	-%	-%	3%	5%	-%	-%	-%	-%	-%	5%
NET: Satisfied		23	23	8	6	5	8	9	5	12	17	23	9	5	9	11	9-	13	10
		24%	24%	45%	49%	100%	46%	45%	74%	32%	24%	24%	17%	23%	41%	61%	16%	28%	21%
NET: Dissatisfied		55	55	7	6	-	8	9	2	21	42	55	30	12	12	3	44++	26	29
		57%	57%	41%	49%	-%	46%	46%	26%	54%	58%	57%	57%	54%	58%	15%	77%	56%	57%
Mean score		2	2	3	3	4AehIJ	3	3	4aij	3	2	2	2	2	3	3B	2	2	2
Standard deviation		1.16	1.16	1.38	1.45	.45	1.18	1.44	1.15	1.23	1.18	1.16	1.02	1.14	1.50	1.03	1.06	1.22	1.11
Standard error		.13	.13	.37	.45	.21	.31	.39	.47	.23	.16	.13	.17	.25	.36	.26	.16	.20	.18

95% lower case or +, 99% UPPER CASE or ++

Table 92 (continuation)

C14r5. Thinking about the process of complaining to the BBC, how would you rate the following.....Transparency of what to expect throughout the process by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	24 25%	- -%	9 30%	10 27%	6 18%	13 27%	6 23%	- -%	3 27%	5 19%	9 24%	1 33%	9 29%	15 23%	5 37%
Not satisfied	(2.0)	30 32%	- -%	10 34%	10 28%	11 34%	14 29%	9 33%	2 29%	5 49%	8 32%	10 28%	2 48%	10 33%	19 30%	4 27%
Neither satisfied nor unsatisfied	(3.0)	16 17%	- -%	6 19%	3 9%	7 24%	8 16%	5 21%	2 22%	1 13%	4 17%	8 23%	1 13%	4 11%	11 18%	1 6%
Satisfied	(4.0)	21 22%	- -%	3 12%	11 31%	6 20%	12 24%	6 23%	3 38%	- -%	7 27%	8 23%	* 6%	6 19%	14 23%	4 30%
Very satisfied	(5.0)	2 2%	- -%	- -%	1 2%	1 3%	1 2%	- -%	1 10%	- -%	1 4%	1 2%	- -%	- -%	2 3%	- -%
I can't remember		3 3%	- -%	1 4%	1 4%	- -%	1 3%	- -%	- -%	1 11%	- -%	- -%	- -%	3 8%	1 2%	- -%
NET: Satisfied		23 24%	- -%	3 12%	12 33%	7 24%	13 26%	6 23%	4 49%	- -%	8 32%	9 25%	* 6%	6 19%	16 26%	4 30%
NET: Dissatisfied		55 57%	- -%	18 64%	20 54%	16 52%	28 55%	15 56%	2 29%	9 76%	13 52%	19 52%	4 81%	20 62%	34 54%	9 64%
Mean score		2	-	2	3	3	2	2	3D	2	3	3	2	2	3	2
Standard deviation		1.16	-	1.02	1.27	1.13	1.21	1.10	1.07	.69	1.22	1.17	.95	1.12	1.18	1.29
Standard error		.13	-	.22	.24	.22	.20	.25	.40	.24	.26	.22	.45	.24	.17	.38

95% lower case or +, 99% UPPER CASE or ++

Table 93

C14r6. Thinking about the process of complaining to the BBC, how would you rate the following.....Effort put in by the BBC to resolve your complaint by

Base: Complained to BBC in the last year

		Type		Gender		Age			Social Grade				Nations				Urban/Rural		
		Weighted Total	Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	44	41	3	33	9	5	15	24	19	7	5	13	37	4	1	1	38	6
		45%	45%	57%	45%	44%	27%	43%	56%	44%	42%	29%	66%	44%	60%	43%	55%	46%	41%
Not satisfied	(2.0)	23	23	-	19	4	2	11	10	13	3	5	2	21	-	2	*	18	5
		24%	25%	-%	26%	18%	8%	34%	23%	30%	18%	27%	12%	25%	-%	57%	26%	22%	34%
Neither satisfied nor unsatisfied	(3.0)	6	6	1	4	2	1	3	3	1	3	2	-	3	3	-	*	5	1
		6%	6%	11%	5%	11%	3%	8%	6%	3%	19%	11%	-%	4%	40%	-%	2%	6%	7%
Satisfied	(4.0)	17	16	2	15	3	11	4	3-	4	3	6	4	17	-	-	*	15	2
		18%	17%	32%	20%	13%	55%	11%	7%	9%	21%	32%	23%	20%	-%	-%	17%	18%	18%
Very satisfied	(5.0)	6	6	-	4	3	1	2	3	6+	-	*	-	6	-	-	-	6	-
		6%	7%	-%	5%	13%	6%	4%	8%	14%	-%	1%	-%	7%	-%	-%	-%	8%	-%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		24	22	2	18	5	12	5	6	10	3	6	4	23	-	-	*	21	2
		25%	24%	32%	24%	26%	61%	15%	15%	23%	21%	33%	23%	27%	-%	-%	17%	26%	18%
NET: Dissatisfied		67	64	3	52	13	7	26	33	32	10	10	15	58	4	3	1	56	10
		69%	70%	57%	70%	63%	36%	77%	79%	74%	60%	55%	77%	69%	60%	100%	81%	68%	75%
Mean score		2	2	2	2	2	3bC	2	2	2	2	3	2	2	2	2	2	2	2
Standard deviation		1.35	1.34	1.54	1.31	1.50	1.44	1.17	1.28	1.45	1.22	1.28	1.27	1.38	1.06	.62	1.83	1.38	1.13
Standard error		.15	.16	.79	.17	.36	.34	.23	.22	.25	.35	.34	.33	.17	.45	.31	.86	.17	.34

95% lower case or +, 99% UPPER CASE or ++

Table 93 (continuation)

C14r6. Thinking about the process of complaining to the BBC, how would you rate the following.....Effort put in by the BBC to resolve your complaint by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	44	39	3	3	-	28	13	10	34	12	32	2	14	21	7
		45%	47%	29%	45%	-%	42%	48%	37%	50%	36%	52%	48%	63%	44%	31%
Not satisfied	(2.0)	23	20	2	1	1	15	8	5	15	8	15	-	4	11	8
		24%	25%	21%	9%	57%	22%	30%	19%	23%	23%	25%	-%	19%	23%	33%
Neither satisfied nor unsatisfied	(3.0)	6	5	1	1	-	4	2	4	2	-	6	-	1	5	*
		6%	7%	6%	10%	-%	5%	8%	17%	3%	-%	10%	-%	3%	11%	*%
Satisfied	(4.0)	17	14	3	1	1	14	4	5	13	10	6	2	3	7	6
		18%	17%	29%	13%	43%	21%	14%	17%	19%	31%	10%	52%	12%	14%	27%
Very satisfied	(5.0)	6	5	2	2	-	6	*	3	3	4	2	-	1	4	2
		6%	5%	15%	24%	-%	9%	1%	10%	5%	10%	4%	-%	2%	8%	9%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		24	18	5	3	1	20	4	7	16	14	8	2	3	10	8
		25%	22%	44%	36%	43%	30%	15%	27%	24%	41%	13%	52%	15%	22%	36%
NET: Dissatisfied		67	59	6	4	1	43	21	15	49	20	46	2	18	32	15
		69%	71%	50%	54%	57%	65%	78%	56%	73%	59%	76%	48%	82%	67%	64%
Mean score		2	2	3	3	3	2	2	2	2	3b	2	3	2	2	2
Standard deviation		1.35	1.30	1.56	1.81	1.49	1.44	1.10	1.41	1.33	1.50	1.16	1.81	1.16	1.35	1.42
Standard error		.15	.16	.45	.70	.90	.20	.22	.30	.18	.29	.17	1.28	.27	.22	.32

95% lower case or +, 99% UPPER CASE or ++

Table 93 (continuation)

C14r6. Thinking about the process of complaining to the BBC, how would you rate the following.....Effort put in by the BBC to resolve your complaint by

Base: Complained to BBC in the last year

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Not very satisfied (1.0)	44 45%	44 45%	5 24%	5 29%	- -%	4 17%	8 33%	- -%	15-- 30%	33 41%	44 45%
Not satisfied (2.0)	23 24%	23 24%	4 20%	1 4%	- -%	9 36%	3 13%	3 22%	11 23%	21 26%	23 24%
Neither satisfied nor unsatisfied (3.0)	6 6%	6 6%	1 3%	- -%	- -%	- -%	2 9%	1 5%	3 6%	4 5%	6 6%
Satisfied (4.0)	17 18%	17 18%	8 36%	10 60%	7 76%	9 35%	9 36%	8 64%	16++ 32%	17 22%	17 18%
Very satisfied (5.0)	6 6%	6 6%	4 18%	1 7%	2 24%	3 12%	2 9%	1 8%	4 9%	5 7%	6 6%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	24 25%	24 25%	11 54%	11 67%	9 100%	12 47%	11 45%	9 72%	20++ 41%	23 28%	24 25%
NET: Dissatisfied	67 69%	67 69%	9 43%	5 33%	- -%	14 53%	11 46%	3 22%	26-- 53%	53 67%	67 69%
Mean score	2	2	3aij	3aij	4AefHIJ	3aj	3	4AhIJ	3	2	2
Standard deviation	1.35	1.35	1.52	1.48	.45	1.38	1.48	.96	1.43	1.37	1.35
Standard error	.15	.15	.37	.41	.17	.30	.34	.27	.23	.17	.15

95% lower case or +, 99% UPPER CASE or ++

Table 93 (continuation)

C14r6. Thinking about the process of complaining to the BBC, how would you rate the following.....Effort put in by the BBC to resolve your complaint by

Base: Complained to BBC in the last year

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
		Weighted Total	BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row		88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample		76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total		96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0)	44	44	5	5	-	2	8	-	14	31	44	24	10	9	1	36++	22	21
		45%	45%	29%	37%	-%	9%	43%	-%	36%	43%	45%	46%	45%	43%	6%	63%	49%	42%
Not satisfied	(2.0)	23	23	4	1	-	6	2	1	9	20	23	12	6	5	2	14	11	12
		24%	24%	22%	5%	-%	38%	10%	11%	23%	28%	24%	23%	28%	22%	12%	25%	25%	23%
Neither satisfied nor unsatisfied	(3.0)	6	6	1	-	-	-	2	-	3	4	6	5	1	-	1	1-	2	4
		6%	6%	3%	-%	-%	-%	12%	-%	8%	6%	6%	9%	5%	-%	4%	1%	5%	8%
Satisfied	(4.0)	17	17	4	6	3	7	6	4	9	12	17	9	4	4	8	6	7	10
		18%	18%	24%	49%	61%	39%	29%	71%	24%	17%	18%	18%	17%	19%	47%	11%	16%	20%
Very satisfied	(5.0)	6	6	4	1	2	2	1	1	4	5	6	2	1	3	6	---	3	4
		6%	6%	22%	9%	39%	14%	6%	17%	10%	7%	6%	4%	4%	16%	32%	-%	6%	7%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		24	24	8	7	5	9	7	5	13	17	24	11	5	7	14	6--	10	14
		25%	25%	46%	58%	100%	53%	35%	89%	34%	24%	25%	22%	22%	35%	79%	11%	22%	27%
NET: Dissatisfied		67	67	9	5	-	8	10	1	23	51	67	36	17	14	3	50++	34	33
		69%	69%	51%	42%	-%	47%	53%	11%	59%	71%	69%	69%	73%	65%	18%	88%	74%	65%
Mean score		2	2	3	3	4AfHIJ	3aij	2	4AfHIJ	2	2	2	2	2	2	4B	2	2	2
Standard deviation		1.35	1.35	1.61	1.61	.54	1.33	1.46	.86	1.44	1.33	1.35	1.28	1.28	1.60	1.19	.97	1.31	1.38
Standard error		.15	.15	.44	.49	.25	.35	.39	.35	.26	.18	.15	.20	.28	.39	.31	.15	.21	.22

95% lower case or +, 99% UPPER CASE or ++

Table 93 (continuation)

C14r6. Thinking about the process of complaining to the BBC, how would you rate the following.....Effort put in by the BBC to resolve your complaint by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	44 45%	- -%	13 45%	16 44%	15 48%	23 46%	13 51%	1 9%	6 49%	10 41%	15 41%	3 59%	16 52%	28 45%	6 41%
Not satisfied	(2.0)	23 24%	- -%	8 29%	9 24%	6 19%	13 25%	6 21%	1 10%	4 36%	8 32%	9 25%	1 22%	5 16%	17 28%	3 24%
Neither satisfied nor unsatisfied	(3.0)	6 6%	- -%	2 6%	2 5%	3 8%	3 5%	2 10%	1 13%	- -%	1 5%	2 5%	1 13%	3 9%	3 5%	- -%
Satisfied	(4.0)	17 18%	- -%	5 19%	8 22%	4 12%	6 12%	5 18%	5 61%	2 15%	3 13%	7 19%	* 6%	7 23%	9 14%	5 31%
Very satisfied	(5.0)	6 6%	- -%	1 2%	2 5%	4 13%	6 11%	- -%	1 7%	- -%	2 9%	4 11%	- -%	- -%	6 9%	1 4%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		24 25%	- -%	6 21%	10 27%	8 25%	12 24%	5 18%	5 68%	2 15%	5 22%	11 30%	* 6%	7 23%	14 23%	5 35%
NET: Dissatisfied		67 69%	- -%	21 73%	25 68%	21 66%	35 71%	19 72%	1 19%	10 85%	18 73%	24 66%	4 81%	22 68%	46 73%	9 65%
Mean score		2	-	2	2	2	2	2	3aBD	2	2	2	2	2	2	2
Standard deviation		1.35	-	1.21	1.35	1.49	1.43	1.18	1.15	1.07	1.36	1.46	1.05	1.26	1.37	1.43
Standard error		.15	-	.26	.25	.30	.23	.27	.43	.35	.30	.28	.50	.26	.20	.42

95% lower case or +, 99% UPPER CASE or ++

Table 94

C14r1. Thinking about the process of complaining to the BBC, how would you rate the following?

by

Base: Complained to BBC in the last year

		Overall complaint process	Ease of finding out how to make a complaint	Ease of comp laining to the BBC	Overall speed of receiving replies	Transparency of in what to expect throughout the complaint process	Effort put in by the BBC to resolve your complaint
		-----	-----	-----	-----	-----	-----
Unweighted row		88	88	88	88	88	88
Effective sample		76	76	76	76	76	76
Weighted Total		96	96	96	96	96	96
Not very satisfied	(1.0)	23 24%	12 12%	14 14%	29 30%	24 25%	44 45%
Not satisfied	(2.0)	26 27%	21 21%	15 16%	21 21%	30 32%	23 24%
Neither satisfied nor unsatisfied	(3.0)	15 16%	12 12%	15 15%	15 15%	16 17%	6 6%
Satisfied	(4.0)	24 25%	42 43%	44 46%	23 24%	21 22%	17 18%
Very satisfied	(5.0)	8 9%	9 9%	8 8%	6 7%	2 2%	6 6%
I can't remember		- -%	2 2%	- -%	1 2%	3 3%	- -%
NET: Satisfied		32 34%	51 53%	52 54%	30 31%	23 24%	24 25%
NET: Dissatisfied		49 50%	32 33%	29 30%	50 52%	55 57%	67 69%
Mean score		3	3	3	3	2	2
Standard deviation		1.32	1.23	1.23	1.34	1.16	1.35
Standard error		.15	.14	.14	.15	.13	.15

Table 95

C15r1. Thinking about the communications you received from the BBC, how would you rate the following.....Overall communications by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	29 30%	26 28%	3 55%	19 26%	9 41%	3 12%	11 33%	15 36%	9 21%	5 33%	5 28%	9 48%	25 29%	3 39%	1 24%	1 47%	25 30%	4 30%
Not satisfied	(2.0)	21 22%	21 23%	* %	20 27%	1 7%	2 8%	7 20%	13 30%	13 29%	4 27%	1 8%	3 14%	18 22%	1 21%	1 47%	* 2%	17 20%	5 34%
Neither satisfied nor unsatisfied	(3.0)	20 20%	19 21%	1 13%	16 22%	4 17%	2 12%	11 33%	6 14%	10 24%	3 19%	3 20%	3 14%	17 20%	2 22%	1 29%	1 34%	17 21%	2 18%
Satisfied	(4.0)	18 19%	16 18%	2 32%	13 18%	5 23%	10 50%	3 9%	5 12%	6 13%	2 10%	8 44%	3 16%	16 19%	1 18%	- %	* 17%	17 20%	1 11%
Very satisfied	(5.0)	9 9%	9 10%	- -%	6 8%	2 12%	4 18%	2 5%	3 8%	5 13%	2 11%	- -%	1 8%	9 10%	- -%	- -%	- -%	8 9%	1 7%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		27 28%	25 27%	2 32%	19 26%	7 35%	13 67%	5 14%	8 20%	11 26%	3 21%	8 44%	5 23%	25 30%	1 18%	- %	* 17%	24 29%	2 18%
NET: Dissatisfied		50 52%	47 52%	3 55%	39 52%	10 48%	4 21%	18 53%	28+ 66%	22 50%	10 60%	6 36%	12 62%	43 51%	4 60%	2 71%	1 49%	41 50%	9 65%
Mean score		3	3	2	3	3	4BC	2	2	3	2	3	2	3	2	2	2	3	2
Standard deviation		1.33	1.33	1.53	1.28	1.53	1.26	1.18	1.29	1.31	1.36	1.30	1.42	1.36	1.23	.91	2.00	1.35	1.25
Standard error		.15	.16	.79	.17	.37	.30	.23	.23	.22	.39	.34	.37	.17	.52	.46	.94	.17	.37

95% lower case or +, 99% UPPER CASE or ++

Table 95 (continuation)

C15r1. Thinking about the communications you received from the BBC, how would you rate the following.....Overall communications by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	29 30%	25 30%	2 17%	2 28%	- -%	18 28%	8 29%	7 27%	22 32%	9 26%	20 33%	- -%	10 43%	13 26%	6 28%
Not satisfied	(2.0)	21 22%	19 23%	2 20%	1 18%	1 57%	12 19%	9 32%	5 19%	15 22%	5 14%	16 27%	- -%	5 23%	11 23%	5 22%
Neither satisfied nor unsatisfied	(3.0)	20 20%	17 21%	2 20%	2 21%	- -%	15 22%	5 17%	5 18%	15 22%	8 24%	12 19%	- -%	5 20%	10 22%	5 21%
Satisfied	(4.0)	18 19%	15 18%	3 27%	1 20%	- -%	12 18%	6 22%	4 16%	12 19%	8 24%	9 15%	3 100%	3 14%	9 19%	2 11%
Very satisfied	(5.0)	9 9%	7 8%	2 15%	1 13%	1 43%	9 13%	- -%	5 20%	3 5%	4 13%	3 6%	- -%	- -%	4 9%	4 19%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		27 28%	22 26%	5 42%	2 33%	1 43%	21 31%	6 22%	10 36%	16 24%	12 37%	13 21%	3 100%	3 14%	14 29%	7 29%
NET: Dissatisfied		50 52%	44 53%	4 38%	3 45%	1 57%	31 46%	17 62%	12 46%	36 54%	13 40%	37 60%	- -%	15 66%	24 50%	11 50%
Mean score		3	3	3	3	3	3	2	3	2	3	2	4	2	3	3
Standard deviation		1.33	1.32	1.39	1.50	2.23	1.40	1.13	1.51	1.26	1.39	1.25	-	1.11	1.32	1.48
Standard error		.15	.16	.40	.58	1.35	.20	.23	.33	.17	.27	.18	-	.26	.22	.33

95% lower case or +, 99% UPPER CASE or ++

Table 95 (continuation)

C15r1. Thinking about the communications you received from the BBC, how would you rate the following.....Overall communications by

Base: Complained to BBC in the last year

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Not very satisfied	(1.0) 29 30%	29 30%	5 24%	3 21%	- -%	3 11%	4 14%	- -%	9- 18%	24 30%	29 30%
Not satisfied	(2.0) 21 22%	21 22%	4 18%	1 8%	- -%	4 15%	4 15%	1 5%	10 20%	15 18%	21 22%
Neither satisfied nor unsatisfied	(3.0) 20 20%	20 20%	2 9%	3 19%	1 9%	5 19%	4 16%	3 22%	9 18%	16 20%	20 20%
Satisfied	(4.0) 18 19%	18 19%	4 17%	4 27%	3 39%	8 32%	8 34%	5 39%	15+ 29%	17 21%	18 19%
Very satisfied	(5.0) 9 9%	9 9%	7 32%	4 26%	4 52%	6 22%	5 21%	4 33%	7 14%	8 10%	9 9%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	27 28%	27 28%	10 49%	8 52%	8 91%	14 54%	14 55%	9 72%	21++ 43%	24 31%	27 28%
NET: Dissatisfied	50 52%	50 52%	9 42%	5 29%	- -%	7 26%	7 29%	1 5%	19- 39%	39 49%	50 52%
Mean score	3	3	3	3	4AHIJ	3aij	3aij	4AhIJ	3	3	3
Standard deviation	1.33	1.33	1.64	1.51	.69	1.31	1.37	.91	1.35	1.37	1.33
Standard error	.15	.15	.40	.41	.25	.28	.31	.26	.22	.17	.15

95% lower case or +, 99% UPPER CASE or ++

Table 95 (continuation)

C15r1. Thinking about the communications you received from the BBC, how would you rate the following.....Overall communications by

Base: Complained to BBC in the last year

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)	
Weighted Total																			
Unweighted row		88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample		76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total		96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0)	29	29	5	3	-	2	4	-	8	23	29	14	9	6	1	23+	16	13
		30%	30%	29%	27%	-%	9%	19%	-%	20%	32%	30%	26%	40%	29%	6%	40%	36%	25%
Not satisfied	(2.0)	21	21	3	1	-	4	4	1	10	15	21	13	3	6	-	16	9	12
		22%	22%	20%	10%	-%	23%	20%	11%	25%	20%	22%	24%	12%	28%	-%	28%	20%	24%
Neither satisfied nor unsatisfied	(3.0)	20	20	1	1	-	3	2	-	7	15	20	12	5	2	3	11	8	11
		20%	20%	7%	7%	-%	17%	12%	-%	18%	20%	20%	24%	24%	9%	17%	19%	18%	22%
Satisfied	(4.0)	18	18	2	3	2	4	5	3	7	13	18	12	4	2	5	8	6	12
		19%	19%	11%	23%	33%	24%	27%	47%	19%	18%	19%	23%	16%	11%	29%	13%	14%	23%
Very satisfied	(5.0)	9	9	6	4	4	5	4	3	7	7	9	2	2	5	9	---	6	3
		9%	9%	33%	33%	67%	28%	23%	42%	18%	9%	9%	4%	8%	23%	49%	-%	12%	6%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		27	27	8	7	5	9	9	5	14	20	27	14	6	7	14	8--	12	15
		28%	28%	45%	56%	100%	51%	49%	89%	36%	27%	28%	27%	25%	34%	77%	13%	26%	29%
NET: Dissatisfied		50	50	8	5	-	5	7	1	18	38	50	26	12	12	1	39++	25	25
		52%	52%	48%	37%	-%	32%	38%	11%	46%	52%	52%	50%	51%	58%	6%	67%	56%	49%
Mean score		3	3	3	3	5AhIJ	3aij	3	4AhIJ	3	3	3	3	2	3	4B	2	2	3
Standard deviation		1.33	1.33	1.72	1.70	.52	1.37	1.49	1.00	1.41	1.35	1.33	1.21	1.40	1.58	1.11	1.06	1.42	1.26
Standard error		.15	.15	.46	.52	.24	.36	.40	.40	.26	.18	.15	.19	.31	.38	.29	.16	.23	.20

95% lower case or +, 99% UPPER CASE or ++

Table 95 (continuation)

C15r1. Thinking about the communications you received from the BBC, how would you rate the following.....Overall communications by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	29 30%	- -%	11 40%	10 28%	7 24%	13 27%	9 34%	- -%	5 44%	6 23%	11 30%	- -%	12 39%	18 29%	4 27%
Not satisfied	(2.0)	21 22%	- -%	6 21%	10 27%	5 18%	12 24%	6 22%	1 9%	3 28%	6 26%	7 19%	3 67%	5 17%	15 25%	3 21%
Neither satisfied nor unsatisfied	(3.0)	20 20%	- -%	3 11%	8 23%	8 26%	12 25%	4 14%	2 32%	1 13%	5 21%	6 18%	1 27%	7 22%	11 17%	2 16%
Satisfied	(4.0)	18 19%	- -%	7 23%	5 14%	6 20%	5 11%	8 31%	3 35%	2 15%	4 16%	7 19%	* 6%	7 23%	9 15%	5 35%
Very satisfied	(5.0)	9 9%	- -%	1 5%	3 9%	4 13%	7 14%	- -%	2 23%	- -%	4 15%	5 14%	- -%	- -%	9 14%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		27 28%	- -%	8 29%	8 23%	10 32%	12 25%	8 31%	4 58%	2 15%	7 30%	12 33%	* 6%	7 23%	18 29%	5 35%
NET: Dissatisfied		50 52%	- -%	17 60%	20 54%	13 41%	25 51%	14 55%	1 9%	8 73%	12 49%	18 49%	3 67%	18 55%	34 54%	7 48%
Mean score		3	-	2	2	3	3	2	4abD	2	3	3	2	2	3	3
Standard deviation		1.33	-	1.37	1.29	1.36	1.37	1.26	.99	1.13	1.39	1.46	.68	1.22	1.41	1.26
Standard error		.15	-	.29	.24	.27	.22	.28	.37	.37	.30	.28	.32	.25	.20	.37

95% lower case or +, 99% UPPER CASE or ++

Table 96
C15r2. Thinking about the communications you received from the BBC, how would you rate the following.....Respect shown to you
by
Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	32 33%	29 32%	3 54%	22 29%	9 44%	6 28%	10 30%	16 39%	12 27%	7 44%	3 20%	10 51%	29 34%	1 18%	1 42%	1 47%	28 34%	4 30%
Not satisfied	(2.0)	19 19%	19 20%	* *%	18 24%	1 3%	1 3%	10 29%	8 20%	10 24%	1 7%	4 25%	3 15%	16 19%	1 21%	1 29%	* 2%	14 17%	5 34%
Neither satisfied nor unsatisfied	(3.0)	18 19%	17 19%	1 13%	15 20%	3 15%	4 19%	5 13%	10 23%	9 20%	4 23%	3 20%	2 12%	15 17%	2 29%	1 29%	* 25%	18 22%	* *%
Satisfied	(4.0)	21 22%	19 21%	2 32%	14 19%	7 33%	8 42%	8 23%	5- 11%	9 21%	4 22%	4 24%	4 23%	18 22%	2 32%	- -	* 26%	16 19%	5 35%
Very satisfied	(5.0)	7 7%	7 7%	- -%	6 8%	1 5%	2 8%	2 5%	3 8%	4 9%	1 5%	2 12%	- -%	7 8%	- -%	- -%	- -%	7 8%	- -%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		28 29%	26 28%	2 32%	20 26%	8 38%	10 50%	10 28%	8 19%	13 29%	4 26%	6 36%	4 23%	25 29%	2 32%	- -	* 26%	23 27%	5 35%
NET: Dissatisfied		51 53%	48 53%	3 55%	40 54%	10 48%	6 31%	20 58%	25 59%	22 51%	8 51%	8 45%	13 66%	45 53%	3 39%	2 71%	1 49%	42 51%	9 64%
Mean score		2	3	2	3	3	3	2	2	3	2	3	2	2	3	2	2	3	2
Standard deviation		1.33	1.33	1.53	1.30	1.47	1.41	1.29	1.31	1.32	1.39	1.36	1.27	1.36	1.18	1.04	2.15	1.35	1.29
Standard error		.15	.16	.78	.17	.35	.34	.25	.23	.22	.40	.36	.33	.17	.50	.52	1.01	.17	.39

95% lower case or +, 99% UPPER CASE or ++

Table 96 (continuation)

C15r2. Thinking about the communications you received from the BBC, how would you rate the following.....Respect shown to you by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	32 33%	28 34%	4 32%	3 45%	* 19%	19 29%	12 45%	7 26%	25 38%	11 32%	21 35%	2 48%	8 35%	17 36%	6 25%
Not satisfied	(2.0)	19 19%	17 20%	2 16%	1 16%	1 39%	13 20%	5 19%	4 16%	13 19%	6 18%	12 20%	- -%	6 27%	6 12%	7 31%
Neither satisfied nor unsatisfied	(3.0)	18 19%	15 18%	2 15%	1 13%	- -%	11 16%	5 18%	8 29%	10 15%	4 12%	14 23%	- -%	5 23%	10 20%	3 13%
Satisfied	(4.0)	21 22%	20 24%	1 9%	* 3%	- -%	17 26%	4 13%	5 18%	15 22%	10 31%	9 16%	2 52%	1 6%	13 28%	5 20%
Very satisfied	(5.0)	7 7%	3 4%	3 28%	2 23%	1 43%	5 8%	1 5%	3 12%	3 5%	3 8%	4 7%	- -%	2 9%	2 4%	3 11%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		28 29%	23 28%	4 37%	2 26%	1 43%	23 34%	5 18%	8 29%	18 27%	13 38%	14 22%	2 52%	3 15%	15 32%	7 31%
NET: Dissatisfied		51 53%	45 54%	6 48%	5 62%	1 57%	32 49%	18 64%	11 42%	38 57%	17 50%	33 55%	2 48%	14 62%	23 48%	13 56%
Mean score		2	2	3	2	3	3	2	3	2	3	2	3	2	3	3
Standard deviation		1.33	1.29	1.70	1.72	2.53	1.36	1.28	1.35	1.33	1.41	1.30	1.81	1.29	1.34	1.37
Standard error		.15	.16	.49	.66	1.53	.19	.26	.29	.18	.27	.19	1.28	.30	.22	.31

95% lower case or +, 99% UPPER CASE or ++

Table 96 (continuation)

C15r2. Thinking about the communications you received from the BBC, how would you rate the following.....Respect shown to you by

Base: Complained to BBC in the last year

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Not very satisfied (1.0)	32 33%	32 33%	5 25%	3 20%	- -%	4 17%	6 26%	- -%	12 25%	27 34%	32 33%
Not satisfied (2.0)	19 19%	19 19%	3 16%	3 21%	- -%	8 31%	1 5%	1 5%	11 22%	13 16%	19 19%
Neither satisfied nor unsatisfied (3.0)	18 19%	18 19%	1 4%	1 7%	- -%	2 8%	4 16%	2 15%	6 12%	17 21%	18 19%
Satisfied (4.0)	21 22%	21 22%	9 42%	4 26%	7 79%	9 35%	10 39%	8 62%	16+ 32%	17 21%	21 22%
Very satisfied (5.0)	7 7%	7 7%	3 12%	4 24%	2 21%	3 10%	3 13%	2 18%	5 9%	6 7%	7 7%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	28 29%	28 29%	11 55%	8 51%	9 100%	11 45%	13 52%	10 80%	21++ 42%	23 29%	28 29%
NET: Dissatisfied	51 53%	51 53%	9 42%	7 42%	- -%	12 48%	8 32%	1 5%	23 47%	40 50%	51 53%
Mean score	2	2	3	3	4AbeHIJ	3	3	4AehIJ	3	3	2
Standard deviation	1.33	1.33	1.48	1.55	.43	1.34	1.45	.76	1.38	1.34	1.33
Standard error	.15	.15	.36	.42	.16	.29	.33	.22	.22	.17	.15

95% lower case or +, 99% UPPER CASE or ++

Table 96 (continuation)

C15r2. Thinking about the communications you received from the BBC, how would you rate the following.....Respect shown to you by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied (1.0)	32 33%	32 33%	5 29%	3 26%	- -%	2 9%	6 34%	- -%	11 28%	26 36%	32 33%	16 30%	10 45%	6 30%	1 6%	26++ 45%	19 42%	13 25%
Not satisfied (2.0)	19 19%	19 19%	3 20%	2 16%	- -%	7 40%	1 4%	1 11%	10 27%	13 18%	19 19%	10 19%	3 15%	5 24%	1 7%	13 23%	7 16%	11 22%
Neither satisfied nor unsatisfied (3.0)	18 19%	18 19%	1 5%	1 10%	- -%	1 7%	2 9%	1 20%	3 9%	16 23%	18 19%	11 22%	4 16%	3 15%	2 11%	9 16%	8 17%	10 20%
Satisfied (4.0)	21 22%	21 22%	6 32%	4 28%	3 65%	5 29%	8 41%	3 55%	11 28%	12 16%	21 22%	12 23%	4 17%	5 24%	8 46%	9 15%	8 18%	13 25%
Very satisfied (5.0)	7 7%	7 7%	3 15%	3 20%	2 35%	3 15%	2 12%	1 14%	3 9%	6 8%	7 7%	3 6%	2 7%	2 8%	5 29%	--- -%	3 6%	4 8%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	28 29%	28 29%	8 47%	6 49%	5 100%	8 44%	10 54%	4 69%	14 37%	17 24%	28 29%	15 29%	5 24%	7 32%	13 76%	9-- 15%	11 24%	17 33%
NET: Dissatisfied	51 53%	51 53%	8 48%	5 42%	- -%	8 49%	7 38%	1 11%	21 54%	39 54%	51 53%	26 49%	14 60%	11 53%	2 13%	39++ 68%	27 59%	24 48%
Mean score	2	2	3	3	4AhIJ	3	3	4aij	3	2	2	3	2	3	4B	2	2	3
Standard deviation	1.33	1.33	1.54	1.58	.53	1.32	1.56	.92	1.38	1.33	1.33	1.31	1.39	1.37	1.13	1.12	1.34	1.32
Standard error	.15	.15	.41	.49	.24	.35	.42	.37	.25	.18	.15	.21	.31	.33	.29	.17	.22	.21

95% lower case or +, 99% UPPER CASE or ++

Table 96 (continuation)

C15r2. Thinking about the communications you received from the BBC, how would you rate the following.....Respect shown to you by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	32 33%	- -%	10 34%	11 31%	11 36%	15 31%	13 51%	1 9%	3 24%	5 22%	11 32%	2 40%	13 42%	20 31%	6 41%
Not satisfied	(2.0)	19 19%	- -%	7 23%	7 20%	5 16%	9 19%	3 10%	2 27%	5 41%	3 14%	8 22%	2 41%	6 17%	11 17%	2 16%
Neither satisfied nor unsatisfied	(3.0)	18 19%	- -%	4 14%	6 17%	8 24%	11 22%	2 9%	1 10%	2 20%	7 29%	6 16%	1 19%	4 13%	13 20%	2 12%
Satisfied	(4.0)	21 22%	- -%	8 29%	9 25%	3 10%	10 21%	7 27%	2 25%	2 15%	7 30%	7 19%	- -%	7 21%	15 24%	3 22%
Very satisfied	(5.0)	7 7%	- -%	- -%	2 6%	4 14%	4 8%	1 3%	2 29%	- -%	1 4%	4 10%	- -%	2 7%	5 7%	1 10%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		28 29%	- -%	8 29%	12 32%	8 24%	14 28%	8 30%	4 54%	2 15%	8 34%	11 29%	- -%	9 27%	20 32%	5 31%
NET: Dissatisfied		51 53%	- -%	16 56%	19 51%	16 51%	25 50%	16 61%	3 36%	7 65%	9 37%	19 54%	4 81%	19 60%	30 48%	8 57%
Mean score		2	-	2	3	3	3	2	3	2	3	3	2	2	3	2
Standard deviation		1.33	-	1.25	1.34	1.44	1.33	1.40	1.48	1.03	1.23	1.39	.84	1.39	1.35	1.49
Standard error		.15	-	.26	.25	.29	.21	.31	.55	.34	.27	.26	.40	.29	.19	.44

95% lower case or +, 99% UPPER CASE or ++

Table 97

C15r3. Thinking about the communications you received from the BBC, how would you rate the following.....Overall tone of messaging to you by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	34 35%	30 33%	4 67%	23 30%	10 48%	5 27%	14 42%	14 32%	11 26%	6 37%	6 37%	10 51%	30 36%	2 26%	1 24%	1 55%	30 36%	4 30%
Not satisfied	(2.0)	16 17%	16 18%	- -%	16 22%	- -%	1 5%	7 21%	8 20%	11 25%	3 17%	1 8%	1 7%	15 18%	- -%	1 47%	- -%	13 16%	3 24%
Neither satisfied nor unsatisfied	(3.0)	18 19%	18 20%	* 1%	13 18%	5 23%	1 4%	8 25%	9 21%	9 21%	4 25%	1 7%	4 19%	13 15%	4 53%	1 29%	* 28%	16 19%	2 18%
Satisfied	(4.0)	19 20%	17 19%	2 32%	15 20%	4 22%	12 58%	3 10%	4- 9%	9 21%	2 10%	5 32%	3 16%	19 22%	- -%	- -%	* 17%	18 21%	1 11%
Very satisfied	(5.0)	7 7%	7 7%	- -%	5 7%	2 8%	1 6%	1 2%	5 11%	3 8%	2 11%	2 9%	- -%	7 8%	- -%	- -%	- -%	6 7%	1 7%
I can't remember		3 3%	3 3%	- -%	3 3%	- -%	- -%	- -%	3 6%	- -%	- -%	1 7%	1 7%	1 1%	1 21%	- -%	- -%	1 1%	1 11%
NET: Satisfied		26 27%	24 27%	2 32%	20 26%	6 30%	13 64%	4 12%	9 21%	12 29%	3 21%	7 41%	3 16%	26 30%	- -%	- -%	* 17%	24 28%	2 18%
NET: Dissatisfied		50 52%	46 51%	4 67%	39 52%	10 48%	6 32%	21 63%	22 52%	22 50%	9 54%	8 45%	11 58%	45 53%	2 26%	2 71%	1 55%	43 51%	7 54%
Mean score		2	2	2	2	2	3b	2	2	3	2	3	2	2	2	2	2	2	2
Standard deviation		1.35	1.34	1.55	1.32	1.49	1.43	1.15	1.38	1.30	1.39	1.56	1.23	1.39	1.04	.90	2.04	1.36	1.33
Standard error		.16	.16	.80	.18	.36	.34	.22	.25	.22	.40	.43	.33	.17	.48	.46	.96	.17	.41

95% lower case or +, 99% UPPER CASE or ++

Table 97 (continuation)

C15r3. Thinking about the communications you received from the BBC, how would you rate the following.....Overall tone of messaging to you by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	34 35%	27 33%	5 40%	4 54%	1 39%	21 32%	9 34%	9 34%	25 37%	11 32%	22 37%	2 48%	9 40%	15 30%	9 38%
Not satisfied	(2.0)	16 17%	15 17%	2 15%	1 8%	* 19%	9 14%	7 25%	4 14%	11 17%	6 16%	11 18%	- -%	4 18%	9 18%	4 15%
Neither satisfied nor unsatisfied	(3.0)	18 19%	18 22%	- -%	- -%	- -%	13 20%	5 19%	5 18%	13 20%	4 12%	14 23%	- -%	5 22%	9 19%	4 18%
Satisfied	(4.0)	19 20%	15 18%	4 37%	3 35%	- -%	16 24%	3 12%	4 13%	14 22%	12 34%	8 13%	2 52%	1 3%	11 23%	6 26%
Very satisfied	(5.0)	7 7%	6 7%	1 9%	* 3%	1 43%	5 8%	2 6%	3 12%	3 5%	2 7%	4 6%	- -%	1 6%	5 10%	1 3%
I can't remember		3 3%	3 3%	- -%	- -%	- -%	1 2%	1 4%	3 10%	- -%	- -%	3 4%	- -%	3 11%	- -%	- -%
NET: Satisfied		26 27%	21 25%	5 45%	3 38%	1 43%	21 32%	5 18%	7 25%	18 27%	14 40%	11 18%	2 52%	2 9%	15 32%	7 29%
NET: Dissatisfied		50 52%	42 50%	6 55%	5 62%	1 57%	30 46%	16 59%	13 48%	36 54%	16 48%	33 54%	2 48%	13 58%	23 49%	12 53%
Mean score		2	2	3	2	3	3	2	3	2	3	2	3	2	3	2
Standard deviation		1.35	1.32	1.58	1.58	2.79	1.38	1.26	1.47	1.32	1.41	1.28	1.81	1.24	1.38	1.34
Standard error		.16	.17	.46	.61	1.69	.20	.26	.33	.18	.28	.19	1.28	.31	.23	.30

95% lower case or +, 99% UPPER CASE or ++

Table 97 (continuation)

C15r3. Thinking about the communications you received from the BBC, how would you rate the following.....Overall tone of messaging to you by

Base: Complained to BBC in the last year

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		88	88	21	16	8	24	23	14	45	74	88
Effective sample		76	76	17	13	7	22	19	12	38	63	76
Weighted Total		96	96	21	16	9	26	25	13	50	80	96
Not very satisfied	(1.0)	34 35%	34 35%	6 30%	5 34%	- -%	8 30%	6 26%	1 5%	15 29%	28 36%	34 35%
Not satisfied	(2.0)	16 17%	16 17%	3 15%	- -%	- -%	3 13%	1 6%	- -%	6 13%	12 15%	16 17%
Neither satisfied nor unsatisfied	(3.0)	18 19%	18 19%	1 5%	2 12%	1 9%	3 11%	2 10%	2 17%	7 14%	15 18%	18 19%
Satisfied	(4.0)	19 20%	19 20%	7 34%	5 33%	7 80%	9 34%	13 51%	8 64%	17++ 34%	16 20%	19 20%
Very satisfied	(5.0)	7 7%	7 7%	3 16%	3 21%	1 11%	3 13%	2 8%	2 13%	5 10%	7 9%	7 7%
I can't remember		3 3%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 3%	3 3%
NET: Satisfied		26 27%	26 27%	11 50%	9 54%	8 91%	12 46%	15 59%	10 78%	22++ 44%	22 28%	26 27%
NET: Dissatisfied		50 52%	50 52%	9 44%	5 34%	- -%	11 43%	8 31%	1 5%	21 42%	40 50%	50 52%
Mean score		2	2	3	3	4AhIJ	3	3	4AhIJ	3	2	2
Standard deviation		1.35	1.35	1.56	1.64	.47	1.49	1.41	.90	1.43	1.39	1.35
Standard error		.16	.16	.38	.45	.17	.32	.32	.26	.23	.18	.16

95% lower case or +, 99% UPPER CASE or ++

Table 97 (continuation)

C15r3. Thinking about the communications you received from the BBC, how would you rate the following.....Overall tone of messaging to you by

Base: Complained to BBC in the last year

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied (1.0)	34 35%	34 35%	6 36%	4 32%	- -%	4 22%	6 30%	1 11%	13 33%	27 38%	34 35%	15 29%	12 54%	6 29%	1 6%	27++ 47%	21 45%	13 26%
Not satisfied (2.0)	16 17%	16 17%	3 16%	- -%	- -%	3 19%	1 8%	- -%	6 16%	12 16%	16 17%	9 17%	2 8%	5 25%	- -%	13 22%	8 17%	9 17%
Neither satisfied nor unsatisfied (3.0)	18 19%	18 19%	* 2%	1 10%	- -%	1 8%	2 9%	- -%	5 12%	13 18%	18 19%	13 25%	2 8%	3 15%	2 12%	7 12%	6 12%	12 24%
Satisfied (4.0)	19 20%	19 20%	5 32%	5 43%	5 100%	7 38%	8 44%	5 89%	11 30%	12 16%	19 20%	10 20%	4 20%	4 20%	9 52%	10 17%	7 15%	12 24%
Very satisfied (5.0)	7 7%	7 7%	2 14%	2 16%	- -%	2 13%	2 9%	- -%	3 9%	6 8%	7 7%	3 6%	1 4%	2 12%	5 30%	--- -%	3 8%	3 7%
I can't remember	3 3%	3 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 4%	3 3%	1 3%	1 5%	- -%	- -%	1 3%	1 3%	1 3%
NET: Satisfied	26 27%	26 27%	8 46%	7 58%	5 100%	9 51%	10 54%	5 89%	15 39%	17 24%	26 27%	14 26%	5 24%	7 32%	15 82%	10- 17%	10 23%	16 31%
NET: Dissatisfied	50 52%	50 52%	9 52%	4 32%	- -%	7 41%	7 38%	1 11%	19 49%	39 54%	50 52%	24 46%	14 63%	11 53%	1 6%	39++ 69%	28 62%	22 42%
Mean score	2	2	3	3	4aij	3	3	4aij	3	2	2	3	2	3	4B	2	2	3
Standard deviation	1.35	1.35	1.60	1.58	-	1.44	1.49	1.04	1.44	1.37	1.35	1.29	1.41	1.42	1.00	1.15	1.38	1.30
Standard error	.16	.16	.43	.49	-	.38	.40	.42	.26	.18	.16	.21	.32	.34	.26	.18	.23	.21

95% lower case or +, 99% UPPER CASE or ++

Table 97 (continuation)

C15r3. Thinking about the communications you received from the BBC, how would you rate the following.....Overall tone of messaging to you by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	34 35%	- -%	12 43%	11 30%	10 33%	13 27%	12 45%	3 36%	4 37%	4 17%	12 34%	1 27%	16 50%	20 32%	5 35%
Not satisfied	(2.0)	16 17%	- -%	5 16%	5 15%	6 20%	9 19%	4 14%	- -%	3 28%	4 17%	5 13%	3 67%	5 14%	10 16%	3 21%
Neither satisfied nor unsatisfied	(3.0)	18 19%	- -%	4 13%	8 22%	6 19%	10 20%	5 18%	1 13%	2 20%	6 27%	6 18%	- -%	5 16%	15 24%	1 6%
Satisfied	(4.0)	19 20%	- -%	5 19%	9 24%	5 16%	11 21%	6 23%	1 10%	2 15%	8 33%	6 17%	* 6%	5 15%	11 17%	4 28%
Very satisfied	(5.0)	7 7%	- -%	- -%	3 9%	3 11%	4 7%	- -%	3 41%	- -%	* 1%	5 14%	- -%	1 4%	5 9%	1 10%
I can't remember		3 3%	- -%	3 9%	- -%	- -%	3 5%	- -%	- -%	- -%	1 5%	1 4%	- -%	- -%	1 2%	- -%
NET: Satisfied		26 27%	- -%	5 19%	12 33%	8 27%	14 29%	6 23%	4 51%	2 15%	8 34%	11 31%	* 6%	6 19%	16 26%	5 38%
NET: Dissatisfied		50 52%	- -%	17 59%	16 44%	17 54%	23 46%	15 59%	3 36%	7 65%	8 35%	17 47%	4 94%	21 65%	30 48%	8 57%
Mean score		2	-	2	3	3	3	2	3	2	3	3	2	2	3	3
Standard deviation		1.35	-	1.22	1.38	1.40	1.33	1.25	1.91	1.12	1.15	1.51	.80	1.30	1.34	1.50
Standard error		.16	-	.27	.26	.28	.22	.28	.71	.37	.26	.29	.38	.27	.19	.44

95% lower case or +, 99% UPPER CASE or ++

Table 98

C15r4. Thinking about the communications you received from the BBC, how would you rate the following.....Openness to listening to/receiving your complain
by

Base: Complained to BBC in the last year

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample		76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total		96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Not very satisfied	(1.0)	38 39%	34 38%	4 68%	27 37%	9 44%	5 25%	13 39%	20 46%	16 36%	6 39%	5 29%	11 56%	33 39%	3 47%	1 24%	1 55%	32 39%	6 41%
Not satisfied	(2.0)	21 22%	19 21%	2 32%	19 26%	2 8%	2 12%	8 22%	11 26%	11 26%	4 25%	2 13%	3 14%	18 21%	1 21%	1 47%	- -%	18 21%	3 24%
Neither satisfied nor unsatisfied	(3.0)	12 13%	12 14%	* *%	9 12%	3 16%	3 14%	5 16%	4 10%	5 11%	3 15%	2 14%	3 15%	9 11%	2 32%	1 29%	* 28%	12 14%	1 7%
Satisfied	(4.0)	19 20%	19 21%	- -%	13 17%	6 31%	6 30%	7 21%	6 14%	6 15%	2 15%	7 43%	3 15%	19 22%	- -%	- -%	* 17%	16 20%	3 21%
Very satisfied	(5.0)	6 7%	6 7%	- -%	6 8%	* 1%	4 19%	1 2%	2 5%	5 12%	1 6%	* 1%	- -%	6 7%	- -%	- -%	- -%	5 6%	1 7%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		25 26%	25 28%	- -%	19 25%	7 32%	10 49%	8 23%	8 19%	12 27%	3 20%	8 44%	3 15%	25 30%	- -%	- -%	* 17%	22 26%	4 28%
NET: Dissatisfied		58 61%	53 58%	5 100%	47 63%	11 52%	7 37%	21 61%	30 72%	27 63%	11 64%	7 42%	14 70%	51 60%	5 68%	2 71%	1 55%	50 60%	9 65%
Mean score		2	2	1	2	2	3c	2	2	2	2	3	2	2	2	2	2	2	2
Standard deviation		1.35	1.36	.53	1.35	1.37	1.52	1.24	1.25	1.42	1.30	1.34	1.17	1.39	.95	.91	2.04	1.34	1.42
Standard error		.15	.16	.27	.18	.33	.36	.24	.22	.24	.37	.35	.30	.17	.40	.46	.96	.17	.42

95% lower case or +, 99% UPPER CASE or ++

Table 98 (continuation)

C15r4. Thinking about the communications you received from the BBC, how would you rate the following.....Openness to listening to/receiving your complain by

Base: Complained to BBC in the last year

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample		76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total		96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Not very satisfied	(1.0)	38 39%	32 38%	4 38%	3 36%	1 57%	24 36%	11 40%	10 38%	28 41%	12 34%	26 43%	2 48%	11 49%	17 35%	9 37%
Not satisfied	(2.0)	21 22%	20 24%	1 6%	1 10%	- -%	12 19%	8 31%	4 13%	16 24%	6 17%	15 25%	2 52%	5 24%	12 24%	2 9%
Neither satisfied nor unsatisfied	(3.0)	12 13%	12 14%	1 5%	1 9%	- -%	7 10%	6 20%	4 16%	8 12%	5 14%	8 13%	- -%	2 9%	6 14%	4 18%
Satisfied	(4.0)	19 20%	15 18%	4 36%	3 35%	1 43%	18 27%	1 5%	6 23%	12 17%	10 28%	9 16%	- -%	3 15%	10 21%	6 24%
Very satisfied	(5.0)	6 7%	5 6%	2 14%	1 11%	- -%	5 8%	1 3%	3 10%	4 5%	3 8%	2 4%	- -%	1 2%	3 7%	3 12%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		25 26%	20 24%	6 50%	3 46%	1 43%	23 35%	2 9%	9 33%	15 23%	12 36%	12 19%	- -%	4 18%	13 28%	8 36%
NET: Dissatisfied		58 61%	52 62%	5 44%	3 45%	1 57%	36 55%	20 71%	14 51%	44 65%	17 50%	41 68%	3 100%	17 74%	28 59%	11 46%
Mean score		2	2	3	3	2	3	2	3	2	3	2	2	2	2	3
Standard deviation		1.35	1.30	1.65	1.61	2.23	1.42	1.08	1.46	1.30	1.42	1.23	.60	1.22	1.34	1.50
Standard error		.15	.16	.47	.62	1.35	.20	.22	.31	.18	.28	.18	.43	.29	.22	.34

95% lower case or +, 99% UPPER CASE or ++

Table 98 (continuation)

C15r4. Thinking about the communications you received from the BBC, how would you rate the following.....Openness to listening to/receiving your complain by

Base: Complained to BBC in the last year

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Not very satisfied (1.0)	38 39%	38 39%	7 31%	5 29%	- -%	5 20%	9 35%	1 5%	17 33%	30 38%	38 39%
Not satisfied (2.0)	21 22%	21 22%	4 21%	- -%	2 19%	3 13%	- -%	- -%	6 13%	15 18%	21 22%
Neither satisfied nor unsatisfied (3.0)	12 13%	12 13%	* 2%	1 4%	- -%	3 11%	3 12%	2 17%	5 9%	10 13%	12 13%
Satisfied (4.0)	19 20%	19 20%	6 28%	8 50%	3 38%	12 48%	9 37%	6 50%	18++ 36%	18 23%	19 20%
Very satisfied (5.0)	6 7%	6 7%	4 18%	3 17%	4 42%	2 9%	4 16%	4 28%	4 9%	6 8%	6 7%
I can't remember	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	25 26%	25 26%	10 46%	11 67%	7 81%	15 57%	13 53%	10 77%	22++ 45%	24 31%	25 26%
NET: Dissatisfied	58 61%	58 61%	11 52%	5 29%	2 19%	8 32%	9 35%	1 5%	23-- 46%	45 56%	58 61%
Mean score	2	2	3	3aj	4AhIJ	3aij	3	4AbhIJ	3	2	2
Standard deviation	1.35	1.35	1.60	1.55	1.16	1.34	1.58	1.00	1.47	1.40	1.35
Standard error	.15	.15	.39	.43	.43	.29	.36	.28	.24	.18	.15

95% lower case or +, 99% UPPER CASE or ++

Table 98 (continuation)

C15r4. Thinking about the communications you received from the BBC, how would you rate the following.....Openness to listening to/receiving your complain by

Base: Complained to BBC in the last year

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
		Weighted Total	BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row		88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample		76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total		96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Not very satisfied	(1.0)	38	38	6	5	-	2	9	1	15	29	38	21	10	7	1	31++	20	17
		39%	39%	36%	37%	-%	13%	46%	11%	39%	40%	39%	39%	45%	33%	6%	55%	45%	34%
Not satisfied	(2.0)	21	21	3	-	-	3	-	-	5	13	21	11	3	7	-	17+	9	12
		22%	22%	16%	-%	-%	19%	-%	-%	12%	18%	22%	20%	15%	33%	-%	30%	20%	23%
Neither satisfied nor unsatisfied	(3.0)	12	12	*	1	-	1	2	-	4	10	12	7	5	-	2	3-	5	7
		13%	13%	2%	5%	-%	8%	8%	-%	10%	13%	13%	14%	23%	-%	12%	5%	11%	14%
Satisfied	(4.0)	19	19	6	5	3	9	6	4	12	15	19	11	3	5	9	6--	8	11
		20%	20%	34%	42%	63%	55%	30%	58%	31%	21%	20%	22%	14%	22%	50%	10%	18%	21%
Very satisfied	(5.0)	6	6	2	2	2	1	3	2	3	5	6	3	1	3	6	---	3	4
		7%	7%	12%	16%	37%	5%	15%	31%	8%	7%	7%	5%	4%	13%	33%	-%	6%	7%
I can't remember		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		25	25	8	7	5	10	9	5	15	20	25	14	4	7	15	6--	11	14
		26%	26%	46%	58%	100%	60%	46%	89%	39%	28%	26%	27%	18%	35%	82%	10%	24%	28%
NET: Dissatisfied		58	58	9	5	-	5	9	1	20	42	58	31	14	14	1	49++	29	29
		61%	61%	52%	37%	-%	32%	46%	11%	51%	58%	61%	59%	59%	65%	6%	85%	64%	57%
Mean score		2	2	3	3	4AbhIJ	3aij	3	4AhIJ	3	2	2	2	2	2	4B	2	2	2
Standard deviation		1.35	1.35	1.57	1.66	.54	1.23	1.68	1.26	1.48	1.39	1.35	1.33	1.28	1.49	1.02	.97	1.35	1.35
Standard error		.15	.15	.42	.51	.25	.32	.45	.51	.27	.18	.15	.21	.28	.36	.26	.15	.22	.22

95% lower case or +, 99% UPPER CASE or ++

Table 98 (continuation)

C15r4. Thinking about the communications you received from the BBC, how would you rate the following.....Openness to listening to/receiving your complain by

Base: Complained to BBC in the last year

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample		76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total		96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Not very satisfied	(1.0)	38 39%	- -%	13 47%	15 40%	10 32%	19 39%	13 51%	- -%	4 32%	8 32%	14 38%	2 53%	14 43%	24 38%	5 37%
Not satisfied	(2.0)	21 22%	- -%	6 21%	7 19%	8 25%	11 21%	3 13%	1 9%	6 56%	6 26%	4 11%	1 27%	9 30%	14 22%	4 29%
Neither satisfied nor unsatisfied	(3.0)	12 13%	- -%	4 12%	6 17%	3 9%	7 13%	3 11%	2 22%	1 13%	5 20%	3 9%	1 14%	4 11%	7 11%	3 20%
Satisfied	(4.0)	19 20%	- -%	4 15%	7 19%	8 24%	9 19%	6 23%	4 48%	- -%	3 14%	11 29%	* 6%	5 15%	13 20%	1 10%
Very satisfied	(5.0)	6 7%	- -%	1 4%	2 6%	3 10%	4 8%	1 3%	2 20%	- -%	2 8%	4 12%	- -%	- -%	6 9%	1 4%
I can't remember		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Satisfied		25 26%	- -%	6 20%	9 25%	11 34%	13 27%	7 26%	5 68%	- -%	5 22%	15 42%	* 6%	5 15%	19 30%	2 13%
NET: Dissatisfied		58 61%	- -%	20 68%	21 58%	18 57%	30 60%	16 64%	1 9%	10 87%	14 58%	18 49%	3 79%	23 73%	37 60%	10 66%
Mean score		2	-	2	2	3	2	2	4aBD	2	2	3	2	2	2	2
Standard deviation		1.35	-	1.29	1.33	1.42	1.38	1.36	.93	.67	1.32	1.54	1.05	1.10	1.41	1.17
Standard error		.15	-	.27	.25	.28	.22	.30	.35	.22	.29	.29	.50	.23	.20	.34

95% lower case or +, 99% UPPER CASE or ++

Table 99

C15r1. Thinking about the communications you received from the BBC, how would you rate the following?

by

Base: Complained to BBC in the last year

		Overall commu nications	Respect shown to you	Overall tone of messaging to you	Openness to listening to/ receiving your complain
		-----	-----	-----	-----
Unweighted row		88	88	88	88
Effective sample		76	76	76	76
Weighted Total		96	96	96	96
Not very satisfied	(1.0)	29 30%	32 33%	34 35%	38 39%
Not satisfied	(2.0)	21 22%	19 19%	16 17%	21 22%
Neither satisfied nor unsatisfied	(3.0)	20 20%	18 19%	18 19%	12 13%
Satisfied	(4.0)	18 19%	21 22%	19 20%	19 20%
Very satisfied	(5.0)	9 9%	7 7%	7 7%	6 7%
I can't remember		- -%	- -%	3 3%	- -%
NET: Satisfied		27 28%	28 29%	26 27%	25 26%
NET: Dissatisfied		50 52%	51 53%	50 52%	58 61%
Mean score		3	2	2	2
Standard deviation		1.33	1.33	1.35	1.35
Standard error		.15	.15	.16	.15

Table 100
 D1a. Before today, had you heard of Ofcom?
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Yes	2089 87%	1675++B 89%	414-- 78%	1018 86%	1062 87%	549-- 73%	769++A 92%	771++Ab 95%	573++bcd 91%	669 86%	385 85%	463 85%	1758 87%	169 86%	106 91%	57 86%	1769 86%	319 91%
No	318 13%	204-- 11%	114++A 22%	162 14%	155 13%	206++BC 27%	71--c 8%	40-- 5%	59-- 9%	108a 14%	67a 15%	84A 15%	266 13%	29 14%	10 9%	9 14%	284 14%	33 9%

95% lower case or +, 99% UPPER CASE or ++

Table 100 (continuation)
 D1a. Before today, had you heard of Ofcom?
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Yes	2089 87%	1884++BCD 89%	180-- 72%	92-- 69%	54-- 79%	1314 87%	721 86%	502 89%	1495 86%	483-- 81%	1576++A 89%	244 85%	639 85%	964 88%	242 88%
No	318 13%	241-- 11%	70++A 28%	41++A 31%	14+A 21%	189 13%	118 14%	62 11%	243 14%	114++B 19%	200-- 11%	43 15%	112 15%	132 12%	32 12%

95% lower case or +, 99% UPPER CASE or ++

Table 100 (continuation)
 Dia. Before today, had you heard of Ofcom?
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Yes	2089 87%	265bdG 87%	122-- 78%	85-- 79%	60-- 76%	209G 86%	179g 84%	97-- 74%	459-g 84%	1029bdG 86%	1174bdG 86%
No	318 13%	39 13%	33++aij 22%	22+ 21%	19+aij 24%	33 14%	33 16%	34 26%	88+ 16%	174 14%	196 14%

95% lower case or +, 99% UPPER CASE or ++

Table 100 (continuation)
 Dia. Before today, had you heard of Ofcom?
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Yes	2089 87%	117G 91%	29 88%	26 85%	24 100%	129g 90%	118g 90%	31- 75%	272g 88%	876g 87%	960g 87%	63 91%	27 91%	28 93%	21 88%	62 89%	498++B 100%	1592-- 83%
No	318 13%	11 9%	4 12%	5 15%	- -%	15 10%	13 10%	10+Aefhij 25%	36 12%	129 13%	140 13%	6 9%	3 9%	2 7%	3 12%	7 11%	--- -%	318++A 17%

95% lower case or +, 99% UPPER CASE or ++

Table 100 (continuation)
 Dia. Before today, had you heard of Ofcom?
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Yes	2089 87%	117 81%	649 87%	639 88%	659 86%	907++CD 90%	678++CD 91%	164-- 78%	325-- 77%	517+d 90%	483d 89%	142 87%	934-- 85%	773++B 90%	630-- 84%
No	318 13%	27 19%	96 13%	83 12%	106 14%	98-- 10%	71-- 9%	45++AB 22%	98++AB 23%	57- 10%	59 11%	21 13%	168+ab 15%	82-- 10%	124++A 16%

95% lower case or +, 99% UPPER CASE or ++

Table 101

D1b. How much do you know about Ofcom's role as the UK's communications regulator?

by

Base: All aware of Ofcom

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2056	1643	413	948	1099	620	707	729	530	673	385	468	1462	192	211	191	1720	334
Effective sample size	1575	1413	218	721	851	483	587	522	409	525	278	367	1246	151	144	128	1365	213
Weighted Total	2089	1675	414	1018	1062	549	769	771	573	669	385	463	1758	169	106	57	1769	319
I know nothing about Ofcom	151 7%	84-- 5%	67++A 16%	45-- 4%	106++A 10%	44 8%	52 7%	56 7%	27-- 5%	36-- 5%	33 8%	55++AB 12%	127 7%	13 8%	10 9%	2 4%	121 7%	30 9%
I know very little about Ofcom	856 41%	661-- 39%	195+a 47%	362-- 36%	490++A 46%	224 41%	289-- 38%	343+b 44%	212 37%	268 40%	169 44%	208a 45%	730 42%	62 37%	43 41%	21 37%	715 40%	141 44%
I know a bit about Ofcom	951 46%	817++B 49%	134-- 32%	526++B 52%	420-- 40%	242 44%	371 48%	338 44%	289+CD 50%	332+CD 50%	152-- 40%	178-- 38%	797 45%	78 46%	46 44%	30 52%	818 46%	133 42%
I know a lot about Ofcom	127 6%	110 7%	17 4%	83++B 8%	44-- 4%	39 7%	55 7%	34-- 4%	43 8%	33 5%	31d 8%	19 4%	100 6%	16 9%	6 6%	4 7%	112 6%	13 4%
I prefer not to answer	4 *%	4 *%	-- -%	2 *%	2 *%	-- -%	3 *%	1 *%	2 *%	-- -%	-- -%	2 *%	4 *%	-- -%	-- -%	-- -%	3 *%	1 *%

95% lower case or +, 99% UPPER CASE or ++

Table 101 (continuation)

D1b. How much do you know about Ofcom's role as the UK's communications regulator?

by

Base: All aware of Ofcom

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2056	1798	243	112	89	1150	842	531	1447	475	1540	210	665	937	244
Effective sample size	1575	1395	179	87	65	964	562	413	1109	388	1159	136	485	777	199
Weighted Total	2089	1884	180	92	54	1314	721	502	1495	483	1576	244	639	964	242
I know nothing about Ofcom	151 7%	133 7%	14 8%	7 7%	5 10%	76-- 6%	73++A 10%	42 8%	100 7%	33 7%	117 7%	51++BCD 21%	42 7%	45-- 5%	13 5%
I know very little about Ofcom	856 41%	788+b 42%	58- 32%	30 33%	19 36%	478-- 36%	350++A 49%	201 40%	607 41%	211 44%	635 40%	124+CD 51%	308++CD 48%	344-- 36%	80- 33%
I know a bit about Ofcom	951 46%	854 45%	89 50%	44 48%	27 50%	668++B 51%	264-- 37%	222 44%	698 47%	206 43%	737 47%	67-- 28%	262-A 41%	510++AB 53%	112A 46%
I know a lot about Ofcom	127 6%	108 6%	19+a 11%	11+a 12%	3 5%	92+ 7%	33 5%	36 7%	90 6%	33 7%	84- 5%	2-- 1%	25- 4%	64Ab 7%	36++ABC 15%
I prefer not to answer	4 *%	1-- *%	- -%	- -%	- -%	-- -%	1 *%	2b *%	--- -%	- -%	4 *%	- -%	2 *%	1 *%	1 *%

95% lower case or +, 99% UPPER CASE or ++

Table 101 (continuation)

D1b. How much do you know about Ofcom's role as the UK's communications regulator?

by

Base: All aware of Ofcom

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2056	266	129	87	64	205	177	115	468	1026	1169
Effective sample size	1575	207	96	69	50	168	148	91	369	797	906
Weighted Total	2089	265	122	85	60	209	179	97	459	1029	1174
I know nothing about Ofcom	151 7%	18 7%	19++afhIJ 15%	7 8%	7 11%	17 8%	11 6%	8 8%	36 8%	63 6%	77 7%
I know very little about Ofcom	856 41%	88- 33%	46 38%	33 39%	22 37%	90a 43%	70 39%	42 44%	194a 42%	392- 38%	447-- 38%
I know a bit about Ofcom	951 46%	129Bceg 49%	38-- 31%	29- 34%	21 34%	80 39%	79b 44%	32- 33%	189 41%	490BceGh 48%	555Bcegh 47%
I know a lot about Ofcom	127 6%	28++ 10%	20+++hIJ 16%	16+++hIJ 18%	9++j 16%	21+ 10%	19+ 11%	14+++ij 15%	39+ 9%	82++ 8%	91++ 8%
I prefer not to answer	4 *%	3++ 1%	- -%	- -%	1+ 2%	- -%	- -%	- -%	1 *%	3 *%	4 *%

95% lower case or +, 99% UPPER CASE or ++

Table 101 (continuation)

D1b. How much do you know about Ofcom's role as the UK's communications regulator?

by

Base: All aware of Ofcom

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2056	107	32	27	22	124	112	37	271	857	937	54	28	25	21	54	487	1569
Effective sample size	1575	91	25	23	20	103	94	30	222	674	743	46	23	23	18	46	386	1190
Weighted Total	2089	117	29	26	24	129	118	31	272	876	960	63	27	28	21	62	498	1592
I know nothing about Ofcom	151 7%	1- 1%	2 7%	1 4%	3 12%	9a 7%	2- 2%	2 6%	15 6%	41-- 5%	45-- 5%	- -%	- -%	1 5%	1 7%	- -%	22- 4%	129+a 8%
I know very little about Ofcom	856 41%	32-- 27%	11 37%	7 26%	6 24%	51 39%	47 40%	11 36%	114a 42%	321-- 37%	362-a 38%	16- 25%	7 26%	9 33%	3 15%	20 33%	149-- 30%	707++A 44%
I know a bit about Ofcom	951 46%	65g 55%	8 28%	13 48%	7 31%	55 42%	59 50%	11 35%	122 45%	436++ 50%	474++ 49%	41++ 66%	13 47%	11 40%	11 55%	32 51%	243 49%	708 44%
I know a lot about Ofcom	127 6%	18+++j 15%	8 29%	6 22%	8 33%	14+ 11%	9 8%	7+++fHIJ 24%	22 8%	75++ 9%	77++ 8%	4 7%	7 27%	6 21%	5 23%	8 13%	82++B 16%	45-- 3%
I prefer not to answer	4 *%	2++ 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	3 *%	2++ 3%	- -%	- -%	- -%	2++ 3%	2 *%	2 *%

95% lower case or +, 99% UPPER CASE or ++

Table 101 (continuation)

D1b. How much do you know about Ofcom's role as the UK's communications regulator?

by

Base: All aware of Ofcom

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2056	79	665	648	640	879	664	180	321	469	477	156	933	770	617
Effective sample size	1575	40	529	537	516	663	525	142	238	343	384	125	718	591	448
Weighted Total	2089	117	649	639	659	907	678	164	325	517	483	142	934	773	630
I know nothing about Ofcom	151 7%	34++BCD 29%	40 6%	35 5%	41 6%	54 6%	35- 5%	18ab 11%	43++AB 13%	33 6%	23- 5%	10 7%	84+B 9%	25-- 3%	88++A 14%
I know very little about Ofcom	856 41%	67+Cd 57%	298++Cd 46%	232-- 36%	251 38%	341- 38%	276 41%	71 43%	165++AB 51%	181-- 35%	172- 36%	66ab 46%	433++AB 46%	254-- 33%	317++A 50%
I know a bit about Ofcom	951 46%	16-- 14%	273A 42%	332++AB 52%	317Ab 48%	444+cD 49%	333+cD 49%	63 38%	102-- 31%	264+cD 51%	249++cD 51%	56 40%	376-- 40%	414++B 54%	208-- 33%
I know a lot about Ofcom	127 6%	- -%	36 6%	41 6%	49 7%	67 7%	34 5%	12 7%	15 4%	39d 8%	40+D 8%	10 7%	37-- 4%	77++B 10%	16-- 2%
I prefer not to answer	4 *%	- -%	3 *%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	2 *%	1 *%

95% lower case or +, 99% UPPER CASE or ++

Table 102

D1b. How much do you know about Ofcom's role as the UK's communications regulator?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I know nothing about Ofcom	469 19%	288-- 15%	181++A 34%	207- 18%	261+a 21%	250++BC 33%	122-- 15%	96-- 12%	87-- 14%	144a 18%	99A 22%	140++AB 26%	392 19%	41 21%	20 17%	11 17%	405 20%	62 18%
I know very little about Ofcom	856 36%	661 35%	195 37%	362-- 31%	490++A 40%	224-- 30%	289 34%	343++AB 42%	212 34%	268 34%	169 37%	208 38%	730 36%	62 31%	43 37%	21 32%	715 35%	141 40%
I know a bit about Ofcom	951 40%	817++B 43%	134-- 25%	526++B 45%	420-- 35%	242-- 32%	371++A 44%	338A 42%	289++CD 46%	332CD 43%	152- 34%	178-- 33%	797 39%	78 40%	46 40%	30 45%	818 40%	133 38%
I know a lot about Ofcom	127 5%	110 6%	17 3%	83++B 7%	44-- 4%	39 5%	55 7%	34 4%	43d 7%	33 4%	31d 7%	19 4%	100 5%	16 8%	6 6%	4 6%	112 5%	13 4%
I prefer not to answer	4 *%	4 *%	- -%	2 *%	2 *%	- -%	3 *%	1 *%	2 *%	- -%	- -%	2 *%	4 *%	- -%	- -%	- -%	3 *%	1 *%

95% lower case or +, 99% UPPER CASE or ++

Table 102 (continuation)

D1b. How much do you know about Ofcom's role as the UK's communications regulator?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I know nothing about Ofcom	469 19%	374-- 18%	84++A 34%	48++A 36%	20+A 29%	265-- 18%	191++A 23%	104 18%	343 20%	147++B 25%	316-- 18%	94++BCD 33%	153c 20%	177-- 16%	45 16%
I know very little about Ofcom	856 36%	788++BC 37%	58-- 23%	30-- 23%	19 28%	478-- 32%	350++A 42%	201 36%	607 35%	211 35%	635 36%	124+CD 43%	308++CD 41%	344-- 31%	80- 29%
I know a bit about Ofcom	951 40%	854 40%	89 36%	44 33%	27 39%	668++B 44%	264-- 31%	222 39%	698 40%	206- 35%	737++A 42%	67-- 23%	262--A 35%	510++AB 47%	112A 41%
I know a lot about Ofcom	127 5%	108 5%	19 8%	11 8%	3 4%	92+b 6%	33 4%	36 6%	90 5%	33 6%	84 5%	2-- 1%	25- 3%	64Ab 6%	36++ABC 13%
I prefer not to answer	4 *%	1-- *%	- -%	- -%	- -%	-- -%	1 *%	2b *%	--- -%	- -%	4 *%	- -%	2 *%	1 *%	1 *%

95% lower case or +, 99% UPPER CASE or ++

Table 102 (continuation)

D1b. How much do you know about Ofcom's role as the UK's communications regulator?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
I know nothing about Ofcom	469	57	52	29	25++aij	50	44	41	124	237	273
	19%	19%	++AefhIJ 33%	27%	32%	21%	21%	++AefhIJ 32%	23%	20%	20%
I know very little about Ofcom	856	88-	46	33	22	90	70	42	194	392--	447--
	36%	29%	29%	31%	28%	37%	33%	32%	35%	33%	33%
I know a bit about Ofcom	951	129BCdeGh	38--	29-	21-	80	79bg	32--	189-bg	490BcdGh	555BcdGh
	40%	42%	24%	27%	26%	33%	37%	25%	35%	41%	41%
I know a lot about Ofcom	127	28++	20++ij	16++hIJ	9+	21+	19+	14++	39+	82++	91++
	5%	9%	13%	15%	12%	9%	9%	11%	7%	7%	7%
I prefer not to answer	4	3++	-	-	1+	-	-	-	1	3	4
	*%	1%	-%	-%	1%	-%	-%	-%	*%	*%	*%

95% lower case or +, 99% UPPER CASE or ++

Table 102 (continuation)

D1b. How much do you know about Ofcom's role as the UK's communications regulator?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I know nothing about Ofcom	469 19%	13- 10%	6 17%	6 18%	3 12%	24 17%	15- 12%	12Afj 29%	51 16%	170- 17%	185-- 17%	6 9%	3 9%	4 12%	4 18%	7 11%	22-- 4%	447++A 23%
I know very little about Ofcom	856 36%	32- 25%	11 33%	7 22%	6 24%	51 35%	47 36%	11 27%	114a 37%	321-- 32%	362- 33%	16 23%	7 23%	9 31%	3 13%	20 30%	149- 30%	707+a 37%
I know a bit about Ofcom	951 40%	65+G 51%	8 24%	13 41%	7 31%	55 38%	59g 45%	11 26%	122 40%	436++g 43%	474++g 43%	41++ 60%	13 43%	11 38%	11 48%	32 46%	243++B 49%	708-- 37%
I know a lot about Ofcom	127 5%	18++ij 14%	8 26%	6 19%	8 33%	14+ 10%	9 7%	7++fhi 18%	22 7%	75++ 7%	77++ 7%	4 6%	7 24%	6 20%	5 21%	8+ 11%	82++B 16%	45-- 2%
I prefer not to answer	4 *%	2++ 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	3 *%	2++ 2%	- -%	- -%	- -%	2++ 2%	2 *%	2 *%

95% lower case or +, 99% UPPER CASE or ++

Table 102 (continuation)

D1b. How much do you know about Ofcom's role as the UK's communications regulator?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I know nothing about Ofcom	469 19%	61++BCD 42%	136 18%	118- 16%	146 19%	153-- 15%	106-- 14%	63++AB 30%	141++AB 33%	90- 16%	82-- 15%	30 19%	252++AB 23%	107-- 13%	212++A 28%
I know very little about Ofcom	856 36%	67c 47%	298++Cd 40%	232- 32%	251 33%	341 34%	276 37%	71 34%	165 39%	181 31%	172 32%	66 40%	433++AB 39%	254-- 30%	317++A 42%
I know a bit about Ofcom	951 40%	16-- 11%	273A 37%	332++AB 46%	317A 41%	444++CD 44%	333++CD 45%	63-- 30%	102-- 24%	264++cD 46%	249++cD 46%	56 35%	376-- 34%	414++B 48%	208-- 28%
I know a lot about Ofcom	127 5%	- -%	36 5%	41 6%	49 6%	67+d 7%	34 5%	12 6%	15 3%	39D 7%	40+D 7%	10 6%	37-- 3%	77++B 9%	16-- 2%
I prefer not to answer	4 *%	- -%	3 *%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	2 *%	1 *%

95% lower case or +, 99% UPPER CASE or ++

Table 103

D1c. Did you know you could complain to Ofcom if you had a complaint about TV, On-demand or radio services?

by

Base: All aware of Ofcom

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2056	1643	413	948	1099	620	707	729	530	673	385	468	1462	192	211	191	1720	334
Effective sample size	1575	1413	218	721	851	483	587	522	409	525	278	367	1246	151	144	128	1365	213
Weighted Total	2089	1675	414	1018	1062	549	769	771	573	669	385	463	1758	169	106	57	1769	319
Yes - I have complained to Ofcom	106 5%	101++B 6%	5-- 1%	64+b 6%	42- 4%	52++BC 9%	30 4%	25- 3%	32 6%	32 5%	24 6%	19 4%	90 5%	12c 7%	2 2%	3 5%	97 6%	9 3%
Yes - But I haven't complained to Ofcom	1548 74%	1274++B 76%	274-- 66%	778+b 76%	763- 72%	380-- 69%	602++A 78%	566 73%	447+Cd 78%	519+Cd 78%	258-- 67%	325 70%	1305 74%	121 72%	78 74%	45 78%	1321 75%	226 71%
No - I didn't know you could complain to Ofcom	435 21%	300-- 18%	135++A 33%	176-- 17%	258++A 24%	117 21%	137- 18%	181b 23%	95- 16%	118- 18%	104++AB 27%	119++AB 26%	364 21%	35 21%	26 25%	10 17%	351- 20%	84+a 26%

95% lower case or +, 99% UPPER CASE or ++

Table 103 (continuation)

D1c. Did you know you could complain to Ofcom if you had a complaint about TV, On-demand or radio services?
by

Base: All aware of Ofcom

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2056	1798	243	112	89	1150	842	531	1447	475	1540	210	665	937	244
Effective sample size	1575	1395	179	87	65	964	562	413	1109	388	1159	136	485	777	199
Weighted Total	2089	1884	180	92	54	1314	721	502	1495	483	1576	244	639	964	242
Yes - I have complained to Ofcom	106 5%	87-- 5%	19++A 11%	9+a 10%	6+a 11%	72 5%	33 5%	54++B 11%	49-- 3%	29 6%	60-- 4%	5 2%	13-- 2%	63+aB 6%	27++ABc 11%
Yes - But I haven't complained to Ofcom	1548 74%	1418++Bc 75%	115-- 64%	58- 63%	37 69%	1018++B 77%	490-- 68%	351- 70%	1142++A 76%	356 74%	1184 75%	165 67%	472d 74%	751++AD 78%	160-- 66%
No - I didn't know you could complain to Ofcom	435 21%	379- 20%	46 26%	25 27%	11 21%	224-- 17%	199++A 28%	97 19%	303 20%	97 20%	332 21%	75++C 31%	155+C 24%	150-- 16%	55c 23%

95% lower case or +, 99% UPPER CASE or ++

Table 103 (continuation)

D1c. Did you know you could complain to Ofcom if you had a complaint about TV, On-demand or radio services?

by

Base: All aware of Ofcom

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2056	266	129	87	64	205	177	115	468	1026	1169
Effective sample size	1575	207	96	69	50	168	148	91	369	797	906
Weighted Total	2089	265	122	85	60	209	179	97	459	1029	1174
Yes - I have complained to Ofcom	106	39++IJ	27++hIJ	24	22	35++IJ	28++IJ	25++aHIJ	57++IJ	72++	84++
	5%	15%	22% ++AefHIJ	29% ++AEFHIJ	37%	17%	16%	26%	12%	7%	7%
Yes - But I haven't complained to Ofcom	1548	164--BDg	54--	42--	25--	134--BcDG	111--Bdg	46--	282--BDg	769 ABCDEFGH	856ABCDeFGH
	74%	62%	44%	50%	41%	64%	62%	48%	61%	75%	73%
No - I didn't know you could complain to Ofcom	435	62	41++EIJ	18	13	39	41	26	121++Ij	189-	234
	21%	23%	34%	21%	22%	19%	23%	27%	26%	18%	20%

95% lower case or +, 99% UPPER CASE or ++

Table 103 (continuation)

D1c. Did you know you could complain to Ofcom if you had a complaint about TV, On-demand or radio services?
by

Base: All aware of Ofcom

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2056	107	32	27	22	124	112	37	271	857	937	54	28	25	21	54	487	1569
Effective sample size	1575	91	25	23	20	103	94	30	222	674	743	46	23	23	18	46	386	1190
Weighted Total	2089	117	29	26	24	129	118	31	272	876	960	63	27	28	21	62	498	1592
Yes - I have complained to Ofcom	106 5%	21+++IJ 18%	10 34%	11 42%	13 54%	17+++ij 13%	16+++ij 14%	11+++EFHIJ 35%	33+++ij 12%	61++ 7%	69++ 7%	6 9%	5 18%	11 38%	10 50%	8++ 14%	67++B 14%	39-- 2%
Yes - But I haven't complained to Ofcom	1548 74%	81 69%	12 40%	9 35%	8 35%	96g 74%	76- 64%	16-- 52%	189 69%	674+FGH 77%	735+FGH 77%	48 77%	20 73%	13 48%	10 49%	43 70%	367 74%	1181 74%
No - I didn't know you could complain to Ofcom	435 21%	15 13%	8 26%	6 23%	3 11%	16- 12%	26 22%	4 14%	50 19%	141-- 16%	156-- 16%	9 14%	2 9%	4 13%	* 1%	10 17%	63-- 13%	372++A 23%

95% lower case or +, 99% UPPER CASE or ++

Table 103 (continuation)

D1c. Did you know you could complain to Ofcom if you had a complaint about TV, On-demand or radio services?

by

Base: All aware of Ofcom

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2056	79	665	648	640	879	664	180	321	469	477	156	933	770	617
Effective sample size	1575	40	529	537	516	663	525	142	238	343	384	125	718	591	448
Weighted Total	2089	117	649	639	659	907	678	164	325	517	483	142	934	773	630
Yes - I have complained to Ofcom	106 5%	* *%	24 4%	44+b 7%	38 6%	37 4%	34 5%	20++ABD 12%	14 4%	20 4%	35+d 7%	16++AD 11%	35- 4%	65++B 8%	16-- 3%
Yes - But I haven't complained to Ofcom	1548 74%	60-- 51%	475A 73%	498+A 78%	494A 75%	702++CD 77%	518cD 76%	110 67%	209-- 64%	383 74%	366 76%	105 74%	686 73%	585 76%	456 72%
No - I didn't know you could complain to Ofcom	435 21%	57++BCD 49%	150C 23%	97-- 15%	127 19%	167- 18%	125 19%	34 21%	102++ABc 31%	113 22%	83- 17%	20 14%	213bc 23%	123-- 16%	158++A 25%

95% lower case or +, 99% UPPER CASE or ++

Table 104

D1c. Did you know you could complain to Ofcom if you had a complaint about TV, On-demand or radio services?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Yes - I have complained to Ofcom	106 4%	101++B 5%	5-- 1%	64+b 5%	42- 3%	52++BC 7%	30 4%	25- 3%	32 5%	32 4%	24 5%	19 3%	90 4%	12c 6%	2 1%	3 4%	97 5%	9 3%
Yes - But I haven't complained to Ofcom	1548 64%	1274++B 68%	274-- 52%	778 66%	763 63%	380-- 50%	602++A 72%	566++A 70%	447++CD 71%	519Cd 67%	258-- 57%	325- 59%	1305 64%	121 61%	78 67%	45 67%	1321 64%	226 64%
No - I didn't know you could complain to Ofcom	753 31%	504-- 27%	249++A 47%	338- 29%	413+a 34%	323++BC 43%	208-- 25%	221- 27%	154-- 24%	226 29%	170++AB 38%	203++AB 37%	629 31%	64 32%	36 31%	19 29%	635 31%	117 33%

95% lower case or +, 99% UPPER CASE or ++

Table 104 (continuation)

D1c. Did you know you could complain to Ofcom if you had a complaint about TV, On-demand or radio services?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Yes - I have complained to Ofcom	106 4%	87 4%	19+a 8%	9 7%	6 8%	72 5%	33 4%	54++B 9%	49-- 3%	29 5%	60-- 3%	5 2%	13-- 2%	63+aB 6%	27++ABc 10%
Yes - But I haven't complained to Ofcom	1548 64%	1418++BCd 67%	115-- 46%	58-- 44%	37 54%	1018++B 68%	490-- 58%	351 62%	1142+ 66%	356- 60%	1184++A 67%	165 57%	472 63%	751++AbD 69%	160 59%
No - I didn't know you could complain to Ofcom	753 31%	620-- 29%	117++A 47%	66++A 49%	26 37%	413-- 27%	316++A 38%	159 28%	546 31%	212+b 35%	532- 30%	118++C 41%	266++C 35%	282-- 26%	87 32%

95% lower case or +, 99% UPPER CASE or ++

Table 104 (continuation)

D1c. Did you know you could complain to Ofcom if you had a complaint about TV, On-demand or radio services?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Yes - I have complained to Ofcom	106	39++IJ	27++hIJ	24++afHIJ	22	35++IJ	28++IJ	25++HIJ	57++IJ	72++	84++
	4%	13%	17%	23% ++AeFHIJ	28%	15%	13%	19%	10%	6%	6%
Yes - But I haven't complained to Ofcom	1548	164--BcDG	54--	42--	25--	134--BcDG	111--BDG	46--	282--BcDG	769	856aBCDFGH
	64%	54%	35%	40%	31%	56%	52%	35%	51% ABCDDeFGH	64%	63%
No - I didn't know you could complain to Ofcom	753	101	74++AEfIJ	40	32	72	74	59++aEIJ	208++eIj	362	429
	31%	33%	48%	37%	41%	30%	35%	46%	38%	30%	31%

95% lower case or +, 99% UPPER CASE or ++

Table 104 (continuation)

D1c. Did you know you could complain to Ofcom if you had a complaint about TV, On-demand or radio services?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Yes - I have complained to Ofcom	106 4%	21+++ 16%	10 30%	11 36%	13 54%	17+++ 12%	16+++ 12%	11+++ 26%	33+++ 11%	61++ 6%	69++ 6%	6 8%	5 16%	11 36%	10 44%	8++ 12%	67++ 14%	39-- 2%
Yes - But I haven't complained to Ofcom	1548 64%	81G 63%	12 35%	9 30%	8 35%	96G 67%	76g 58%	16-- 39%	189G 61%	674+G 67%	735+G 67%	48 70%	20 66%	13 45%	10 43%	43 62%	367++ 74%	1181-- 62%
No - I didn't know you could complain to Ofcom	753 31%	26- 20%	12 35%	11 35%	3 11%	31- 22%	39 30%	14 35%	86 28%	270-- 27%	296-- 27%	15 22%	5 17%	6 19%	3 13%	18 26%	63-- 13%	689++ 36%

95% lower case or +, 99% UPPER CASE or ++

Table 104 (continuation)

D1c. Did you know you could complain to Ofcom if you had a complaint about TV, On-demand or radio services?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Yes - I have complained to Ofcom	106 4%	* *%	24 3%	44+b 6%	38 5%	37 4%	34 5%	20++ABD 10%	14 3%	20 4%	35+D 6%	16++AD 10%	35- 3%	65++B 8%	16-- 2%
Yes - But I haven't complained to Ofcom	1548 64%	60-- 41%	475A 64%	498++A 69%	494A 65%	702++CD 70%	518++CD 69%	110-- 53%	209-- 49%	383 67%	366 67%	105 65%	686 62%	585++B 68%	456- 60%
No - I didn't know you could complain to Ofcom	753 31%	84++BCD 58%	247C 33%	181-- 25%	233c 30%	266-- 26%	196-- 26%	79AB 38%	200++ABc 47%	171 30%	142-- 26%	41 25%	381++Bc 35%	204-- 24%	282++A 37%

95% lower case or +, 99% UPPER CASE or ++

Table 105

Did. When you last complained to Ofcom, how was your overall experience of complaining?

by

Base: All who have complained to Ofcom

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		119	109	10	70	48	65	31	23	32	44	23	20	90	14	4	11	104	15
Effective sample		96	92	4	57	38	54	26	19	26	37	20	16	79	11	3	7	87	10
Weighted Total		106	101	5	64	42	52	30	25	32	32	24	19	90	12	2	3	97	9
Very bad	(1.0)	5 5%	5 5%	- -%	2 3%	4 9%	2 4%	2 7%	1 5%	2 5%	2 7%	1 4%	1 3%	5 5%	- -%	* 25%	- -%	5 5%	- -%
Bad	(2.0)	10 10%	10 10%	* *%	4 6%	6 15%	3 5%	3 9%	5 20%	6 20%	1 2%	3 11%	1 5%	8 9%	1 11%	1 42%	* *%	10 10%	1 11%
Neither bad nor good	(3.0)	28 26%	27 26%	1 26%	16 25%	12 30%	10 19%	13 44%	5 21%	9 27%	7 21%	6 26%	6 33%	21 24%	6 51%	* 13%	* 16%	27 28%	1 9%
Good	(4.0)	37 35%	34 33%	3 64%	26 41%	10 24%	25++ 48%	6 19%	6 25%	9 28%	16+ 51%	6 23%	6 33%	33 37%	2 19%	* 20%	1 31%	32 33%	5 54%
Very good	(5.0)	18 17%	18 18%	- -%	13 21%	5 13%	11 20%	4 13%	4 17%	3 11%	5 16%	7 30%	3 16%	15 17%	2 16%	- -%	1 39%	18 18%	1 8%
I can't remember		7 7%	7 7%	1 10%	3 5%	4 10%	2 4%	2 7%	3 13%	3 9%	1 3%	1 6%	2 10%	6 7%	1 4%	- -%	* 14%	6 6%	2 18%
NET: Good/ Very good		55 52%	52 52%	3 64%	39+b 61%	15- 37%	35++ 69%	10 32%	10 42%	12 38%	21+ 67%	13 54%	9 49%	49 55%	4 35%	* 20%	2 70%	50 51%	6 62%
NET: Very bad/Bad		16 15%	16 15%	* *%	6 9%	10+a 24%	5 9%	5 17%	6 25%	8 25%	3 9%	3 15%	1 8%	13 15%	1 11%	1 67%	* *%	15 15%	1 11%
Mean score		4	4	4	4b	3	4b	3	3	3	4	4	4	4c	3	2	4c	4	4
Standard deviation		1.08	1.10	.53	.97	1.18	.97	1.08	1.20	1.10	1.02	1.18	.97	1.09	.93	1.61	1.02	1.09	.87
Standard error		.11	.12	.27	.13	.20	.13	.22	.29	.22	.17	.27	.26	.13	.29	.88	.41	.12	.30

95% lower case or +, 99% UPPER CASE or ++

Table 105 (continuation)

Did. When you last complained to Ofcom, how was your overall experience of complaining?

by

Base: All who have complained to Ofcom

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		119	92	27	10	11	69	47	61	54	34	61	4	11	71	33
Effective sample		96	76	22	8	10	58	40	50	43	26	51	3	10	58	26
Weighted Total		106	87	19	9	6	72	33	54	49	29	60	5	13	63	27
Very bad	(1.0)	5 5%	2 2%	3 16%	2 20%	1 12%	4 5%	2 5%	3 6%	2 4%	1 3%	4 7%	- -%	- -%	4 6%	2 6%
Bad	(2.0)	10 10%	9 10%	2 10%	1 14%	1 11%	7 10%	3 10%	4 7%	5 10%	2 7%	8 14%	- -%	1 8%	3- 5%	7 25%
Neither bad nor good	(3.0)	28 26%	22 25%	6 30%	3 32%	2 35%	23+ 32%	5 15%	11 20%	16 32%	5 18%	21+ 35%	5 100%	7 53%	13 21%	3 12%
Good	(4.0)	37 35%	32 37%	4 23%	2 18%	1 19%	20- 28%	15 47%	19 35%	17 35%	12 41%	13-- 21%	* *%	4 29%	25 41%	8 29%
Very good	(5.0)	18 17%	17 19%	2 9%	- -%	1 13%	12 16%	7 21%	14+ 25%	5 10%	8 29%	7 12%	- -%	1 10%	11 17%	7 25%
I can't remember		7 7%	5 6%	2 10%	1 15%	1 10%	6 9%	1 2%	3 6%	4 8%	1 2%	7+ 11%	- -%	- -%	7 11%	1 2%
NET: Good/ Very good		55 52%	49 56%	6 33%	2 18%	2 32%	32- 44%	22+a 68%	32 60%	22 45%	20 70%	20-- 33%	* *%	5 39%	36 58%	14 54%
NET: Very bad/Bad		16 15%	11 12%	5 27%	3 35%	1 24%	11 15%	5 15%	7 13%	7 14%	3 10%	13+ 21%	- -%	1 8%	6 10%	8 31%
Mean score		4	4bC	3	3	3	3	4	4	3	4b	3	3	3	4	3
Standard deviation		1.08	1.00	1.27	1.15	1.34	1.07	1.09	1.15	.98	1.04	1.11	.06	.80	1.05	1.31
Standard error		.11	.12	.28	.42	.47	.15	.18	.16	.16	.21	.17	.04	.25	.14	.26

95% lower case or +, 99% UPPER CASE or ++

Table 105 (continuation)

Did. When you last complained to Ofcom, how was your overall experience of complaining?

by

Base: All who have complained to Ofcom

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	119	42	30	26	22	40	30	32	68	82	96
Effective sample	96	35	25	23	19	32	26	25	54	66	77
Weighted Total	106	39	27	24	22	35	28	25	57	72	84
Very bad	(1.0) 5%	2 5%	1 3%	1 4%	1 4%	1 4%	2 8%	2 9%	2 4%	5 6%	5 6%
Bad	(2.0) 10%	6 15%	2 8%	3 12%	3 14%	3 9%	1 5%	1 6%	4 6%	7 10%	10 11%
Neither bad nor good	(3.0) 26%	9 24%	6 23%	4 17%	2 10%	7 20%	4 14%	3 12%	15 26%	17 23%	22 26%
Good	(4.0) 35%	15 38%	11 39%	12 50%	10 44%	13 35%	10 37%	9 36%	20 34%	25 34%	27 32%
Very good	(5.0) 17%	7 18%	7 27%	4 17%	6 28%	10 27%	10 36%	8 34%	15+ 26%	15 20%	17 20%
I can't remember	7 7%	-- -%	- -%	- -%	- -%	1 4%	- -%	1 2%	2 3%	4 5%	4 5%
NET: Good/ Very good	55 52%	22 56%	18 66%	16 67%	16 72%	22 63%	20 73%	17 70%	34 60%	40 55%	44 52%
NET: Very bad/Bad	16 15%	8 20%	3 11%	4 16%	4 18%	5 13%	4 14%	4 15%	6 11%	12 17%	14 17%
Mean score	4	3	4	4	4	4	4	4	4	4	4
Standard deviation	1.08	1.12	1.06	1.04	1.15	1.11	1.22	1.27	1.06	1.15	1.13
Standard error	.11	.19	.21	.22	.26	.20	.24	.26	.15	.15	.13

95% lower case or +, 99% UPPER CASE or ++

Table 105 (continuation)

Did. When you last complained to Ofcom, how was your overall experience of complaining?

by

Base: All who have complained to Ofcom

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	119	22	10	12	13	20	16	15	40	69	80	6	6	10	11	9	76	43
Effective sample	96	19	9	11	11	16	14	11	31	54	63	4	6	9	10	7	63	33
Weighted Total	106	21	10	11	13	17	16	11	33	61	69	6	5	11	10	8	67	39
Very bad	(1.0)	5 5%	2 10%	1 9%	1 8%	1 7%	1 8%	1 13%	1 4%	5 8%	5 7%	- -%	- -%	2 20%	- -%	1 14%	5 7%	1 1%
Bad	(2.0)	10 10%	4 20%	1 15%	1 13%	1 12%	1 9%	- -%	1 5%	6 10%	7 10%	2 32%	2 47%	- -%	1 10%	2 20%	7 11%	3 9%
Neither bad nor good	(3.0)	28 26%	5 21%	2 20%	1 9%	2 12%	4 21%	2 15%	2 15%	10 29%	15 24%	3 54%	- -%	1 14%	1 14%	3 37%	18 27%	10 26%
Good	(4.0)	37 35%	6 28%	3 33%	5 44%	6 44%	5 31%	6 34%	5 48%	12 36%	21 34%	* -%	3 53%	3 32%	5 47%	1 12%	24 35%	13 34%
Very good	(5.0)	18 17%	4 21%	2 23%	3 25%	3 26%	5 31%	5 34%	2 20%	8 24%	11 18%	1 13%	- -%	4 35%	3 29%	1 17%	13 20%	5 13%
I can't remember	7 7%	- -%	- -%	- -%	- -%	- -%	- -%	1 5%	1 2%	4 6%	4 6%	- -%	- -%	- -%	- -%	- -%	1-- 1%	7++A 17%
NET: Good/ Very good	55 52%	10 49%	6 56%	8 69%	9 69%	11 62%	11 68%	7 67%	20 60%	32 52%	37 54%	1 13%	3 53%	7 67%	8 76%	2 30%	37 55%	18 47%
NET: Very bad/Bad	16 15%	6 29%	2 24%	2 22%	2 19%	3 17%	3 17%	1 13%	3 9%	11 17%	11 16%	2 32%	2 47%	2 20%	1 10%	3 33%	12 18%	4 10%
Mean score	4	3	3	4	4	4	4	4	4	3	4	3	3	4	4	3	4	4
Standard deviation	1.08	1.30	1.32	1.29	1.23	1.26	1.28	1.27	1.04	1.16	1.13	1.01	1.12	1.53	.95	1.33	1.14	.94
Standard error	.11	.30	.44	.39	.37	.32	.34	.39	.19	.16	.15	.49	.47	.50	.30	.51	.14	.18

95% lower case or +, 99% UPPER CASE or ++

Table 105 (continuation)

Did. When you last complained to Ofcom, how was your overall experience of complaining?

by

Base: All who have complained to Ofcom

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		119	1	28	52	38	39	44	21	14	24	37	19	38	75	19
Effective sample		96	1	21	45	31	33	35	18	10	20	32	15	31	61	15
Weighted Total		106	*	24	44	38	37	34	20	14	20	35	16	35	65	16
Very bad	(1.0)	5 5%	- -%	1 6%	3 6%	1 3%	2 6%	1 3%	2 8%	* 3%	1 5%	2 6%	- -%	2 6%	3 4%	1 3%
Bad	(2.0)	10 10%	- -%	2 9%	3 8%	5 13%	4 10%	2 7%	2 11%	2 18%	4 20%	2 6%	1 4%	4 11%	6 9%	2 10%
Neither bad nor good	(3.0)	28 26%	* 100%	9 37%	5-- 12%	13c 35%	9 24%	9 27%	2 10%	8 58%	2 11%	7 21%	3 17%	16++b 45%	16 25%	3 18%
Good	(4.0)	37 35%	- -%	4 17%	21+ 48%	11 30%	12 32%	13 39%	9 45%	2 11%	9 44%	14 41%	5 33%	8 23%	27 41%	7 41%
Very good	(5.0)	18 17%	- -%	7 31%	8 18%	3 8%	7 20%	8 23%	3 17%	- -%	4 21%	6 17%	6 35%	3 8%	10 15%	3 18%
I can't remember		7 7%	- -%	- -%	3 7%	4 11%	4 10%	1 2%	2 9%	1 10%	- -%	3 9%	2 11%	2 7%	4 6%	2 10%
NET: Good/ Very good		55 52%	- -%	12 48%	29+d 67%	14- 38%	19 52%	21 61%	12 62%	2 11%	13 65%	20d 58%	11 68%	11-- 31%	37 56%	10 59%
NET: Very bad/Bad		16 15%	- -%	4 15%	6 14%	6 16%	6 15%	3 10%	4 19%	3 21%	5 24%	4 12%	1 4%	6 17%	8 13%	2 13%
Mean score		4	3	4	4	3	4	4d	4	3	4	4	4D	3	4	4
Standard deviation		1.08	-	1.21	1.09	.95	1.14	1.00	1.22	.70	1.18	1.08	.90	.98	1.01	1.06
Standard error		.11	-	.27	.17	.18	.21	.17	.29	.23	.27	.20	.24	.18	.13	.29

95% lower case or +, 99% UPPER CASE or ++

Table 106

D2. Before today, were you aware that, if you had an issue with the BBC, you normally need to complain to the BBC first, before contacting Ofcom?

by

Base: All aware of Ofcom

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2056	1643	413	948	1099	620	707	729	530	673	385	468	1462	192	211	191	1720	334
Effective sample size	1575	1413	218	721	851	483	587	522	409	525	278	367	1246	151	144	128	1365	213
Weighted Total	2089	1675	414	1018	1062	549	769	771	573	669	385	463	1758	169	106	57	1769	319
Yes	498 24%	416 25%	82 20%	305++B 30%	192-- 18%	131 24%	187 24%	179 23%	166++Bd 29%	141 21%	92 24%	98 21%	423 24%	40 24%	22 21%	13 23%	428 24%	69 22%
No	1592 76%	1259 75%	332 80%	713-- 70%	870++A 82%	417 76%	583 76%	592 77%	407-- 71%	528A 79%	293 76%	364a 79%	1335 76%	129 76%	84 79%	44 77%	1341 76%	249 78%

95% lower case or +, 99% UPPER CASE or ++

Table 106 (continuation)

D2. Before today, were you aware that, if you had an issue with the BBC, you normally need to complain to the BBC first, before contacting Ofcom?

by

Base: All aware of Ofcom

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2056	1798	243	112	89	1150	842	531	1447	475	1540	210	665	937	244
Effective sample size	1575	1395	179	87	65	964	562	413	1109	388	1159	136	485	777	199
Weighted Total	2089	1884	180	92	54	1314	721	502	1495	483	1576	244	639	964	242
Yes	498 24%	437- 23%	56+a 31%	28 30%	17 31%	323 25%	160 22%	144+B 29%	329-- 22%	128 27%	351-- 22%	43 18%	116-- 18%	252+aB 26%	86++ABC 36%
No	1592 76%	1448+b 77%	124- 69%	64 70%	37 69%	992 75%	560 78%	359- 71%	1166++A 78%	355 73%	1225++ 78%	201cD 82%	523++CD 82%	711-D 74%	156-- 64%

95% lower case or +, 99% UPPER CASE or ++

Table 106 (continuation)

D2. Before today, were you aware that, if you had an issue with the BBC, you normally need to complain to the BBC first, before contacting Ofcom?
by

Base: All aware of Ofcom

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2056	266	129	87	64	205	177	115	468	1026	1169
Effective sample size	1575	207	96	69	50	168	148	91	369	797	906
Weighted Total	2089	265	122	85	60	209	179	97	459	1029	1174
Yes	498	113+++hIJ	55+++hIJ	49 ++aeFHij	39 ++AbEFgHI J	83+++iJ	75+++IJ	46+++hIJ	154++	306++	340++
	24%	43%	45%	57%	66%	40%	42%	47%	34%	30%	29%
No	1592	152---cD	67---d	36---	20---	126---cD	105---cD	51---d	305 --abCDg	723 --ABCDeFG	834---ABCDEFG
	76%	57%	55%	43%	34%	60%	58%	53%	66%	70%	71%

95% lower case or +, 99% UPPER CASE or ++

Table 106 (continuation)

D2. Before today, were you aware that, if you had an issue with the BBC, you normally need to complain to the BBC first, before contacting Ofcom?

by

Base: All aware of Ofcom

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2056	107	32	27	22	124	112	37	271	857	937	54	28	25	21	54	487	1569
Effective sample size	1575	91	25	23	20	103	94	30	222	674	743	46	23	23	18	46	386	1190
Weighted Total	2089	117	29	26	24	129	118	31	272	876	960	63	27	28	21	62	498	1592
Yes	498 24%	68++ 58%	20 67%	16 60%	19 81%	46++ 36%	46++ 39%	17++IJ 55%	101++ij 37%	261++ 30%	286++ 30%	31++ 49%	17 63%	21 75%	13 61%	38++ 62%	498++B 100%	--- -%
No	1592 76%	49-- 42%	10 33%	11 40%	5 19%	83--A 64%	71--a 61%	14-- 45%	171--A 63%	614--AGh 70%	674--AGh 70%	32-- 51%	10 37%	7 25%	8 39%	23-- 38%	--- -%	1592++A 100%

95% lower case or +, 99% UPPER CASE or ++

Table 106 (continuation)

D2. Before today, were you aware that, if you had an issue with the BBC, you normally need to complain to the BBC first, before contacting Ofcom?

by

Base: All aware of Ofcom

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2056	79	665	648	640	879	664	180	321	469	477	156	933	770	617
Effective sample size	1575	40	529	537	516	663	525	142	238	343	384	125	718	591	448
Weighted Total	2089	117	649	639	659	907	678	164	325	517	483	142	934	773	630
Yes	498 24%	19 16%	183++D 28%	150 23%	140 21%	234D 26%	159 23%	47D 28%	56-- 17%	136D 26%	131D 27%	50++D 35%	177-- 19%	238++B 31%	65-- 10%
No	1592 76%	98 84%	466-- 72%	489 77%	519B 79%	673 74%	519 77%	118 72%	269++AC 83%	381 74%	352 73%	92-- 65%	757++ABC 81%	535-- 69%	565++A 90%

95% lower case or +, 99% UPPER CASE or ++

Table 107

D2. Before today, were you aware that, if you had an issue with the BBC, you normally need to complain to the BBC first, before contacting Ofcom?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Yes	498 21%	416+b 22%	82- 15%	305++B 26%	192-- 16%	131- 17%	187a 22%	179a 22%	166++BD 26%	141 18%	92 20%	98 18%	423 21%	40 20%	22 19%	13 20%	428 21%	69 20%
No	1909 79%	1463- 78%	446+a 85%	875-- 74%	1025++A 84%	623+bc 83%	653 78%	632 78%	466-- 74%	635A 82%	359 80%	448A 82%	1601 79%	157 80%	94 81%	53 80%	1624 79%	282 80%

95% lower case or +, 99% UPPER CASE or ++

Table 107 (continuation)

D2. Before today, were you aware that, if you had an issue with the BBC, you normally need to complain to the BBC first, before contacting Ofcom?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Yes	498 21%	437 21%	56 22%	28 21%	17 25%	323 21%	160 19%	144++B 25%	329-- 19%	128 21%	351 20%	43 15%	116-- 15%	252+aB 23%	86++ABC 31%
No	1909 79%	1688 79%	195 78%	106 79%	52 75%	1180 79%	678 81%	421-- 75%	1409++A 81%	469 79%	1425 80%	243cD 85%	635++CD 85%	843-D 77%	188-- 69%

95% lower case or +, 99% UPPER CASE or ++

Table 107 (continuation)

D2. Before today, were you aware that, if you had an issue with the BBC, you normally need to complain to the BBC first, before contacting Ofcom?
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Yes	498	113+++hIJ	55+++ij	49+++HIJ	39+++efgHIJ	83+++iJ	75+++IJ	46+++ij	154++	306++	340++
	21%	37%	35%	45%	50%	34%	35%	35%	28%	25%	25%
No	1909	191--	100--	58--	39--	159--d	138--d	84--d	393---aCD	897	1030---AbCDEFg
	79%	63%	65%	55%	50%	66%	65%	65%	72%	75%	75%

95% lower case or +, 99% UPPER CASE or ++

Table 107 (continuation)

D2. Before today, were you aware that, if you had an issue with the BBC, you normally need to complain to the BBC first, before contacting Ofcom?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Yes	498 21%	68++ 53%	20 59%	16 51%	19 81%	46++ 32%	46++ij 35%	17++ij 42%	101++ij 33%	261++ 26%	286++ 26%	31++ 44%	17 57%	21 70%	13 54%	38++ 55%	498++B 100%	--- -%
No	1909 79%	60-- 47%	14 41%	15 49%	5 19%	98--A 68%	85--a 65%	24-- 58%	207--A 67%	743--Afgh 74%	814--Afgh 74%	38-- 56%	13 43%	9 30%	11 46%	31-- 45%	--- -%	1909++A 100%

95% lower case or +, 99% UPPER CASE or ++

Table 107 (continuation)

D2. Before today, were you aware that, if you had an issue with the BBC, you normally need to complain to the BBC first, before contacting Ofcom?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Yes	498 21%	19 13%	183++D 25%	150 21%	140 18%	234+D 23%	159D 21%	47D 22%	56-- 13%	136D 24%	131+D 24%	50++D 31%	177-- 16%	238++B 28%	65-- 9%
No	1909 79%	126 87%	563-- 75%	573 79%	624B 82%	771- 77%	590 79%	163 78%	367++ABC 87%	438 76%	411- 76%	112-- 69%	925++ABC 84%	617-- 72%	688++A 91%

95% lower case or +, 99% UPPER CASE or ++

Table 108

D3. Did you know about this complaints process for complaining to the BBC?

by

Base: All aware of BBC First

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	487	401	86	286	200	147	167	173	150	151	86	100	358	44	43	42	413	74
Effective sample size	386	346	47	227	159	117	138	133	121	119	74	73	309	36	33	33	332	54
Weighted Total	498	416	82	305	192	131	187	179	166	141	92	98	423	40	22	13	428	69
Yes	175 35%	149 36%	26 31%	120+b 39%	55- 29%	59+bc 45%	61 33%	55 31%	70+B 42%	33-- 23%	39B 42%	34 34%	150c 36%	15 38%	4- 19%	6c 43%	154 36%	21 30%
No	297 60%	241 58%	56 69%	170- 56%	126 66%	68- 52%	116 62%	114 63%	92 55%	97+aC 69%	46 50%	61 62%	248 59%	25 62%	17+ad 79%	7 54%	252 59%	46 66%
I can't remember	26 5%	25 6%	* *%	15 5%	11 6%	4 3%	10 6%	11 6%	4 3%	11 8%	7 8%	3 3%	25 6%	- -%	1 3%	* 3%	23 5%	3 4%

95% lower case or +, 99% UPPER CASE or ++

Table 108 (continuation)

D3. Did you know about this complaints process for complaining to the BBC?

by

Base: All aware of BBC First

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	487	416	68	31	26	284	186	148	318	119	340	39	117	240	91
Effective sample size	386	333	52	24	18	238	136	118	250	100	265	26	92	197	73
Weighted Total	498	437	56	28	17	323	160	144	329	128	351	43	116	252	86
Yes	175 35%	153 35%	18 32%	9 34%	5 28%	118 37%	50 31%	56 39%	108 33%	57+B 44%	104-- 30%	10 24%	31- 26%	96 38%	38b 44%
No	297 60%	261 60%	35 62%	17 62%	12 72%	189 59%	100 63%	79 55%	208+ 63%	64- 50%	229++A 65%	30 68%	77d 66%	147 58%	44 51%
I can't remember	26 5%	22 5%	3 6%	1 5%	- -%	15 5%	10 6%	8 6%	14 4%	7 6%	18 5%	4 8%	8 7%	9 4%	4 5%

95% lower case or +, 99% UPPER CASE or ++

Table 108 (continuation)

D3. Did you know about this complaints process for complaining to the BBC?

by

Base: All aware of BBC First

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	487	109	58	50	41	84	74	52	159	297	332
Effective sample size	386	89	48	41	35	72	63	44	131	239	268
Weighted Total	498	113	55	49	39	83	75	46	154	306	340
Yes	175 35%	60++IJ 53%	31++ij 56%	32++fhIJ 65%	25++hIJ 64%	45++IJ 54%	33 44%	27++IJ 59%	66+ 43%	112 37%	127 37%
No	297 60%	51-- 45%	22-- 41%	14-- 29%	12-- 31%	34-- 41%	41Cd 54%	16-- 35%	82Cdg 54%	181abcDEG 59%	199abcDEG 58%
I can't remember	26 5%	2 2%	2 4%	3 7%	2 5%	4 5%	1 2%	3 6%	6 4%	13 4%	14 4%

95% lower case or +, 99% UPPER CASE or ++

Table 108 (continuation)

D3. Did you know about this complaints process for complaining to the BBC?

by

Base: All aware of BBC First

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	487	62	19	17	18	45	43	21	102	251	277	27	16	19	14	33	487	-
Effective sample size	386	52	16	14	16	39	37	17	84	201	223	22	14	17	12	28	386	-
Weighted Total	498	68	20	16	19	46	46	17	101	261	286	31	17	21	13	38	498	-
Yes	175 35%	35++i 51%	10 52%	11 71%	11 58%	23 49%	17 36%	11 64%	39 39%	93 36%	104 36%	15 49%	9 53%	11 53%	12 96%	16 41%	175 35%	- -%
No	297 60%	32- 47%	9 48%	5 29%	8 42%	22 48%	30 64%	5 28%	61 60%	160 61%	174 61%	16 51%	8 47%	9 42%	1 4%	21 56%	297 60%	- -%
I can't remember	26 5%	1 1%	- -%	- -%	- -%	1 3%	- -%	1 8%	1 1%	8 3%	8- 3%	- -%	- -%	1 5%	- -%	1 3%	26 5%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 108 (continuation)

D3. Did you know about this complaints process for complaining to the BBC?

by

Base: All aware of BBC First

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	487	10	186	158	128	220	153	52	60	124	134	50	172	229	73
Effective sample size	386	7	148	128	107	173	123	42	46	102	109	42	131	188	57
Weighted Total	498	19	183	150	140	234	159	47	56	136	131	50	177	238	65
Yes	175 35%	3 17%	69 38%	57 38%	46 33%	81 34%	55 35%	19 40%	18 32%	54 40%	51 39%	19 38%	51- 29%	103++b 44%	18 27%
No	297 60%	16 83%	103 56%	85 57%	88 63%	142 61%	97 61%	26 55%	33 59%	75 56%	73 56%	29 57%	117 66%	126- 53%	45a 68%
I can't remember	26 5%	- -%	11 6%	8 5%	6 5%	12 5%	6 4%	2 5%	5 9%	6 5%	8 6%	2 4%	9 5%	8 3%	3 4%

95% lower case or +, 99% UPPER CASE or ++

Table 109
D2/D3 Summary
by
Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Aware of full process	175 7%	149 8%	26 5%	120++B 10%	55-- 5%	59 8%	61 7%	55 7%	70++Bd 11%	33-- 4%	39B 9%	34 6%	150 7%	15 8%	4 4%	6c 9%	154 8%	21 6%
Aware of BBC First, but not full process	323 13%	267 14%	56 11%	185++B 16%	137-- 11%	72-- 10%	126A 15%	124A 15%	96 15%	108 14%	54 12%	65 12%	272 13%	25 13%	18 15%	8 11%	274 13%	48 14%
Not aware of BBC First	1909 79%	1463- 78%	446+a 85%	875-- 74%	1025++A 84%	623+bc 83%	653 78%	632 78%	466-- 74%	635A 82%	359 80%	448A 82%	1601 79%	157 80%	94 81%	53 80%	1624 79%	282 80%

95% lower case or +, 99% UPPER CASE or ++

Table 109 (continuation)
D2/D3 Summary
by
Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Aware of full process	175 7%	153 7%	18 7%	9 7%	5 7%	118 8%	50 6%	56+B 10%	108-- 6%	57+B 9%	104-- 6%	10 4%	31-- 4%	96+aB 9%	38++ABC 14%
Aware of BBC First, but not full process	323 13%	284 13%	38 15%	19 14%	12 18%	204 14%	110 13%	87 15%	221 13%	71 12%	247 14%	33 12%	85 11%	156 14%	49+b 18%
Not aware of BBC First	1909 79%	1688 79%	195 78%	106 79%	52 75%	1180 79%	678 81%	421-- 75%	1409++A 81%	469 79%	1425 80%	243cD 85%	635++CD 85%	843-D 77%	188-- 69%

95% lower case or +, 99% UPPER CASE or ++

Table 109 (continuation)
D2/D3 Summary
by
Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Aware of full process	175	60++HIJ	31++hIJ	32++eFHIJ	25 ++aeFHIJ	45++hIJ	33++ij	27++hIJ	66++	112++	127++
	7%	20%	20%	30%	32%	19%	15%	21%	12%	9%	9%
Aware of BBC First, but not full process	323 13%	53+ 18%	24 16%	17 16%	14 18%	38 16%	42+ 20%	19 14%	88 16%	194++ 16%	213++ 16%
Not aware of BBC First	1909	191--	100--	58--	39--	159--d	138--d	84--d	393--aCD	897 --AbCDeFg	1030--AbCDEFg
	79%	63%	65%	55%	50%	66%	65%	65%	72%	75%	75%

95% lower case or +, 99% UPPER CASE or ++

Table 109 (continuation)
D2/D3 Summary
by
Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)	
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920	
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426	
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909	
Aware of full process	175 7%	35+++ 27%	FHIIJ 31%	10 36%	11 47%	23+++ 16%	17+ 13%	11+++ 27%	fHIIJ 13%	39++ 9%	93++ 9%	104++ 9%	15++ 22%	9 31%	11 37%	12 52%	16++ 23%	175++B 35%	--- -%
Aware of BBC First, but not full process	323 13%	33+++ 26%	ij 29%	9 15%	5 34%	8 16%	24 16%	30++ 23%	6 15%	62++ 20%	169++ 17%	182++ 17%	16+ 23%	8 27%	10 33%	1 2%	22++ 32%	323++B 65%	--- -%
Not aware of BBC First	1909 79%	60-- 47%	14 41%	15 49%	5 19%	98--A 68%	85--a 65%	24-- 58%	207--A 67%	743--A 74%	814--A 74%	38-- 56%	13 43%	9 30%	11 46%	31-- 45%	--- -%	1909++A 100%	

95% lower case or +, 99% UPPER CASE or ++

Table 109 (continuation)
D2/D3 Summary
by
Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Aware of full process	175 7%	3 2%	69+d 9%	57 8%	46 6%	81d 8%	55 7%	19d 9%	18- 4%	54D 9%	51D 9%	19+D 12%	51-- 5%	103++B 12%	18-- 2%
Aware of BBC First, but not full process	323 13%	16 11%	114 15%	93 13%	94 12%	153D 15%	103d 14%	28 13%	38- 9%	82 14%	81 15%	31+d 19%	127- 11%	134+B 16%	47-- 6%
Not aware of BBC First	1909 79%	126 87%	563-- 75%	573 79%	624B 82%	771- 77%	590 79%	163 78%	367++ABC 87%	438 76%	411- 76%	112-- 69%	925++ABC 84%	617-- 72%	688++A 91%

95% lower case or +, 99% UPPER CASE or ++

Table 110
D4. Now you've this process, at which stage do you think you were at with your most recent complaint to the BBC?
by

Base: All complaining to Ofcom about an Interested Service

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	88	81	7	67	20	22	30	36	39	14	19	16	71	6	5	6	75	13
Effective sample size	76	72	4	58	17	17	26	33	35	12	14	15	65	6	4	5	65	11
Weighted Total	96	91	5	74	21	20	34	42	43	16	17	19	85	7	3	2	83	14
Stage 1a	55 57%	55 60%	* 3%	46 61%	10 46%	6 32%	19 56%	30+ 70%	24 55%	7 40%	10 57%	15 77%	46 54%	6 92%	3 100%	* 8%	46 55%	10 70%
Stage 1b	23 24%	21 23%	2 32%	17 23%	4 20%	12 58%	4 11%	7 18%	15 34%	4 27%	2 12%	1 8%	22 26%	- -%	- -%	* 30%	21 26%	1 10%
Stage 2	7 8%	6 6%	2 35%	3 4%	4 20%	2 7%	3 9%	3 6%	2 3%	3 19%	3 15%	- -%	7 8%	1 8%	- -%	- -%	5 6%	3 20%
I can't remember / I don't know	11 12%	10 11%	2 31%	8 11%	3 14%	1 3%	8 24%	2 6%	3 7%	2 14%	3 16%	3 15%	10 12%	- -%	- -%	1 62%	11 14%	- -%

95% lower case or +, 99% UPPER CASE or ++

Table 110 (continuation)

D4. Now you've this process, at which stage do you think you were at with your most recent complaint to the BBC?

by
Base: All complaining to Ofcom about an Interested Service

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	88	72	15	9	3	57	28	24	61	29	57	2	21	42	23
Effective sample size	76	64	12	7	3	49	25	22	52	26	48	2	18	36	20
Weighted Total	96	83	12	7	2	66	28	27	67	34	61	3	22	48	23
Stage 1a	55	50	3	2	1	35	18	14	41	16	39	2	14	28	12
	57%	60%	28%	24%	39%	53%	64%	53%	61%	48%	64%	48%	63%	58%	52%
Stage 1b	23	17	6	4	1	16	7	9	14	11	10	2	4	10	7
	24%	20%	52%	48%	43%	24%	25%	33%	21%	33%	16%	52%	18%	22%	29%
Stage 2	7	7	-	-	-	7	-	1	6	3	4	-	1	6	-
	8%	9%	-%	-%	-%	10%	-%	2%	8%	9%	7%	-%	6%	13%	-%
I can't remember / I don't know	11	9	2	2	*	8	3	3	7	4	7	-	3	4	4
	12%	11%	20%	28%	19%	13%	10%	12%	10%	11%	12%	-%	14%	8%	19%

95% lower case or +, 99% UPPER CASE or ++

Table 110 (continuation)

D4. Now you've this process, at which stage do you think you were at with your most recent complaint to the BBC?

by
Base: All complaining to Ofcom about an Interested Service

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	88	88	21	16	8	24	23	14	45	74	88
Effective sample size	76	76	17	13	7	22	19	12	38	63	76
Weighted Total	96	96	21	16	9	26	25	13	50	80	96
Stage 1a	55	55	3	7	1	12	11	6	23	44	55
	57%	57%	14%	41%	9%	47%	43%	47%	47%	55%	57%
Stage 1b	23	23	10	7	8	8	9	7	14	21	23
	24%	24%	48%	45%	91%	31%	38%	51%	29%	26%	24%
Stage 2	7	7	1	-	-	4	3	-	5	7	7
	8%	8%	3%	-%	-%	16%	11%	-%	9%	9%	8%
I can't remember / I don't know	11	11	7	2	-	2	2	*	7	8	11
	12%	12%	35%	14%	-%	6%	8%	2%	15%	10%	12%

95% lower case or +, 99% UPPER CASE or ++

Table 110 (continuation)

D4. Now you've this process, at which stage do you think you were at with your most recent complaint to the BBC?

by
Base: All complaining to Ofcom about an Interested Service

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	88	88	17	13	5	16	16	7	35	67	88	45	24	19	18	49	43	45
Effective sample size	76	76	14	11	5	14	14	6	30	57	76	39	20	17	15	44	37	39
Weighted Total	96	96	17	13	5	17	19	6	38	72	96	53	23	21	18	57	46	51
Stage 1a	55	55	2	4	-	6	8	2	19	41	55	32	13	10	5	37	28	27
	57%	57%	13%	35%	-%	37%	44%	26%	49%	57%	57%	61%	55%	49%	28%	64%	61%	54%
Stage 1b	23	23	7	6	5	6	6	4	9	18	23	9	7	7	11	7--	9	14
	24%	24%	43%	47%	100%	37%	31%	69%	24%	25%	24%	17%	30%	34%	62%	13%	20%	27%
Stage 2	7	7	1	-	-	3	3	-	3	6	7	4	2	1	1	6	2	5
	8%	8%	3%	-%	-%	16%	14%	-%	8%	8%	8%	8%	8%	7%	8%	10%	5%	10%
I can't remember / I don't know	11	11	7	2	-	2	2	*	7	7	11	7	2	2	*	7	6	5
	12%	12%	41%	18%	-%	9%	11%	4%	18%	9%	12%	14%	7%	10%	2%	13%	13%	10%

95% lower case or +, 99% UPPER CASE or ++

Table 110 (continuation)

D4. Now you've this process, at which stage do you think you were at with your most recent complaint to the BBC?

by
Base: All complaining to Ofcom about an Interested Service

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	88	-	26	33	29	43	24	8	11	25	31	6	26	56	13
Effective sample size	76	-	22	29	25	39	20	7	9	21	28	4	23	49	12
Weighted Total	96	-	29	37	31	50	26	8	11	24	36	4	32	63	14
Stage 1a	55	-	17	23	15	28	14	3	8	14	19	2	20	34	8
	57%	-%	58%	63%	50%	56%	56%	42%	70%	59%	54%	47%	62%	54%	57%
Stage 1b	23	-	5	9	9	12	4	4	2	8	9	1	4	17	5
	24%	-%	16%	25%	29%	25%	16%	58%	15%	34%	25%	27%	14%	27%	32%
Stage 2	7	-	3	-	4	4	3	-	-	2	4	1	1	4	-
	8%	-%	11%	-%	13%	8%	12%	-%	-%	6%	11%	13%	4%	7%	-%
I can't remember / I don't know	11	-	4	5	2	5	4	-	2	*	4	1	6	8	2
	12%	-%	14%	12%	8%	11%	15%	-%	15%	1%	11%	14%	20%	13%	11%

95% lower case or +, 99% UPPER CASE or ++

Table 111
 D5r1.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I understand the process of making complaints about the BBC by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree (1.0)	62 3%	43 2%	19 4%	22 2%	40+a 3%	14 2%	24 3%	23 3%	13 2%	10- 1%	12 3%	26++aB 5%	50 2%	7 4%	4 4%	* *%	56 3%	6 2%
Disagree (2.0)	209 9%	172 9%	37 7%	111 9%	98 8%	70 9%	57- 7%	82b 10%	51 8%	72 9%	51d 11%	35 6%	172 9%	21 11%	10 9%	5 8%	177 9%	32 9%
Neither agree nor disagree (3.0)	474 20%	406++B 22%	68-- 13%	227 19%	245 20%	160 21%	159 19%	156 19%	104- 16%	141 18%	111+Ab 25%	119a 22%	397 20%	37 19%	22 19%	17 25%	403 20%	71 20%
Agree (4.0)	1343 56%	997-- 53%	346++A 65%	660 56%	679 56%	401 53%	485 58%	456 56%	383+Cd 61%	451c 58%	223-- 49%	286 52%	1134 56%	110 56%	61 53%	35 53%	1134 55%	206 59%
Strongly agree (5.0)	227 9%	188 10%	40 8%	120 10%	105 9%	81 11%	76 9%	70 9%	62 10%	81 10%	37 8%	47 9%	196 10%	16 8%	9 8%	6 10%	203 10%	24 7%
I don't know	91 4%	73 4%	19 4%	40 3%	51 4%	28 4%	38 5%	25 3%	19 3%	21 3%	17 4%	33++aB 6%	74 4%	6 3%	8+a 7%	3 4%	79 4%	12 4%
NET: Agree	1570 65%	1185-- 63%	385++A 73%	781 66%	784 64%	483 64%	561 67%	525 65%	445++CD 70%	532+Cd 69%	260-- 58%	333- 61%	1330 66%	126 64%	70 61%	42 63%	1337 65%	231 66%
NET: Disagree	271 11%	215 11%	55 10%	132 11%	138 11%	85 11%	81 10%	105 13%	64 10%	82 11%	63 14%	61 11%	222 11%	28 14%	15 13%	6 8%	233 11%	37 11%
Mean score	4	4	4	4	4	4	4	4	4Cd	4Cd	4	4	4	4	4	4	4	4
Standard deviation	.88	.88	.86	.86	.89	.88	.86	.90	.84	.84	.91	.93	.87	.93	.93	.79	.89	.82
Standard error	.02	.02	.05	.03	.03	.03	.03	.04	.04	.03	.05	.05	.02	.07	.07	.07	.02	.05

95% lower case or +, 99% UPPER CASE or ++

Table 111 (continuation)

D5r1.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I understand the process of making complaints about the BBC by

Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	62 3%	56 3%	6 2%	3 2%	2 3%	29- 2%	30+a 4%	20 4%	36- 2%	10 2%	52 3%	19++BC 7%	16 2%	17- 2%	10 3%
Disagree	(2.0)	209 9%	184 9%	23 9%	11 8%	9 13%	118 8%	89+a 11%	45 8%	161 9%	44 7%	165 9%	26 9%	71d 9%	100d 9%	12- 4%
Neither agree nor disagree	(3.0)	474 20%	424 20%	40 16%	21 16%	11 17%	301 20%	152 18%	109 19%	332 19%	130 22%	341 19%	62 22%	168c 22%	191- 17%	53 19%
Agree	(4.0)	1343 56%	1201 57%	131 52%	65 49%	37 54%	840 56%	474 57%	316 56%	977 56%	325 54%	1001 56%	146 51%	395 53%	652++aB 59%	150 55%
Strongly agree	(5.0)	227 9%	187-- 9%	37++A 15%	24++A 18%	6 9%	159+b 11%	64- 8%	50 9%	175 10%	65 11%	152- 9%	13- 4%	68 9%	109a 10%	37+A 14%
I don't know		91 4%	73- 3%	13 5%	10+a 7%	3 4%	56 4%	30 4%	24 4%	56- 3%	23 4%	65 4%	20+C 7%	33c 4%	26-- 2%	12 4%
NET: Agree		1570 65%	1388 65%	168 67%	90 67%	43 63%	999 66%	538 64%	366 65%	1153 66%	390 65%	1153 65%	159-- 55%	463- 62%	761++AB 69%	187a 68%
NET: Disagree		271 11%	240 11%	29 12%	13 10%	11 16%	147-- 10%	119++A 14%	65 11%	197 11%	54 9%	217+ 12%	45+d 16%	87 12%	117 11%	21 8%
Mean score		4	4	4	4a	4	4B	4	4	4	4	4	3	4a	4A	4Ab
Standard deviation		.88	.87	.93	.94	.97	.85	.92	.90	.87	.84	.89	.98	.87	.84	.89
Standard error		.02	.02	.06	.08	.11	.03	.04	.04	.02	.04	.03	.08	.04	.03	.06

95% lower case or +, 99% UPPER CASE or ++

Table 111 (continuation)

D5r1.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I understand the process of making complaints about the BBC by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree (1.0)	62 3%	9 3%	5 3%	6j 6%	2 2%	8 3%	4 2%	4 3%	14 3%	27 2%	29 2%
Disagree (2.0)	209 9%	31 10%	12 8%	10 10%	8 10%	28 11%	24 12%	11 9%	60+ 11%	106 9%	121 9%
Neither agree nor disagree (3.0)	474 20%	59 19%	28 18%	31+fhIJ 29%	21 26%	56j 23%	37 17%	28 21%	106 19%	210- 17%	239-- 17%
Agree (4.0)	1343 56%	170c 56%	95c 61%	46- 43%	40 51%	122 51%	118 55%	67 51%	295 54%	679c 56%	784c 57%
Strongly agree (5.0)	227 9%	26 9%	9 6%	10 10%	4 5%	23 10%	24 11%	17b 13%	58 11%	147++b 12%	157++ 11%
I don't know	91 4%	9 3%	7 4%	3 3%	4 6%	5 2%	4 2%	4 3%	14 3%	34- 3%	40- 3%
NET: Agree	1570 65%	196 64%	104c 67%	56- 53%	44 56%	145 60%	142c 67%	84 65%	352c 64%	826++Cde 69%	941++Cde 69%
NET: Disagree	271 11%	40 13%	17 11%	16 15%	9 12%	35 15%	29 13%	15 11%	74 14%	133 11%	150 11%
Mean score	4	4	4	3	3	4	4	4	4	4Ce	4Ce
Standard deviation	.88	.90	.85	1.00	.86	.93	.91	.92	.92	.89	.87
Standard error	.02	.06	.08	.11	.11	.07	.07	.09	.04	.03	.03

95% lower case or +, 99% UPPER CASE or ++

Table 111 (continuation)

D5r1.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I understand the process of making complaints about the BBC by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	62 3%	4 3%	2 6%	3 9%	1 2%	6 4%	3 2%	1 1%	9 3%	19 2%	19-- 2%	3 5%	-- %	1 4%	1 6%	3 5%	6 1%	55 3%
Disagree (2.0)	209 9%	6 5%	1 3%	3 9%	-- %	19a 13%	16 12%	2 6%	38+aij 12%	78 8%	89 8%	1 2%	2 7%	3 10%	-- %	5 7%	16-- 3%	193++A 10%
Neither agree nor disagree (3.0)	474 20%	34Fij 26%	8 24%	5 15%	4 16%	28 20%	16-- 12%	7 17%	57 19%	170-- 17%	190-- 17%	21 30%	8 28%	5 16%	2 10%	17 25%	92 18%	383 20%
Agree (4.0)	1343 56%	69 54%	21 63%	20 63%	17 72%	74 52%	81 62%	23 56%	163 53%	572 57%	632 57%	35 51%	16 52%	19 63%	17 71%	38 55%	297 60%	1046 55%
Strongly agree (5.0)	227 9%	14 11%	1 4%	1 4%	2 10%	15 10%	14 11%	8+ 19%	38 12%	137++ 14%	141++ 13%	9 13%	4 13%	1 5%	3 13%	6 8%	75++B 15%	153-- 8%
I don't know	91 4%	1 *	-- %	-- %	-- %	1 1%	2 2%	* 1%	4-- 1%	28 3%	30-- 3%	-- %	-- %	1 2%	-- %	-- %	12 2%	80 4%
NET: Agree	1570 65%	84 65%	22 68%	21 67%	19 82%	89 62%	94 72%	31 75%	200 65%	709++ 71%	773++ 70%	44 64%	20 65%	20 68%	20 84%	44 64%	372++B 75%	1199-- 63%
NET: Disagree	271 11%	11 8%	3 9%	6 18%	1 2%	25+aij 17%	19 14%	3 7%	47+ij 15%	97 10%	108 10%	5 7%	2 7%	4 14%	1 6%	8 12%	22-- 4%	248++A 13%
Mean score	4	4	4	3	4	4	4	4	4	4Eh	4eh	4	4	4	4	4	4B	4
Standard deviation	.88	.87	.88	1.04	.69	1.00	.90	.85	.96	.86	.86	.91	.79	.90	.87	.92	.76	.90
Standard error	.02	.09	.17	.20	.16	.09	.09	.14	.06	.03	.03	.13	.16	.19	.19	.13	.04	.02

95% lower case or +, 99% UPPER CASE or ++

Table 111 (continuation)

D5r1.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I understand the process of making complaints about the BBC by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree (1.0)	62 3%	10+C 7%	23c 3%	9- 1%	20 3%	25 2%	15 2%	4 2%	18+ 4%	12 2%	8 2%	-- -%	42++bc 4%	17 2%	28+ 4%
Disagree (2.0)	209 9%	13 9%	77 10%	54 7%	60 8%	86 9%	56 7%	23 11%	43 10%	55 10%	41 8%	18 11%	93 8%	71 8%	87++ 12%
Neither agree nor disagree (3.0)	474 20%	22 15%	170+c 23%	128 18%	151 20%	162-- 16%	155a 21%	50a 24%	99A 24%	90- 16%	99 18%	34 21%	238a 22%	135-- 16%	145 19%
Agree (4.0)	1343 56%	90 62%	389- 52%	432+B 60%	419 55%	602++cD 60%	415 55%	108 52%	209- 49%	346+D 60%	324D 60%	91 56%	574-- 52%	497 58%	412 55%
Strongly agree (5.0)	227 9%	3 2%	52- 7%	76ab 11%	95++aB 12%	97 10%	83d 11%	20 10%	28 7%	56 10%	55 10%	14 9%	100 9%	116++B 14%	48-- 6%
I don't know	91 4%	7 5%	35 5%	24 3%	20 3%	34 3%	25 3%	5 2%	26+abc 6%	16 3%	14 3%	4 3%	55+b 5%	19-- 2%	34a 5%
NET: Agree	1570 65%	93 64%	440-- 59%	508++B 70%	514B 67%	699++cD 70%	498D 67%	128 61%	237-- 56%	401+D 70%	379+D 70%	105 65%	674-- 61%	612++B 72%	460- 61%
NET: Disagree	271 11%	23 16%	100+C 13%	63- 9%	79 10%	111 11%	71 10%	27 13%	60b 14%	67 12%	49 9%	18 11%	135 12%	88 10%	115++a 15%
Mean score	4	3	4	4aB	4B	4D	4D	4	3	4	4D	4	4	4B	4
Standard deviation	.88	.96	.90	.80	.89	.87	.85	.88	.94	.86	.82	.81	.92	.87	.93
Standard error	.02	.14	.04	.03	.04	.03	.04	.07	.05	.04	.04	.07	.03	.03	.04

95% lower case or +, 99% UPPER CASE or ++

Table 112

D5r2.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I would prefer to complain to the BBC first before approaching Ofcom

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree (1.0)	143 6%	112 6%	31 6%	83 7%	59 5%	27-- 4%	62+A 7%	54a 7%	43 7%	38 5%	29 6%	33 6%	118 6%	14 7%	6 5%	5 8%	126 6%	17 5%
Disagree (2.0)	341 14%	242- 13%	98+a 19%	176 15%	164 13%	121 16%	114 14%	105 13%	87 14%	117 15%	63 14%	74 14%	284 14%	30 15%	18 15%	9 13%	287 14%	54 15%
Neither agree nor disagree (3.0)	538 22%	478++B 25%	61-- 12%	260 22%	276 23%	180 24%	187 22%	171 21%	136 22%	174 22%	95 21%	133 24%	451 22%	47 24%	24 20%	16 24%	466 23%	73 21%
Agree (4.0)	988 41%	707-- 38%	281++A 53%	479 41%	506 42%	305 40%	344 41%	339 42%	259 41%	330 43%	190 42%	208 38%	834 41%	79 40%	47 40%	28 42%	842 41%	144 41%
Strongly agree (5.0)	220 9%	193++B 10%	27-- 5%	107 9%	112 9%	64 8%	62- 7%	95++b 12%	67 11%	68 9%	33 7%	52 10%	188 9%	13 7%	14 12%	4 6%	181 9%	39 11%
I don't know	176 7%	147 8%	29 6%	75 6%	100 8%	58 8%	71 8%	47 6%	40 6%	49 6%	41 9%	46 8%	149 7%	14 7%	8 7%	5 7%	151 7%	26 7%
NET: Agree	1209 50%	900-- 48%	309++A 58%	586 50%	618 51%	369 49%	406 48%	434 53%	326 52%	399 51%	224 50%	260 48%	1021 50%	92 47%	60 52%	32 48%	1024 50%	182 52%
NET: Disagree	484 20%	354- 19%	129+a 25%	258 22%	223 18%	148 20%	177 21%	159 20%	130 21%	155 20%	92 20%	107 20%	402 20%	44 22%	24 21%	14 21%	412 20%	71 20%
Mean score	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Standard deviation	1.06	1.06	1.05	1.09	1.03	1.00	1.07	1.09	1.09	1.03	1.06	1.06	1.06	1.07	1.08	1.07	1.06	1.06
Standard error	.03	.03	.06	.04	.03	.04	.04	.05	.05	.04	.06	.05	.03	.08	.08	.09	.03	.07

95% lower case or +, 99% UPPER CASE or ++

Table 112 (continuation)

D5r2.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I would prefer to complain to the BBC first before approaching Ofcom by

Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	143 6%	127 6%	12 5%	4 3%	4 6%	101 7%	39 5%	41 7%	99 6%	36 6%	105 6%	14 5%	39 5%	69 6%	21 8%
Disagree	(2.0)	341 14%	300 14%	35 14%	15 11%	12 18%	210 14%	127 15%	79 14%	244 14%	84 14%	254 14%	39 14%	97 13%	165 15%	39 14%
Neither agree nor disagree	(3.0)	538 22%	474 22%	58 23%	31 23%	14 20%	369++B 25%	156-- 19%	128 23%	386 22%	156+b 26%	379 21%	70 24%	162 22%	253 23%	54 20%
Agree	(4.0)	988 41%	883 42%	97 39%	50 38%	30 44%	592 39%	366 44%	213 38%	742+ 43%	234 39%	737 41%	114 40%	320 43%	453 41%	102 37%
Strongly agree	(5.0)	220 9%	192 9%	27 11%	21++ad 16%	4 6%	124 8%	91 11%	66+b 12%	146 8%	43 7%	170 10%	24 8%	60 8%	94 9%	42++aBC 15%
I don't know		176 7%	148 7%	22 9%	13 10%	5 7%	108 7%	59 7%	36 6%	122 7%	43 7%	131 7%	27 9%	72+C 10%	62- 6%	16 6%
NET: Agree		1209 50%	1076 51%	124 50%	71 53%	34 49%	716-- 48%	458++A 55%	279 49%	888 51%	278 47%	906 51%	138 48%	380 51%	547 50%	144 52%
NET: Disagree		484 20%	428 20%	47 19%	19 14%	16 24%	310 21%	166 20%	121 21%	342 20%	120 20%	360 20%	52 18%	136 18%	234 21%	61 22%
Mean score		3	3	3	4ad	3	3	3a	3	3	3	3	3	3	3	3
Standard deviation		1.06	1.06	1.05	1.03	1.05	1.06	1.05	1.12	1.04	1.03	1.07	1.02	1.03	1.06	1.17
Standard error		.03	.03	.07	.09	.12	.03	.04	.05	.03	.05	.03	.09	.04	.04	.08

95% lower case or +, 99% UPPER CASE or ++

Table 112 (continuation)

D5r2.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I would prefer to complain to the BBC first before approaching Ofcom by

Base: All respondents

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample		1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total		2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree	(1.0)	143 6%	31++bDgi 10%	6 4%	5 5%	-- -%	15d 6%	16d 7%	4 3%	34d 6%	74d 6%	89d 7%
Disagree	(2.0)	341 14%	60++cdeFi 20%	39 25%	11 10%	6 8%	26 11%	19- 9%	17 13%	86f 16%	171 14%	207f 15%
Neither agree nor disagree	(3.0)	538 22%	53 18%	29 19%	26 24%	19 24%	48 20%	46 22%	30 23%	112 21%	239- 20%	270-- 20%
Agree	(4.0)	988 41%	116 38%	62 40%	46 43%	37 48%	110 45%	97 46%	58 45%	228 42%	528+ 44%	593+ 43%
Strongly agree	(5.0)	220 9%	28 9%	12 8%	15 14%	13+ 16%	35++j 14%	26 12%	19+ 15%	62 11%	123 10%	132 10%
I don't know		176 7%	17 6%	8 5%	4 4%	3 4%	7- 3%	8 4%	3- 2%	25- 5%	67-- 6%	78-- 6%
NET: Agree		1209 50%	144 47%	74 47%	61 57%	50+ab 64%	144++Ab 60%	123+a 58%	77+a 59%	290 53%	651++ 54%	725++ 53%
NET: Disagree		484 20%	90 30%	45+cDefgi 29%	16 15%	6- 8%	42 17%	35 17%	21 16%	120d 22%	246d 20%	296d 22%
Mean score		3	3	3	4a	4ABhiJ	4Ab	3A	4Ab	3a	3A	3a
Standard deviation		1.06	1.18	1.06	1.03	.84	1.08	1.08	1.00	1.09	1.07	1.08
Standard error		.03	.08	.10	.11	.11	.08	.08	.09	.05	.04	.03

95% lower case or +, 99% UPPER CASE or ++

Table 112 (continuation)

D5r2.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I would prefer to complain to the BBC first before approaching Ofcom

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	143 6%	12 10%	2 6%	3 9%	- %	13 9%	11 8%	2 4%	26 8%	68 7%	73 7%	9+ 13%	- %	3 11%	- %	9+ 13%	20 4%	123 6%
Disagree (2.0)	341 14%	23 18%	5 16%	3 10%	1 4%	18 13%	15 11%	3 7%	39 13%	140 14%	154 14%	13 19%	7 23%	2 8%	1 6%	17+ 25%	53- 11%	288+a 15%
Neither agree nor disagree (3.0)	538 22%	19 15%	10 31%	6 20%	7 28%	25 17%	26 20%	10 25%	61 20%	198- 20%	223 20%	10 15%	2 6%	7 24%	3 12%	10 14%	82-- 16%	457++a 24%
Agree (4.0)	988 41%	55 43%	12 35%	15 49%	11 48%	65 45%	57 44%	19 46%	135 44%	434 43%	475 43%	29 43%	13 44%	13 43%	15 65%	26 37%	244++B 49%	745-- 39%
Strongly agree (5.0)	220 9%	16 12%	3 8%	3 9%	4 16%	18 12%	18 13%	7 16%	36 12%	111+ 11%	118+ 11%	4 7%	8 28%	3 9%	4 18%	6 9%	80++B 16%	140-- 7%
I don't know	176 7%	4 3%	1 3%	1 3%	1 4%	5 4%	5 4%	1 2%	12- 4%	53-- 5%	57-- 5%	2 3%	- %	2 5%	- %	2 2%	19-- 4%	157++a 8%
NET: Agree	1209 50%	71 55%	15 44%	18 58%	15 65%	83 57%	75 57%	25 62%	170 55%	545++ 54%	593++ 54%	34 49%	22 72%	15 51%	20 83%	31 46%	324++B 65%	885-- 46%
NET: Disagree	484 20%	35g 27%	7 22%	6 19%	1 4%	31 22%	25 19%	4 11%	65 21%	208 21%	227 21%	22+ 33%	7 23%	6 19%	1 6%	26++ 38%	73-- 15%	411++a 22%
Mean score	3	3	3	3	4	3	3	4	3	3	3	3	4a	3	4B	3	4B	3
Standard deviation	1.06	1.20	1.05	1.11	.77	1.16	1.13	.98	1.13	1.10	1.09	1.21	1.11	1.15	.74	1.24	1.02	1.05
Standard error	.03	.12	.20	.22	.18	.11	.11	.16	.07	.04	.04	.17	.22	.24	.16	.18	.05	.03

95% lower case or +, 99% UPPER CASE or ++

Table 112 (continuation)

D5r2.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I would prefer to complain to the BBC first before approaching Ofcom by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree (1.0)	143 6%	5 3%	31- 4%	42 6%	62++B 8%	45- 4%	47 6%	10 5%	40++A 9%	17-- 3%	18-- 3%	5 3%	103++ABc 9%	72++b 8%	38 5%
Disagree (2.0)	341 14%	22 15%	96 13%	103 14%	116 15%	130 13%	118 16%	34 16%	58 14%	83 15%	82 15%	22 14%	152 14%	137 16%	113 15%
Neither agree nor disagree (3.0)	538 22%	21 15%	173 23%	141- 20%	194+c 25%	207 21%	171 23%	51 25%	100 24%	119 21%	122 23%	32 19%	261 24%	176 21%	172 23%
Agree (4.0)	988 41%	75d 52%	335+D 45%	307D 42%	265-- 35%	469++BD 47%	287 38%	86 41%	141-- 33%	252 44%	224 41%	75 46%	428 39%	337 39%	305 40%
Strongly agree (5.0)	220 9%	8 5%	59 8%	75 10%	75 10%	111+b 11%	56 7%	17 8%	36 8%	69+D 12%	56d 10%	15 9%	77-- 7%	95+ 11%	61 8%
I don't know	176 7%	14 9%	52 7%	55 8%	51 7%	44-- 4%	70+A 9%	11 5%	47++Ac 11%	35 6%	41 7%	14 9%	80 7%	38-- 4%	65A 9%
NET: Agree	1209 50%	83 57%	394D 53%	382D 53%	340-- 45%	580++BcD 58%	343- 46%	103 49%	177-- 42%	321+D 56%	280d 52%	90d 55%	505-- 46%	432 51%	366 49%
NET: Disagree	484 20%	27 19%	127- 17%	145 20%	178+B 23%	175- 17%	165a 22%	44 21%	98a 23%	100 17%	99 18%	27 17%	255++ab 23%	208++ 24%	150 20%
Mean score	3	3	3D	3d	3	3BD	3	3	3	4D	3D	3D	3	3	3
Standard deviation	1.06	.97	.98	1.08	1.12	1.02	1.06	1.02	1.14	1.00	1.00	.98	1.11	1.14	1.03
Standard error	.03	.14	.04	.05	.05	.04	.05	.08	.07	.05	.05	.08	.04	.05	.05

95% lower case or +, 99% UPPER CASE or ++

Table 113

D5r3.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I would prefer complaints about the BBC be dealt with by an independent regulator by

Base: All respondents

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample		1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total		2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree	(1.0)	25 1%	23 1%	3 *%	14 1%	10 1%	10 1%	5 1%	10 1%	7 1%	11 1%	3 1%	4 1%	25+ 1%	- -%	- -%	- -%	25 1%	- -%
Disagree	(2.0)	219 9%	121-- 6%	98++A 18%	100 8%	118 10%	60 8%	74 9%	86 11%	77++D 12%	69 9%	36 8%	38 7%	186 9%	17 8%	11 9%	3 5%	180 9%	39 11%
Neither agree nor disagree	(3.0)	586 24%	466 25%	120 23%	274 23%	310 25%	200 27%	207 25%	178 22%	159 25%	179 23%	108 24%	140 26%	493 24%	49 25%	28 24%	16 24%	509 25%	76 22%
Agree	(4.0)	869 36%	697 37%	172 33%	435 37%	429 35%	297+c 39%	295 35%	275 34%	225 36%	297 38%	160 35%	185 34%	731 36%	72 37%	38 33%	26 39%	731 36%	135 38%
Strongly agree	(5.0)	497 21%	429++B 23%	68-- 13%	260 22%	236 19%	121-- 16%	194A 23%	182A 22%	129 20%	156 20%	104 23%	108 20%	409 20%	44 22%	26 23%	17 26%	432 21%	65 18%
I don't know		211 9%	143-- 8%	68++A 13%	97 8%	113 9%	66 9%	65 8%	80 10%	36-- 6%	63 8%	40 9%	72++AB 13%	179 9%	14 7%	13 11%	4 6%	175 9%	36 10%
NET: Agree		1365 57%	1126++B 60%	240-- 45%	695 59%	665 55%	419 55%	489 58%	457 56%	355 56%	453 58%	265 59%	293 54%	1140 56%	117 59%	64 55%	43+a 65%	1163 57%	200 57%
NET: Disagree		244 10%	144-- 8%	100++A 19%	114 10%	128 11%	70 9%	79 9%	96 12%	83+cD 13%	81 10%	39 9%	41- 8%	212d 10%	17 8%	11 9%	3- 5%	205 10%	39 11%
Mean score		4	4B	3	4	4	4	4	4	4	4	4	4	4	4	4	4a	4	4
Standard deviation		.96	.93	1.00	.96	.95	.91	.95	1.01	.99	.96	.95	.92	.97	.92	.95	.87	.97	.93
Standard error		.02	.02	.06	.03	.03	.04	.04	.04	.05	.04	.05	.05	.03	.07	.08	.07	.03	.06

95% lower case or +, 99% UPPER CASE or ++

Table 113 (continuation)

D5r3.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I would prefer complaints about the BBC be dealt with by an independent regulator by

Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	25 1%	22 1%	4 1%	3 2%	- -%	18 1%	7 1%	5 1%	20 1%	5 1%	20 1%	- -%	10 1%	8 1%	7+ac 2%
Disagree	(2.0)	219 9%	197 9%	20 8%	13 10%	5 7%	123 8%	91 11%	45 8%	165 10%	51 9%	167 9%	28 10%	65 9%	103 9%	23 8%
Neither agree nor disagree	(3.0)	586 24%	514 24%	61 24%	29 22%	18 27%	374 25%	191 23%	122 22%	443 26%	149 25%	432 24%	69 24%	193 26%	266 24%	58 21%
Agree	(4.0)	869 36%	778 37%	85 34%	44 33%	27 39%	550 37%	297 35%	194 34%	623 36%	224 38%	626 35%	97 34%	269 36%	402 37%	101 37%
Strongly agree	(5.0)	497 21%	439 21%	52 21%	27 20%	13 19%	331 22%	154 18%	153++B 27%	332-- 19%	119 20%	371 21%	47 16%	134 18%	247b 23%	69ab 25%
I don't know		211 9%	175- 8%	29 12%	17 13%	5 8%	107-- 7%	98++A 12%	46 8%	154 9%	49 8%	160 9%	46++CD 16%	79C 11%	69-- 6%	17 6%
NET: Agree		1365 57%	1217 57%	137 55%	71 53%	40 58%	881+ 59%	452 54%	346+b 61%	954- 55%	344 58%	997 56%	143 50%	403 54%	649+ab 59%	170ab 62%
NET: Disagree		244 10%	219 10%	24 9%	16 12%	5 7%	141 9%	98 12%	50 9%	186 11%	56 9%	187 11%	28 10%	75 10%	112 10%	29 11%
Mean score		4	4	4	4	4	4	4	4B	4	4	4	4	4	4	4
Standard deviation		.96	.96	.98	1.04	.88	.96	.97	.97	.96	.93	.97	.92	.95	.96	1.02
Standard error		.02	.03	.06	.10	.10	.03	.04	.05	.03	.04	.03	.08	.04	.03	.07

95% lower case or +, 99% UPPER CASE or ++

Table 113 (continuation)

D5r3.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I would prefer complaints about the BBC be dealt with by an independent regulator by

Base: All respondents

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample		1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total		2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree	(1.0)	25 1%	2 1%	- -%	- -%	- -%	1 1%	1 *%	1 1%	3 1%	13 1%	14 1%
Disagree	(2.0)	219 9%	21 7%	8 5%	10 9%	4 5%	19 8%	20 9%	6 5%	48 9%	126+g 10%	134 10%
Neither agree nor disagree	(3.0)	586 24%	49-- 16%	30 20%	22 20%	19 25%	49 20%	47 22%	31 24%	119 22%	271a 22%	303-a 22%
Agree	(4.0)	869 36%	108 36%	66 43%	45 42%	34 44%	101 42%	76 36%	54 41%	205 38%	450 37%	507 37%
Strongly agree	(5.0)	497 21%	105 ++BDEGHIJ 35%	32 20%	29 27%	14 17%	54 22%	64++dgij 30%	25 20%	131 24%	264 22%	311+ 23%
I don't know		211 9%	19cf 6%	19aCFi 12%	1-- 1%	7cf 9%	17cf 7%	5-- 2%	12CF 9%	40cf 7%	80--cf 7%	101-cf 7%
NET: Agree		1365 57%	214++hIJ 70%	98 63%	75+ 70%	48 61%	155+ 64%	140++ 66%	79 61%	336+ 62%	714+ 59%	818++ 60%
NET: Disagree		244 10%	23 7%	8 5%	10 9%	4 5%	20 8%	21 10%	7 6%	51 9%	139+bg 12%	148 11%
Mean score		4	4egHIJ	4	4	4	4	4	4	4	4	4
Standard deviation		.96	.95	.83	.92	.82	.91	.97	.87	.94	.98	.97
Standard error		.02	.06	.08	.10	.11	.07	.07	.08	.05	.03	.03

95% lower case or +, 99% UPPER CASE or ++

Table 113 (continuation)

D5r3.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I would prefer complaints about the BBC be dealt with by an independent regulator by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	25 1%	1 1%	- %	- %	- %	1 1%	- %	- %	1 %	12 1%	12 1%	1 1%	- %	- %	- %	1 1%	13++B 3%	12-- 1%
Disagree (2.0)	219 9%	8 6%	1 4%	1 5%	- %	11 8%	14 11%	2 5%	26 8%	103 10%	110 10%	3 4%	4 13%	1 4%	1 6%	4 6%	39 8%	180 9%
Neither agree nor disagree (3.0)	586 24%	16-- 13%	4 12%	5 17%	2 11%	25 17%	29 22%	8 19%	65 21%	220-a 22%	242-a 22%	9 14%	3 11%	4 12%	4 18%	5-- 8%	129 26%	457 24%
Agree (4.0)	869 36%	45 35%	14 41%	14 44%	13 55%	60 42%	43 33%	18 44%	108 35%	375 37%	407 37%	25 36%	10 33%	11 36%	10 41%	23 33%	182 36%	687 36%
Strongly agree (5.0)	497 21%	57++EhIJ 44%	12 38%	11 34%	6 24%	37 26%	44++ij 33%	13 31%	93++ij 30%	234+ 23%	262++ 24%	31++ 45%	12 40%	14 48%	8 35%	36++ 52%	117 23%	380 20%
I don't know	211 9%	1-- 1%	2 5%	- %	3 11%	10a 7%	2-- 2%	* 1%	15- 5%	61--a 6%	67--a 6%	-- %	1 4%	- %	- %	*- %	18-- 4%	194++A 10%
NET: Agree	1365 57%	102++fHIJ 79%	26 78%	24 79%	19 79%	97+ 68%	86+ 66%	31+ 75%	201++ 65%	608++ 61%	669++ 61%	55++ 81%	22 72%	25 84%	18 76%	59++ 85%	298 60%	1067 56%
NET: Disagree	244 10%	9 7%	1 4%	1 5%	- %	12 8%	14 11%	2 5%	27 9%	115 11%	123 11%	4 6%	4 13%	1 4%	1 6%	5 7%	53 11%	192 10%
Mean score	4	4ehIJ	4ij	4	4	4	4	4	4i	4	4	4	4	4	4	4	4	4
Standard deviation	.96	.94	.83	.85	.62	.92	.99	.86	.96	.99	.98	.93	1.06	.85	.89	.94	1.01	.95
Standard error	.02	.09	.16	.16	.15	.09	.10	.14	.06	.04	.03	.13	.22	.17	.19	.13	.05	.03

95% lower case or +, 99% UPPER CASE or ++

Table 113 (continuation)

D5r3.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I would prefer complaints about the BBC be dealt with by an independent regulator by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree (1.0)	25 1%	- -%	8 1%	8 1%	10 1%	12 1%	6 1%	2 1%	5 1%	8 1%	6 1%	- -%	11 1%	11 1%	9 1%
Disagree (2.0)	219 9%	27+bcd 19%	67 9%	67 9%	57 7%	114++B 11%	52- 7%	17 8%	34 8%	82++BCD 14%	36 7%	9 6%	91 8%	87 10%	83 11%
Neither agree nor disagree (3.0)	586 24%	26 18%	187 25%	170 24%	193 25%	260 26%	170 23%	54 26%	94 22%	128 22%	127 24%	37 23%	287 26%	147-- 17%	211+A 28%
Agree (4.0)	869 36%	38 26%	290 39%	275 38%	261 34%	380 38%	260 35%	79 38%	145 34%	221D 39%	230++D 42%	73+D 45%	336-- 31%	311 36%	257 34%
Strongly agree (5.0)	497 21%	14 10%	130- 17%	156a 22%	188++aB 25%	169-- 17%	190++A 25%	41 20%	93a 22%	88-- 15%	107 20%	32 20%	268++A 24%	253++B 30%	108-- 14%
I don't know	211 9%	39++BCD 27%	65 9%	46- 6%	55 7%	71- 7%	71 9%	16 8%	51+A 12%	46 8%	36 7%	11 7%	108 10%	45-- 5%	86++A 11%
NET: Agree	1365 57%	52-- 36%	420A 56%	431A 60%	449A 59%	549 55%	450+a 60%	121 58%	238 56%	310 54%	337+ad 62%	105+ad 65%	604 55%	564++B 66%	365-- 48%
NET: Disagree	244 10%	27+d 19%	75 10%	75 10%	67 9%	126++B 13%	58- 8%	19 9%	40 9%	90++BCD 16%	43 8%	9 6%	102 9%	99 12%	91 12%
Mean score	4	3	4a	4a	4a	4	4A	4	4a	4	4A	4A	4A	4B	4
Standard deviation	.96	1.02	.93	.96	.97	.96	.95	.93	.98	.99	.90	.82	.99	1.02	.95
Standard error	.02	.17	.04	.04	.04	.04	.04	.07	.06	.05	.04	.07	.04	.04	.04

95% lower case or +, 99% UPPER CASE or ++

Table 114

D5r4.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....Complaints about the BBC should be dealt with the same way as other TV channels by

Base: All respondents

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample		1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total		2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree	(1.0)	24 1%	22 1%	1 *%	11 1%	12 1%	1- *%	10a 1%	12a 1%	10 2%	6 1%	4 1%	3 1%	20 1%	2 1%	1 1%	- -%	19 1%	5 1%
Disagree	(2.0)	104 4%	73 4%	32 6%	58 5%	47 4%	39c 5%	42 5%	23- 3%	38+ 6%	32 4%	14 3%	21 4%	89 4%	11 6%	3 2%	2 2%	93 5%	11 3%
Neither agree nor disagree	(3.0)	406 17%	343++B 18%	63-- 12%	203 17%	202 17%	147+c 19%	140 17%	120 15%	108 17%	136 18%	80 18%	82 15%	347 17%	26 13%	20 18%	11 17%	356 17%	50 14%
Agree	(4.0)	1117 46%	805-- 43%	312++A 59%	529 45%	585 48%	343 45%	366 44%	407+b 50%	278 44%	370 48%	216 48%	253 46%	939 46%	93 47%	52 45%	32 48%	929- 45%	185+a 53%
Strongly agree	(5.0)	604 25%	508++B 27%	96-- 18%	311 26%	288 24%	179 24%	227 27%	198 24%	162 26%	194 25%	110 24%	138 25%	497 25%	54 27%	36 31%	17 26%	529 26%	76 22%
I don't know		152 6%	128 7%	24 4%	68 6%	84 7%	45 6%	55 7%	51 6%	37 6%	39 5%	26 6%	49++b 9%	131 6%	11 6%	4 3%	5 8%	126 6%	25 7%
NET: Agree		1721 72%	1313- 70%	408+a 77%	840 71%	873 72%	523 69%	593 71%	605+a 75%	440 70%	564 73%	326 72%	391 72%	1436 71%	147 74%	88 76%	49 73%	1458 71%	261 74%
NET: Disagree		128 5%	95 5%	33 6%	69 6%	59 5%	40 5%	52 6%	35 4%	48+ 8%	38 5%	19 4%	24 4%	109 5%	13 7%	4 3%	2 2%	112 5%	16 5%
Mean score		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Standard deviation		.85	.88	.77	.87	.83	.83	.89	.83	.92	.83	.82	.82	.85	.88	.83	.76	.86	.81
Standard error		.02	.02	.05	.03	.03	.03	.04	.04	.04	.03	.05	.04	.02	.07	.07	.06	.02	.06

95% lower case or +, 99% UPPER CASE or ++

Table 114 (continuation)

D5r4.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....Complaints about the BBC should be dealt with the same way as other TV channels by

Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	24 1%	22 1%	1 *%	1 1%	- -%	14 1%	10 1%	8 1%	15 1%	3 1%	20 1%	2 1%	10 1%	7 1%	4 2%
Disagree	(2.0)	104 4%	91 4%	11 4%	6 4%	2 3%	65 4%	39 5%	35+ 6%	70 4%	31 5%	72 4%	14 5%	39 5%	41 4%	10 4%
Neither agree nor disagree	(3.0)	406 17%	349 16%	49 20%	29 21%	13 18%	265 18%	127 15%	97 17%	295 17%	122+b 20%	283 16%	52 18%	115 15%	190 17%	50 18%
Agree	(4.0)	1117 46%	999 47%	108 43%	55 41%	25 37%	682 45%	408 49%	237- 42%	825a 47%	257 43%	844 48%	148d 52%	359d 48%	503 46%	106- 39%
Strongly agree	(5.0)	604 25%	532 25%	67 27%	32 24%	26+++ac 37%	390 26%	199 24%	160 28%	428 25%	153 26%	438 25%	49- 17%	182 24%	282a 26%	91++Abc 33%
I don't know		152 6%	130 6%	15 6%	10 8%	3 5%	87 6%	55 7%	27 5%	106 6%	32 5%	118 7%	21 7%	45 6%	72 7%	13 5%
NET: Agree		1721 72%	1532 72%	175 70%	88 66%	51 74%	1071 71%	607 72%	397 70%	1252 72%	410 69%	1282 72%	197 69%	542 72%	786 72%	197 72%
NET: Disagree		128 5%	114 5%	12 5%	7 5%	2 3%	79 5%	49 6%	43+b 8%	84 5%	34 6%	93 5%	16 6%	49 7%	48 4%	14 5%
Mean score		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Standard deviation		.85	.85	.85	.87	.83	.86	.85	.93	.83	.87	.85	.80	.88	.83	.92
Standard error		.02	.02	.06	.08	.09	.03	.03	.04	.02	.04	.02	.07	.04	.03	.06

95% lower case or +, 99% UPPER CASE or ++

Table 114 (continuation)

D5r4.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....Complaints about the BBC should be dealt with the same way as other TV channels by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree (1.0)	24 1%	4 1%	1 *%	1 1%	1 1%	5 2%	2 1%	1 1%	5 1%	14 1%	14 1%
Disagree (2.0)	104 4%	12 4%	8 5%	3 3%	5 6%	12 5%	19+++ag 9%	4 3%	33+ 6%	66+ 5%	73+ 5%
Neither agree nor disagree (3.0)	406 17%	43 14%	26 16% ++ABefhIJ	36 33% ++ABefhIJ	22+AIj 28%	49 20%	46ai 22%	32+aij 24%	114+aij 21%	186 15%	223 16%
Agree (4.0)	1117 46%	141 46% +aCdeFHIj	89 58% +aCdeFHIj	39 37%	32 41%	103 43%	83- 39%	61 47%	234 43%	548 46%	620 45%
Strongly agree (5.0)	604 25%	87b 29%	28 18%	22 21%	15 19%	62 26%	58 27%	27 21%	138 25%	318b 26%	365b 27%
I don't know	152 6%	16 5%	4 2%	6 6%	3 4%	10 4%	4- 2%	6 5%	23- 4%	71f 6%	74 5%
NET: Agree	1721 72%	228Cd 75%	117Cd 75%	62-- 58%	47- 60%	165 68%	141 66%	88 68%	372 68%	866Cd 72%	985Cd 72%
NET: Disagree	128 5%	16 5%	9 6%	3 3%	6 7%	18 7%	21+++g 10%	4 3%	38 7%	79+ 7%	87+ 6%
Mean score	4	4cd	4	4	4	4	4	4	4	4	4
Standard deviation	.85	.87	.78	.84	.89	.94	.96	.80	.90	.89	.88
Standard error	.02	.06	.07	.09	.11	.07	.07	.07	.04	.03	.03

95% lower case or +, 99% UPPER CASE or ++

Table 114 (continuation)

D5r4.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....Complaints about the BBC should be dealt with the same way as other TV channels by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	4 Channel (c)	5 Channel (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	24 1%	1 1%	- -%	- -%	- -%	5+ 3%	1 1%	- -%	5 1%	13 1%	13 1%	1 2%	- -%	- -%	- -%	1 2%	11+b 2%	13- 1%
Disagree (2.0)	104 4%	5 4%	3 8%	1 2%	1 2%	9 6%	12++ 9%	2 6%	20 7%	56+ 6%	62+ 6%	3 5%	- -%	1 5%	1 6%	3 5%	25 5%	80 4%
Neither agree nor disagree (3.0)	406 17%	20 15%	6 19%	13 43%	6 27%	24 17%	22 17%	5 12%	61i 20%	145- 14%	169 15%	13 19%	3 11%	3 11%	4 15%	11 16%	88 18%	319 17%
Agree (4.0)	1117 46%	53 41%	18 54%	11 34%	12 52%	62 43%	47- 36%	23f 55%	123- 40%	459 46%	498 45%	25 36%	13 43%	15 51%	13 55%	22- 32%	220 44%	897 47%
Strongly agree (5.0)	604 25%	42 32%	5 14%	6 18%	4 19%	37 26%	45+ 34%	10 24%	87 28%	278+ 28%	302+ 27%	23 33%	9 31%	10 33%	4 18%	25 37%	132 26%	472 25%
I don't know	152 6%	9 7%	1 4%	1 3%	- -%	7 5%	3 2%	1 3%	13 4%	54 5%	55- 5%	4 6%	5 15%	- -%	1 6%	6 9%	23 5%	128 7%
NET: Agree	1721 72%	94 73%	23 68%	16 52%	17 71%	99 69%	92 70%	32 79%	210 68%	737 73%	801 73%	47 69%	22 73%	25 84%	17 73%	47 69%	352 71%	1369 72%
NET: Disagree	128 5%	6 5%	3 8%	1 2%	1 2%	13 9%	13+ 10%	2 6%	25+ 8%	69+ 7%	75++ 7%	4 6%	- -%	1 5%	1 6%	4 6%	35 7%	93 5%
Mean score	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Standard deviation	.85	.87	.82	.80	.75	1.00	1.00	.79	.95	.90	.89	.96	.68	.80	.80	.98	.93	.83
Standard error	.02	.09	.16	.16	.17	.10	.10	.13	.06	.03	.03	.14	.14	.16	.18	.14	.05	.02

95% lower case or +, 99% UPPER CASE or ++

Table 114 (continuation)

D5r4.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....Complaints about the BBC should be dealt with the same way as other TV channels by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree (1.0)	24 1%	- -%	7 1%	10 1%	5 1%	10 1%	8 1%	1 *%	3 1%	9 2%	9d 2%	1 1%	5- *%	15+B 2%	1- *%
Disagree (2.0)	104 4%	7 5%	34 5%	27 4%	36 5%	52b 5%	20- 3%	8 4%	22b 5%	31 5%	15 3%	10 6%	48 4%	47 5%	41 5%
Neither agree nor disagree (3.0)	406 17%	16 11%	141 19%	116 16%	129 17%	160 16%	107- 14%	47+ab 22%	87+b 21%	88 15%	97 18%	27 16%	186 17%	139 16%	122 16%
Agree (4.0)	1117 46%	96+++bCD 67%	366D 49%	331 46%	314-- 41%	507++D 50%	346 46%	91 44%	167-- 40%	314+++bD 55%	253 47%	79 49%	460-- 42%	362- 42%	360 48%
Strongly agree (5.0)	604 25%	12-- 9%	147-- 20%	197AB 27%	235++AB 31%	225- 22%	220++A 29%	54 26%	103 24%	102-- 18%	139A 26%	42a 26%	318++A 29%	253++B 30%	165- 22%
I don't know	152 6%	13 9%	51 7%	40 6%	45 6%	52 5%	47 6%	9 4%	39+a 9%	30 5%	30 6%	4- 2%	84+c 8%	39- 5%	64+A 8%
NET: Agree	1721 72%	109 75%	513 69%	529 73%	549 72%	732D 73%	567++D 76%	145 69%	271-- 64%	416 72%	392 72%	121 75%	778 71%	615 72%	525 70%
NET: Disagree	128 5%	7 5%	41 5%	37 5%	42 5%	62 6%	28- 4%	9 4%	26 6%	40 7%	24 4%	11 7%	53 5%	61++ 7%	42 6%
Mean score	4	4	4	4b	4B	4	4AD	4	4	4	4	4	4A	4	4
Standard deviation	.85	.65	.83	.87	.88	.84	.83	.83	.90	.84	.85	.86	.86	.93	.82
Standard error	.02	.10	.03	.04	.04	.03	.04	.06	.05	.04	.04	.07	.03	.04	.04

95% lower case or +, 99% UPPER CASE or ++

Table 115

D5r5.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....It's unfair that BBC complaints are dealt with differently from other TV channels by

Base: All respondents

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample		1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total		2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree	(1.0)	35 1%	31 2%	5 1%	25+b 2%	11- 1%	7 1%	17 2%	11 1%	13 2%	12 2%	6 1%	4 1%	31 2%	4 2%	* *%	* *%	35+b 2%	-- --%
Disagree	(2.0)	219 9%	160 9%	59 11%	105 9%	113 9%	67 9%	83 10%	69 8%	66 11%	75 10%	38 8%	39 7%	184 9%	20 10%	8 7%	7 11%	186 9%	33 9%
Neither agree nor disagree	(3.0)	511 21%	432++B 23%	79-- 15%	250 21%	260 21%	180 24%	168 20%	163 20%	127 20%	162 21%	101 22%	121 22%	425 21%	47 24%	24 21%	12 18%	443 22%	67 19%
Agree	(4.0)	967 40%	699-- 37%	268++A 51%	474 40%	492 40%	323 43%	317 38%	326 40%	267 42%	322 42%	181 40%	197- 36%	825 41%	70 35%	44 38%	27 40%	820 40%	144 41%
Strongly agree	(5.0)	489 20%	411++B 22%	78-- 15%	254 22%	229 19%	132- 18%	196+a 23%	161 20%	115 18%	156 20%	91 20%	126 23%	404 20%	39 20%	30 26%	15 22%	419 20%	70 20%
I don't know		186 8%	147 8%	39 7%	72- 6%	112+a 9%	45 6%	59 7%	82+a 10%	44 7%	48 6%	35 8%	59++aB 11%	155 8%	17 9%	9 8%	5 8%	149 7%	37 11%
NET: Agree		1456 60%	1110- 59%	346+a 66%	729 62%	721 59%	456 60%	512 61%	487 60%	382 60%	478 62%	272 60%	324 59%	1229 61%	109 55%	74 64%	41 62%	1239 60%	214 61%
NET: Disagree		254 11%	191 10%	64 12%	129 11%	124 10%	74 10%	100 12%	80 10%	80d 13%	87 11%	44 10%	43- 8%	214 11%	24 12%	9 7%	8 11%	221 11%	33 9%
Mean score		4	4	4	4	4	4	4	4	4	4	4	4a	4	4	4b	4	4	4
Standard deviation		.96	.98	.90	.99	.93	.91	1.02	.95	.98	.97	.94	.94	.96	1.01	.91	.96	.97	.90
Standard error		.02	.03	.06	.04	.03	.04	.04	.04	.05	.04	.05	.05	.03	.08	.07	.08	.03	.06

95% lower case or +, 99% UPPER CASE or ++

Table 115 (continuation)

D5r5.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....It's unfair that BBC complaints are dealt with differently from other TV channels by

Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	35 1%	30 1%	5 2%	4 3%	- -%	23 2%	13 1%	9 2%	24 1%	11 2%	25 1%	9c 3%	11 1%	9- 1%	6 2%
Disagree	(2.0)	219 9%	191 9%	26 10%	15 11%	6 9%	129 9%	86 10%	43 8%	165 10%	53 9%	164 9%	12- 4%	86+Ad 11%	103a 9%	18 7%
Neither agree nor disagree	(3.0)	511 21%	448 21%	55 22%	29 22%	15 21%	339 23%	158 19%	125 22%	360 21%	126 21%	380 21%	52 18%	153 20%	244 22%	62 23%
Agree	(4.0)	967 40%	852 40%	104 41%	56 42%	28 40%	594 40%	348 42%	213 38%	719 41%	236 39%	714 40%	127 44%	291 39%	434 40%	114 42%
Strongly agree	(5.0)	489 20%	439c 21%	43 17%	18- 13%	15 22%	322 21%	151 18%	138+b 24%	335 19%	132 22%	349 20%	45 16%	147 20%	236 22%	60 22%
I don't know		186 8%	164 8%	17 7%	12 9%	5 8%	97-- 6%	83+A 10%	36 6%	134 8%	39 7%	144 8%	43++bCD 15%	62 8%	69- 6%	13 5%
NET: Agree		1456 60%	1292 61%	147 59%	74 55%	42 62%	916 61%	499 60%	351 62%	1055 61%	368 62%	1063 60%	172 60%	439 58%	671 61%	175 64%
NET: Disagree		254 11%	221 10%	31 12%	19 14%	6 9%	152 10%	98 12%	53 9%	189 11%	64 11%	189 11%	21 7%	97+ 13%	112 10%	24 9%
Mean score		4	4c	4	4	4	4	4	4	4	4	4	4	4	4	4
Standard deviation		.96	.96	.98	1.00	.91	.96	.97	.98	.95	.98	.96	.93	.99	.95	.96
Standard error		.02	.03	.07	.09	.10	.03	.04	.05	.03	.05	.03	.08	.04	.03	.07

95% lower case or +, 99% UPPER CASE or ++

Table 115 (continuation)

D5r5.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....It's unfair that BBC complaints are dealt with differently from other TV channels by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree (1.0)	35 1%	7 2%	4 2%	3 2%	2 2%	8+ 3%	6 3%	3 2%	10 2%	22 2%	22 2%
Disagree (2.0)	219 9%	23 7%	8 5%	10 9%	4 5%	24 10%	25g 12%	6 4%	55 10%	122g 10%	139g 10%
Neither agree nor disagree (3.0)	511 21%	60 20%	35 23%	29 27%	20 25%	43 18%	58+eij 28%	38+eij 29%	128 23%	251 21%	285 21%
Agree (4.0)	967 40%	122 40%	77+Phi 49%	42 39%	38f 48%	110F 45%	66-- 31%	55 42%	216 39%	480f 40%	545f 40%
Strongly agree (5.0)	489 20%	77+b 25%	24 15%	19 17%	13 17%	48 20%	51 24%	23 18%	112 20%	257 21%	297 22%
I don't know	186 8%	15 5%	8 5%	5 5%	2 3%	10 4%	6- 3%	6 5%	26-- 5%	71-- 6%	82-- 6%
NET: Agree	1456 60%	199f 65%	101 65%	61 57%	51 65%	157f 65%	117 55%	78 60%	328 60%	737 61%	842 61%
NET: Disagree	254 11%	30 10%	12 7%	12 11%	5 7%	31 13%	31g 15%	8 7%	65 12%	144 12%	160 12%
Mean score	4	4	4	4	4	4	4	4	4	4	4
Standard deviation	.96	.99	.88	.97	.87	1.01	1.08	.89	.98	.99	.98
Standard error	.02	.07	.08	.11	.11	.07	.08	.08	.05	.03	.03

95% lower case or +, 99% UPPER CASE or ++

Table 115 (continuation)

D5r5.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....It's unfair that BBC complaints are dealt with differently from other TV channels by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	35 1%	5 4%	2 6%	2 6%	- -%	5 4%	4 3%	- -%	8 3%	20 2%	21 2%	5++ 7%	- -%	- -%	1 6%	3 5%	12 2%	24 1%
Disagree (2.0)	219 9%	9 7%	2 7%	2 6%	- -%	13 9%	19 14%	3 7%	34 11%	100 10%	112 10%	3 4%	3 11%	3 10%	2 8%	8 11%	45 9%	174 9%
Neither agree nor disagree (3.0)	511 21%	28 22%	9 27%	9 28%	4 18%	24 17%	32 24%	8 21%	69 22%	196 20%	218 20%	14 21%	6 21%	7 24%	6 24%	14 21%	115 23%	395 21%
Agree (4.0)	967 40%	40 31%	16 50%	13 43%	15 62%	67aF 46%	34-- 26%	18f 45%	112 36%	403F 40%	434F 39%	21 31%	9 28%	10 35%	11 45%	20 29%	210 42%	757 40%
Strongly agree (5.0)	489 20%	37+ 29%	3 10%	4 14%	5 20%	30 21%	37+ 29%	9 23%	73 24%	226 22%	248+ 23%	21 31%	8 28%	8 27%	4 18%	19 28%	80- 16%	408+a 21%
I don't know	186 8%	9 7%	- -%	1 2%	- -%	5 4%	5 4%	2 4%	12- 4%	60- 6%	66- 6%	5 7%	4 12%	1 4%	- -%	5 7%	36 7%	150 8%
NET: Agree	1456 60%	78 60%	20 60%	18 58%	20 82%	96 67%	71 54%	28 68%	185 60%	629 63%	683 62%	42 62%	17 56%	18 62%	15 63%	39 57%	290 58%	1166 61%
NET: Disagree	254 11%	14 11%	4 13%	4 12%	- -%	18 12%	23+ 18%	3 7%	42 14%	120 12%	133 12%	8 11%	3 11%	3 10%	3 13%	11 16%	56 11%	198 10%
Mean score	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4a
Standard deviation	.96	1.09	1.00	1.05	.63	1.02	1.15	.87	1.05	1.00	1.00	1.16	1.03	.98	1.06	1.17	.96	.96
Standard error	.02	.11	.19	.20	.14	.10	.12	.14	.07	.04	.04	.17	.22	.20	.23	.17	.05	.03

95% lower case or +, 99% UPPER CASE or ++

Table 115 (continuation)

D5r5.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....It's unfair that BBC complaints are dealt with differently from other TV channels by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree (1.0)	35 1%	5 3%	10 1%	9 1%	12 2%	16 2%	11 1%	2 1%	6 1%	6 1%	10 2%	2 2%	16 1%	21++ 2%	8 1%
Disagree (2.0)	219 9%	12 8%	78 11%	70 10%	58 8%	95 9%	69 9%	17 8%	37 9%	66d 12%	49 9%	17 10%	86 8%	95+ 11%	67 9%
Neither agree nor disagree (3.0)	511 21%	22 15%	157 21%	140 19%	185+c 24%	215 21%	142 19%	46 22%	96 23%	123 22%	110 20%	36 22%	231 21%	167 20%	143 19%
Agree (4.0)	967 40%	74d 51%	325+D 44%	296d 41%	264-- 35%	420 42%	303 40%	83 40%	156 37%	241 42%	241+d 44%	71 44%	408- 37%	320 37%	325a 43%
Strongly agree (5.0)	489 20%	8-- 6%	117--a 16%	155Ab 21%	199++AB 26%	184 18%	166 22%	46 22%	91 22%	90-- 16%	100 18%	32 20%	263++Ab 24%	210++B 25%	134 18%
I don't know	186 8%	24+bcd 17%	58 8%	53 7%	47 6%	76 8%	57 8%	15 7%	36 9%	47c 8%	33 6%	5- 3%	98c 9%	42-- 5%	76+A 10%
NET: Agree	1456 60%	82 57%	442 59%	451 62%	463 60%	604 60%	469 63%	129 62%	247 58%	331 58%	341 63%	103 63%	671 61%	530 62%	459 61%
NET: Disagree	254 11%	17 12%	88 12%	79 11%	70 9%	111 11%	80 11%	20 9%	43 10%	73 13%	59 11%	19 12%	102 9%	116++ 14%	76 10%
Mean score	4	4	4	4	4b	4	4	4	4	4	4	4	4A	4	4
Standard deviation	.96	.90	.94	.97	.99	.95	.97	.95	.97	.95	.95	.96	.97	1.05	.93
Standard error	.02	.14	.04	.04	.04	.04	.04	.07	.06	.05	.05	.08	.03	.04	.04

95% lower case or +, 99% UPPER CASE or ++

Table 116
 D5r6.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I think there are benefits to complaining directly to the BBC by
 Base: All respondents

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample		1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total		2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree	(1.0)	116 5%	103+b 5%	13- 2%	76++B 6%	38-- 3%	17-- 2%	50A 6%	50A 6%	27 4%	32 4%	24 5%	32 6%	96 5%	13 6%	3 2%	4 7%	108 5%	8 2%
Disagree	(2.0)	303 13%	225 12%	78 15%	162 14%	139 11%	79 10%	114 14%	110 14%	83 13%	93 12%	64 14%	64 12%	252 12%	25 13%	18 16%	7 11%	255 12%	47 13%
Neither agree nor disagree	(3.0)	572 24%	479++B 25%	93-- 18%	288 24%	283 23%	176 23%	198 24%	197 24%	151 24%	174 22%	111 25%	135 25%	477 24%	54 27%	25 21%	16 25%	490 24%	82 23%
Agree	(4.0)	960 40%	742 40%	218 41%	454 39%	502 41%	341++bC 45%	326 39%	292- 36%	255 40%	336+D 43%	178 39%	191- 35%	811 40%	79 40%	43 37%	25 37%	825 40%	133 38%
Strongly agree	(5.0)	164 7%	146++B 8%	18-- 3%	78 7%	85 7%	65+b 9%	46 5%	53 7%	58+Cd 9%	57c 7%	18- 4%	31 6%	143b 7%	6- 3%	9b 8%	4 6%	137 7%	27 8%
I don't know		292 12%	183-- 10%	109++A 21%	122- 10%	169+a 14%	77 10%	107 13%	109 13%	59- 9%	84 11%	57 13%	93++AB 17%	244 12%	20 10%	18 16%	10 15%	237 12%	55 16%
NET: Agree		1124 47%	888 47%	235 45%	532 45%	587 48%	406++BC 54%	371 44%	345- 43%	313D 49%	393+cD 51%	196 43%	222-- 41%	955 47%	86 43%	52 45%	29 43%	962 47%	160 45%
NET: Disagree		419 17%	328 17%	91 17%	238++B 20%	178-- 15%	96-- 13%	164A 19%	160A 20%	110 17%	125 16%	87 19%	97 18%	348 17%	38 19%	21 18%	11 17%	363 18%	55 16%
Mean score		3	3	3	3	3A	4BC	3	3	3	3cd	3	3	3	3	3	3	3	3
Standard deviation		1.00	1.02	.93	1.04	.95	.91	1.02	1.04	1.01	.98	.99	1.02	1.00	.98	.99	1.04	1.01	.95
Standard error		.02	.03	.06	.04	.03	.04	.04	.05	.05	.04	.06	.05	.03	.08	.08	.09	.03	.07

95% lower case or +, 99% UPPER CASE or ++

Table 116 (continuation)

D5r6.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I think there are benefits to complaining directly to the BBC by

Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	116 5%	104 5%	6 3%	5 4%	2 2%	72 5%	40 5%	35 6%	78 5%	29 5%	85 5%	18 6%	32 4%	47 4%	19 7%
Disagree	(2.0)	303 13%	280+bC 13%	19- 8%	5-- 4%	7 10%	196 13%	102 12%	83 15%	201- 12%	72 12%	228 13%	29 10%	95 13%	150 14%	30 11%
Neither agree nor disagree	(3.0)	572 24%	517 24%	52 21%	22 17%	14 20%	363 24%	193 23%	118 21%	428 25%	144 24%	423 24%	56 20%	197 26%	257 23%	61 22%
Agree	(4.0)	960 40%	832 39%	118+a 47%	74+++A 55%	29 43%	601 40%	335 40%	234 41%	689 40%	247 41%	697 39%	100 35%	298 40%	459 42%	103 37%
Strongly agree	(5.0)	164 7%	135- 6%	25+a 10%	16+a 12%	5 7%	100 7%	59 7%	45 8%	112 6%	49 8%	108- 6%	15 5%	33-- 4%	75 7%	41+++ABC 15%
I don't know		292 12%	258 12%	30 12%	12 9%	12c 18%	171 11%	109 13%	49- 9%	229+a 13%	55- 9%	234+a 13%	69+++BCD 24%	96d 13%	108-- 10%	20- 7%
NET: Agree		1124 47%	967-- 45%	143+++A 57%	90+++AD 67%	34 50%	701 47%	394 47%	279 49%	801 46%	296 50%	805- 45%	115 40%	331 44%	534a 49%	143ab 52%
NET: Disagree		419 17%	384+BC 18%	25-- 10%	10-- 7%	8 12%	268 18%	142 17%	118+b 21%	279- 16%	101 17%	314 18%	47 16%	127 17%	196 18%	50 18%
Mean score		3	3	4A	4A	4	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.00	1.00	.90	.88	.92	1.00	1.00	1.06	.98	1.01	1.00	1.06	.95	.99	1.13
Standard error		.02	.03	.06	.08	.11	.03	.04	.05	.03	.05	.03	.09	.04	.03	.08

95% lower case or +, 99% UPPER CASE or ++

Table 116 (continuation)

D5r6.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I think there are benefits to complaining directly to the BBC by

Base: All respondents

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree (1.0)	116	37	8	10d	1	10	14	4	28	57	70
	5%	++bdEGHIJ 12%	5%	9%	1%	4%	7%	3%	5%	5%	5%
Disagree (2.0)	303	62	25d	11	3-	34d	24	13	74d	165d	189d
	13%	++cDfghij 20%	16%	10%	4%	14%	11%	10%	14%	14%	14%
Neither agree nor disagree (3.0)	572	64	33	19	17	41-	45	31	115	266	308
	24%	21%	21%	18%	21%	17%	21%	24%	21%	22%	23%
Agree (4.0)	960	87--	60	49A	41+Aij	122++AbIJ	105++Aij	59A	243+A	486A	548A
	40%	29%	39%	46%	53%	50%	49%	45%	44%	40%	40%
Strongly agree (5.0)	164	22	11	14+	11+	24	21	17++	48	108++	114++
	7%	7%	7%	14%	14%	10%	10%	13%	9%	9%	8%
I don't know	292	32eF	19ceF	4-	5	12--	4--	6-	38--f	121---eF	141---ceFh
	12%	10%	12%	4%	6%	5%	2%	5%	7%	10%	10%
NET: Agree	1124	110--	71	64+Abj	52	146++ABIJ	126++AbiJ	76++Abj	291++A	594+A	662A
	47%	36%	45%	60%	++ABhIJ 67%	60%	59%	58%	53%	49%	48%
NET: Disagree	419	99	33D	20d	5-	43d	38d	17	102d	222d	259D
	17%	++bcDEFGH IJ 33%	21%	19%	6%	18%	18%	13%	19%	18%	19%
Mean score	3	3	3a	3A	4ABfHIJ	4A	3A	4Abj	3A	3A	3A
Standard deviation	1.00	1.19	1.04	1.15	.81	1.00	1.04	.97	1.03	1.03	1.03
Standard error	.02	.08	.10	.12	.11	.07	.08	.09	.05	.04	.03

95% lower case or +, 99% UPPER CASE or ++

Table 116 (continuation)

D5r6.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I think there are benefits to complaining directly to the BBC by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	116 5%	20++EHIJ 16%	2 6%	5 16%	- -%	4 3%	10 8%	2 6%	18 6%	51 5%	54 5%	13++ 18%	1 4%	6 21%	- -%	14++ 20%	27 6%	89 5%
Disagree (2.0)	303 13%	28++Gh 22%	4 13%	2 7%	1 4%	24g 17%	16 12%	1- 2%	40g 13%	145+g 14%	158+g 14%	15+ 22%	7 24%	6 19%	1 6%	23++ 33%	55 11%	248 13%
Neither agree nor disagree (3.0)	572 24%	25 20%	11 32%	4 11%	2 9%	23 16%	29 22%	12 29%	71 23%	226 22%	256 23%	18 26%	6 22%	1 3%	4 15%	10 15%	90-- 18%	482++A 25%
Agree (4.0)	960 40%	38- 29%	12 37%	16 53%	15 62%	69A 48%	62A 47%	19 47%	137A 44%	390 39%	431 39%	17- 25%	10 33%	11 37%	11 45%	15-- 22%	230++B 46%	730-- 38%
Strongly agree (5.0)	164 7%	13 10%	4 12%	2 5%	5 21%	16 11%	12 9%	5 11%	29 10%	100++ 10%	106++ 10%	4 6%	5 18%	3 11%	8 34%	3 5%	63++B 13%	101-- 5%
I don't know	292 12%	5-- 4%	- -%	2 6%	1 4%	8- 6%	1-- 1%	2 5%	12-- 4%	93--FH 9%	95--Fh 9%	2- 3%	* *%	3 9%	- -%	4 6%	33-- 7%	259++A 14%
NET: Agree	1124 47%	51 39%	16 49%	18 58%	20 83%	84++Aij 59%	75+a 57%	24a 58%	166+a 54%	490 49%	537 49%	21- 30%	15 51%	14 48%	19 79%	18-- 27%	292++B 59%	831-- 44%
NET: Disagree	419 17%	48++EFGHIJ 37%	6 19%	7 24%	1 4%	28 19%	26 20%	3 8%	58 19%	196+ 20%	212 19%	28++ 40%	8 28%	12 40%	1 6%	37++ 53%	82 17%	337 18%
Mean score	3	3	3	3	4AbcefHIJ	4A	3A	4A	3A	3A	3A	3	3a	3	4B	3	4B	3
Standard deviation	1.00	1.26	1.07	1.25	.70	1.01	1.07	.95	1.04	1.05	1.04	1.20	1.16	1.45	.88	1.21	1.05	.98
Standard error	.02	.13	.20	.25	.16	.10	.11	.16	.07	.04	.04	.17	.23	.31	.19	.17	.06	.03

95% lower case or +, 99% UPPER CASE or ++

Table 116 (continuation)

D5r6.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I think there are benefits to complaining directly to the BBC by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree (1.0)	116 5%	5 3%	33 4%	28 4%	49+c 6%	27-- 3%	35 5%	11 5%	42++AB 10%	18 3%	17 3%	5 3%	76++AB 7%	58++b 7%	29 4%
Disagree (2.0)	303 13%	17 12%	104 14%	88 12%	91 12%	131 13%	92 12%	30 14%	47 11%	59 10%	70 13%	22 14%	152 14%	128+ 15%	84 11%
Neither agree nor disagree (3.0)	572 24%	24 17%	182 24%	173 24%	188 25%	227 23%	184 25%	54 26%	102 24%	141 25%	125 23%	40 24%	257 23%	177- 21%	171 23%
Agree (4.0)	960 40%	54 37%	308 41%	298 41%	296 39%	432+D 43%	299d 40%	86 41%	139-- 33%	232 40%	232 43%	76d 47%	411- 37%	339 40%	306 41%
Strongly agree (5.0)	164 7%	5 3%	39 5%	58b 8%	58 8%	74 7%	47 6%	12 6%	31 7%	48d 8%	45d 8%	11 7%	56-- 5%	83++B 10%	40 5%
I don't know	292 12%	40++BCD 28%	81 11%	78 11%	82 11%	115 11%	92 12%	17 8%	63c 15%	76C 13%	52 10%	8-- 5%	149bC 14%	70-- 8%	124++A 16%
NET: Agree	1124 47%	59 41%	347 46%	356 49%	354 46%	506++D 50%	346 46%	98 47%	169-- 40%	280d 49%	277+D 51%	87d 54%	468-- 42%	422 49%	346 46%
NET: Disagree	419 17%	22 15%	137 18%	115 16%	140 18%	158 16%	127 17%	40 19%	89a 21%	77- 13%	88 16%	27 17%	228++A 21%	186++B 22%	112 15%
Mean score	3	3	3	3	3	3D	3d	3	3	3D	3D	3d	3	3	3
Standard deviation	1.00	.96	.97	.98	1.05	.94	.99	.99	1.13	.94	.97	.93	1.05	1.10	.95
Standard error	.02	.16	.04	.04	.05	.04	.04	.08	.07	.05	.05	.08	.04	.04	.04

95% lower case or +, 99% UPPER CASE or ++

Table 117
 D5r7.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I think I would get a better response complaining directly to the BBC
 by
 Base: All respondents

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample		1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total		2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree	(1.0)	195 8%	165 9%	30 6%	119++B 10%	73-- 6%	36-- 5%	76A 9%	84+A 10%	58 9%	51 7%	42 9%	45 8%	161 8%	20 10%	8 7%	6 9%	166 8%	29 8%
Disagree	(2.0)	399 17%	308 16%	91 17%	186 16%	213 17%	116 15%	150 18%	133 16%	102 16%	130 17%	81 18%	86 16%	323- 16%	39 20%	25a 22%	12 18%	330 16%	68 19%
Neither agree nor disagree	(3.0)	611 25%	507++B 27%	104-- 20%	298 25%	310 25%	190 25%	234 28%	188 23%	169 27%	194 25%	115 25%	133 24%	514 25%	48 24%	30 26%	17 25%	521 25%	90 26%
Agree	(4.0)	698 29%	531 28%	167 32%	341 29%	356 29%	249++B 33%	217- 26%	231 29%	183 29%	229 29%	126 28%	160 29%	603 30%	50 25%	30 26%	16 24%	609 30%	87 25%
Strongly agree	(5.0)	154 6%	137+b 7%	17- 3%	75 6%	79 6%	66++B 9%	39- 5%	49 6%	42 7%	54 7%	26 6%	32 6%	135 7%	8 4%	6 6%	3 4%	128 6%	26 8%
I don't know		349 15%	230-- 12%	119++A 22%	162 14%	187 15%	98 13%	125 15%	126 16%	79 12%	118 15%	61 14%	91 17%	288 14%	32 16%	15 13%	14+a 20%	298 15%	51 14%
NET: Agree		852 35%	668 36%	184 35%	415 35%	434 36%	315++Bc 42%	256-- 31%	280 35%	225 36%	283 37%	153 34%	192 35%	737+d 36%	58 29%	37 32%	18 28%	737 36%	114 32%
NET: Disagree		594 25%	473 25%	121 23%	304 26%	286 23%	152-- 20%	225A 27%	217A 27%	159 25%	181 23%	123 27%	131 24%	484- 24%	59 30%	34 29%	18 27%	496 24%	97 28%
Mean score		3	3	3	3	3	3BC	3	3	3	3	3	3	3b	3	3	3	3	3
Standard deviation		1.10	1.11	1.04	1.13	1.06	1.04	1.08	1.14	1.11	1.08	1.11	1.10	1.10	1.10	1.07	1.09	1.09	1.12
Standard error		.03	.03	.07	.04	.04	.04	.05	.05	.05	.05	.07	.06	.03	.09	.09	.10	.03	.08

95% lower case or +, 99% UPPER CASE or ++

Table 117 (continuation)

D5r7.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I think I would get a better response complaining directly to the BBC by

Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	195 8%	176 8%	12 5%	5 4%	3 4%	119 8%	70 8%	67++B 12%	122-- 7%	46 8%	149 8%	20 7%	53 7%	99 9%	23 9%
Disagree	(2.0)	399 17%	360 17%	34 13%	17 13%	9 14%	264 18%	128 15%	90 16%	285 16%	99 17%	296 17%	39 14%	137 18%	175 16%	48 18%
Neither agree nor disagree	(3.0)	611 25%	540 25%	64 26%	31 23%	24+ 35%	421++B 28%	168-- 20%	131 23%	455 26%	155 26%	449 25%	66 23%	177 24%	303+ 28%	65 24%
Agree	(4.0)	698 29%	616 29%	82 33%	49+ 37%	20 29%	418 28%	265 32%	164 29%	503 29%	198+b 33%	489- 28%	81 28%	216 29%	325 30%	76 28%
Strongly agree	(5.0)	154 6%	130 6%	21 8%	13 10%	3 5%	89 6%	62 7%	45 8%	108 6%	33 6%	114 6%	13 4%	36 5%	65 6%	40++ABC 15%
I don't know		349 15%	302 14%	37 15%	19 14%	10 14%	191-- 13%	147++A 18%	68 12%	264 15%	66- 11%	279+a 16%	68++CD 24%	132+CD 18%	128-- 12%	21-- 8%
NET: Agree		852 35%	746 35%	103 41%	62++A 47%	23 34%	508 34%	326+a 39%	209 37%	611 35%	231 39%	603- 34%	94 33%	252 34%	390 36%	116+b 42%
NET: Disagree		594 25%	536bc 25%	46- 18%	22- 17%	12 18%	383 25%	198 24%	157 28%	407- 23%	145 24%	445 25%	59 21%	189 25%	274 25%	72 26%
Mean score		3	3	3A	3A	3	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.10	1.10	1.03	1.03	.93	1.07	1.14	1.19	1.07	1.07	1.10	1.06	1.07	1.09	1.20
Standard error		.03	.03	.07	.10	.11	.03	.05	.06	.03	.05	.03	.10	.05	.04	.08

95% lower case or +, 99% UPPER CASE or ++

Table 117 (continuation)

D5r7.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I think I would get a better response complaining directly to the BBC by

Base: All respondents

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample		1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total		2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree	(1.0)	195	57 ++BcDEFGH IJ	7	10d	--	17d	20d	6	41d	111d	128+d
		8%	19%	5%	9%	--%	7%	9%	5%	7%	9%	9%
Disagree	(2.0)	399	63Cf	25c	7-	9	48Cf	24-	17	90c	213Cf	247Cf
		17%	21%	16%	7%	11%	20%	11%	13%	16%	18%	18%
Neither agree nor disagree	(3.0)	611	53--	29	27	22a	48	53	34a	132a	297a	339a
		25%	17%	19%	25%	28%	20%	25%	26%	24%	25%	25%
Agree	(4.0)	698	76	47	39a	23	79	80++Aij	47a	176	364	401
		29%	25%	30%	36%	29%	33%	38%	36%	32%	30%	29%
Strongly agree	(5.0)	154	24	16	17++aiJ	17++AbHIJ	31++ij	25++j	21++ahIJ	49+	95++	103+
		6%	8%	10%	16%	22%	13%	12%	16%	9%	8%	8%
I don't know		349	31fg	31acEFGHIJ	7-	7	19--	9--	5--	59-fg	123--fg	152--Fg
		15%	10%	20%	7%	10%	8%	4%	4%	11%	10%	11%
NET: Agree		852	100	64	56++AiJ	40++AiJ	110++Aj	106++AIJ	68++AhIJ	225++a	459+	504
		35%	33%	41%	52%	51%	45%	50%	52%	41%	38%	37%
NET: Disagree		594	120 ++BCDEFGH IJ	32	17-	9-	65cD	44	23	131d	324+cDg	375++cDg
		25%	39%	21%	16%	11%	27%	21%	18%	24%	27%	27%
Mean score		3	3	3Aj	3AIJ	4AbefHIJ	3A	3AiJ	3AhIJ	3A	3A	3A
Standard deviation		1.10	1.29	1.11	1.15	.98	1.17	1.14	1.07	1.11	1.13	1.13
Standard error		.03	.09	.11	.13	.13	.09	.09	.10	.06	.04	.04

95% lower case or +, 99% UPPER CASE or ++

Table 117 (continuation)

D5r7.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I think I would get a better response complaining directly to the BBC by

Base: All respondents

		Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First		
Weighted Total		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)	
Unweighted row		2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample		1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total		2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree	(1.0)	195 8%	32++EfgHIJ 25% 13%	4 22%	7 -%	- 10%	14 11%	15 6%	2 12%	35+ 10%	105++ 10%	112++ 10%	17++ 25%	5 18%	9 31%	- -%	25++ 36%	40 8%	155 8%
Disagree	(2.0)	399 17%	24 19%	7 21%	* *%	3 11%	24 17%	16 12%	3 6%	46 15%	180 18%	195 18%	16 23%	6 21%	2 7%	1 6%	14 21%	63- 13%	336+a 18%
Neither agree nor disagree	(3.0)	611 25%	23 18%	9 26%	6 18%	5 19%	29 20%	35 27%	13 31%	82 27%	251 25%	286 26%	13 18%	4 14%	6 19%	3 13%	10 14%	118 24%	493 26%
Agree	(4.0)	698 29%	33 26%	7 22%	13 41%	6 26%	46 32%	48 37%	15 36%	94 31%	286 29%	318 29%	18 26%	9 31%	6 21%	13 54%	13 19%	173++B 35%	526-- 28%
Strongly agree	(5.0)	154 6%	9 7%	6 18%	4 13%	10 41%	18++ 12%	12 9%	8++aij 19%	29+ 10%	84++ 8%	87+ 8%	2 4%	3 10%	4 12%	7 28%	1 1%	59++B 12%	95-- 5%
I don't know		349 15%	8- 6%	- -%	2 7%	1 4%	12- 8%	5-- 4%	1- 2%	21-- 7%	98-- 10%	103-- 9%	3- 4%	2 7%	3 9%	- -%	6 9%	45-- 9%	304++A 16%
NET: Agree		852 35%	42 33%	13 40%	17 53%	16 67%	64+ 45%	60+ 45%	23++aij 55%	124 40%	370 37%	404 37%	20 29%	12 41%	10 33%	19 82%	14- 21%	232++B 47%	621-- 33%
NET: Disagree		594 25%	56 44%	11 33%	7 22%	3 11%	39 27%	31 24%	5 12%	81 26%	286++g 28%	306++g 28%	33++ 48%	12 38%	11 39%	1 6%	39++ 57%	103- 21%	491+a 26%
Mean score		3	3	3	3	4AbceFHIJ 3A	3A	3A	4AhIJ	3A	3A	3A	3	3	3	4B	2	3B	3
Standard deviation		1.10	1.32	1.30	1.39	1.06	1.22	1.15	1.07	1.17	1.16	1.14	1.25	1.34	1.49	.81	1.23	1.14	1.08
Standard error		.03	.14	.24	.27	.24	.12	.12	.17	.08	.04	.04	.18	.27	.32	.18	.18	.06	.03

95% lower case or +, 99% UPPER CASE or ++

Table 117 (continuation)

D5r7.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?..... I think I would get a better response complaining directly to the BBC

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree (1.0)	195 8%	10 7%	46- 6%	58 8%	77+b 10%	60-- 6%	64 9%	13 6%	53++Ac 13%	31- 5%	29- 5%	6 4%	129++ABC 12%	104++B 12%	43- 6%
Disagree (2.0)	399 17%	16 11%	134 18%	107 15%	139 18%	159 16%	127 17%	42 20%	69 16%	86 15%	104 19%	29 18%	178 16%	155 18%	131 17%
Neither agree nor disagree (3.0)	611 25%	19- 13%	194a 26%	192a 27%	199a 26%	250 25%	202 27%	54 26%	100 24%	135 23%	146 27%	41 25%	280 25%	193- 23%	179 24%
Agree (4.0)	698 29%	44 30%	233d 31%	219 30%	199 26%	322+bd 32%	202 27%	65 31%	105 25%	189d 33%	152 28%	51 32%	300 27%	244 29%	233 31%
Strongly agree (5.0)	154 6%	9 6%	40 5%	46 6%	57 7%	76 8%	39 5%	12 5%	28 7%	47d 8%	43d 8%	12 7%	51-- 5%	73++b 9%	36 5%
I don't know	349 15%	47++BCD 33%	99 13%	102 14%	93- 12%	138 14%	115 15%	24 12%	67 16%	87 15%	70 13%	23 14%	164 15%	85-- 10%	133+A 18%
NET: Agree	852 35%	53 37%	273 37%	264 37%	256 34%	398++Bd 40%	241- 32%	77 37%	133 31%	235++D 41%	194 36%	63 39%	351-- 32%	317 37%	269 36%
NET: Disagree	594 25%	25 17%	180 24%	165 23%	217+c 28%	220- 22%	192 26%	55 26%	122a 29%	117- 20%	133 24%	35 22%	307++A 28%	259++B 30%	174 23%
Mean score	3	3	3	3	3	3BD	3	3	3	3D	3D	3d	3	3	3
Standard deviation	1.10	1.15	1.04	1.08	1.14	1.06	1.08	1.05	1.19	1.06	1.06	1.02	1.13	1.20	1.04
Standard error	.03	.20	.05	.05	.05	.04	.05	.08	.07	.06	.05	.09	.04	.05	.05

95% lower case or +, 99% UPPER CASE or ++

Table 118

D5r8.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I think I would get an impartial response from the BBC to my complaint

by

Base: All respondents

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row		2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample		1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total		2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree	(1.0)	207 9%	183++B 10%	24-- 5%	137++B 12%	68-- 6%	36-- 5%	75A 9%	95++A 12%	60 9%	62 8%	41 9%	44 8%	166 8%	23 11%	13 11%	6 8%	178 9%	29 8%
Disagree	(2.0)	410 17%	336 18%	74 14%	197 17%	212 17%	127 17%	149 18%	134 17%	119 19%	133 17%	77 17%	80 15%	345 17%	33 17%	21 18%	11 16%	344 17%	67 19%
Neither agree nor disagree	(3.0)	646 27%	537++B 29%	109-- 21%	313 27%	333 27%	180-- 24%	228 27%	238a 29%	172 27%	223 29%	109 24%	142 26%	539 27%	61 31%	26 23%	20 30%	550 27%	96 27%
Agree	(4.0)	653 27%	493 26%	160 30%	320 27%	332 27%	245++bC 32%	218 26%	189-- 23%	175 28%	205 26%	130 29%	143 26%	560 28%	43 22%	30 26%	15 23%	565 28%	87 25%
Strongly agree	(5.0)	125 5%	110+b 6%	15- 3%	57 5%	66 5%	51+C 7%	46 6%	27- 3%	28 4%	41 5%	27 6%	28 5%	108 5%	8 4%	6 5%	3 4%	110 5%	15 4%
I don't know		365 15%	219-- 12%	146++A 28%	156- 13%	206+a 17%	115 15%	123 15%	127 16%	78- 12%	112 14%	66 15%	109++Ab 20%	304 15%	29 15%	20 17%	12 17%	305 15%	59 17%
NET: Agree		778 32%	603 32%	175 33%	377 32%	399 33%	296++BC 39%	265 32%	216-- 27%	203 32%	246 32%	157 35%	172 31%	669 33%	51 26%	36 31%	18 28%	675 33%	102 29%
NET: Disagree		617 26%	519++B 28%	98-- 19%	334+B 28%	280-- 23%	164-- 22%	224a 27%	230A 28%	179 28%	195 25%	119 26%	125 23%	511 25%	56 28%	34 29%	16 25%	522 25%	95 27%
Mean score		3	3	3a	3	3A	3BC	3c	3	3	3	3	3	3	3	3	3	3	3
Standard deviation		1.08	1.10	.99	1.12	1.03	1.04	1.09	1.09	1.08	1.06	1.12	1.08	1.08	1.08	1.14	1.06	1.09	1.06
Standard error		.03	.03	.07	.04	.04	.04	.05	.05	.05	.05	.07	.06	.03	.09	.09	.10	.03	.07

95% lower case or +, 99% UPPER CASE or ++

Table 118 (continuation)

D5r8.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I think I would get an impartial response from the BBC to my complaint by

Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	207 9%	193+Bcd 9%	10-- 4%	4- 3%	2 3%	132 9%	68 8%	71++B 13%	132- 8%	44 7%	162 9%	21 7%	66 9%	100 9%	21 8%
Disagree	(2.0)	410 17%	372c 17%	33 13%	14- 11%	12 17%	272 18%	134 16%	86 15%	302 17%	100 17%	308 17%	25-- 9%	118a 16%	209+A 19%	58A 21%
Neither agree nor disagree	(3.0)	646 27%	582C 27%	57 23%	21-- 16%	25+bC 37%	414 28%	213 25%	126- 22%	489+a 28%	143 24%	499+ 28%	64 22%	206 27%	318d 29%	59 21%
Agree	(4.0)	653 27%	556-- 26%	91++A 36%	59++Ad 45%	19 28%	402 27%	234 28%	167 30%	462 27%	183+b 31%	459- 26%	92b 32%	182 24%	300 27%	79 29%
Strongly agree	(5.0)	125 5%	102- 5%	23++A 9%	15++A 11%	4 5%	79 5%	40 5%	36 6%	81 5%	45+B 7%	71-- 4%	9 3%	38 5%	49 4%	29++ABC 11%
I don't know		365 15%	320 15%	38 15%	20 15%	7 10%	204- 14%	150+a 18%	78 14%	271 16%	82 14%	277 16%	76++bCD 26%	141++CD 19%	119-- 11%	29- 10%
NET: Agree		778 32%	658-- 31%	113++A 45%	75++AD 56%	23 33%	482 32%	274 33%	203 36%	543 31%	228++B 38%	530-- 30%	101 35%	219 29%	349 32%	108+Bc 39%
NET: Disagree		617 26%	565++BC 27%	42-- 17%	18-- 13%	14 20%	403 27%	201 24%	157 28%	434 25%	144 24%	470 26%	46-- 16%	184a 25%	309+A 28%	79A 29%
Mean score		3	3	3A	4AD	3	3	3	3	3	3B	3	3c	3	3	3
Standard deviation		1.08	1.08	1.02	.98	.91	1.08	1.08	1.19	1.05	1.10	1.07	1.04	1.08	1.06	1.16
Standard error		.03	.03	.07	.09	.11	.03	.05	.06	.03	.05	.03	.10	.05	.04	.08

95% lower case or +, 99% UPPER CASE or ++

Table 118 (continuation)

D5r8.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I think I would get an impartial response from the BBC to my complaint by

Base: All respondents

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV Channel 4 (b) (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Unweighted row		2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample		1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total		2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree	(1.0)	207	64 ++BDEFGHIJ	11	14Dg	1-	17	21d	5	50d	109d	139++dg
		9%	21%	7%	13%	2%	7%	10%	4%	9%	9%	10%
Disagree	(2.0)	410	72++CDFgh	29cd	7--	6-	41c	26	18	95cd	236++Cdf	269++Cdf
		17%	24%	19%	7%	7%	17%	12%	14%	17%	20%	20%
Neither agree nor disagree	(3.0)	646	51--	31	27	23a	60a	51	32	130a	307A	342-A
		27%	17%	20%	25%	29%	25%	24%	24%	24%	26%	25%
Agree	(4.0)	653	64-	47	38A	31+Aj	79A	77++AiJ	51++AiJ	170+A	336a	375a
		27%	21%	30%	35%	39%	33%	36%	39%	31%	28%	27%
Strongly agree	(5.0)	125	25+	15+	16++hIJ	13++ahIJ	21+	20+	20+++aHIJ	40+	72	77
		5%	8%	10%	15%	17%	9%	9%	15%	7%	6%	6%
I don't know		365	28--	22cG	5--	5-	23-	17--	5--	62-cg	143---cG	167---cG
		15%	9%	14%	4%	6%	10%	8%	4%	11%	12%	12%
NET: Agree		778	90	62a	54++AhIJ	44	101++AiJ	96++AIJ	70	210++aj	408	452
		32%	29%	40%	50% ++AbeHIJ	56%	42%	45% ++AbeHIJ	54%	38%	34%	33%
NET: Disagree		617	136 ++BCDEFGHIJ	40D	22	7--	57D	48d	23-	145D	345++Dg	408++Dfg
		26%	45%	26%	20%	9%	24%	22%	18%	26%	29%	30%
Mean score		3	3	3A	3AiJ	4ABEFHIJ	3AiJ	3AiJ	3AeHIJ	3A	3A	3A
Standard deviation		1.08	1.30	1.15	1.24	.92	1.10	1.15	1.06	1.13	1.11	1.12
Standard error		.03	.09	.11	.13	.12	.08	.09	.10	.06	.04	.04

95% lower case or +, 99% UPPER CASE or ++

Table 118 (continuation)

D5r8.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I think I would get an impartial response from the BBC to my complaint by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	207 9%	35++E 27%	fGHIJ 5 15%	8 25%	- -%	11 8%	18+ 14%	2 4%	39+ 13%	103+ 10%	117++ 11%	21++ 31%	5 17%	9 30%	- -%	28++ 40%	53 11%	154 8%
Disagree (2.0)	410 17%	31+ 24%	6 17%	1 3%	2 8%	24 17%	20 16%	4 10%	48 15%	210++ 21%	224++ 20%	17 25%	7 24%	6 22%	4 18%	17 24%	64- 13%	346+a 18%
Neither agree nor disagree (3.0)	646 27%	19-- 15%	7 21%	9 28%	4 19%	35 24%	32 25%	15A 38%	80a 26%	263a 26%	292a 27%	11 16%	4 14%	4 14%	5 22%	8-- 11%	139 28%	508 27%
Agree (4.0)	653 27%	28 22%	10 29%	8 27%	10 41%	48 34%	38 29%	13 33%	88 28%	257 26%	279 25%	15 22%	5 17%	8 26%	11 46%	11 15%	153 31%	500 26%
Strongly agree (5.0)	125 5%	9 7%	5 14%	5 17%	7 29%	10 7%	10 7%	6++ij 15%	27++ 9%	60 6%	66 6%	3 4%	4 13%	2 8%	3 14%	4 6%	41++B 8%	84-- 4%
I don't know	365 15%	5-- 4%	1 4%	- -%	1 4%	14g 10%	12 10%	*-- *%	27-- 9%	113--ag 11%	122--ag 11%	1-- 2%	4 14%	- -%	- -%	3- 4%	48-- 10%	317++A 17%
NET: Agree	778 32%	37 29%	14 43%	14 45%	17 70%	59+ij 41%	48 36%	20+aij 48%	114 37%	316 31%	346 31%	18 26%	9 31%	10 34%	14 60%	14 21%	194++B 39%	584-- 31%
NET: Disagree	617 26%	66 ++EFGHIJ 52%	11 32%	9 28%	2 8%	36 25%	39 29%	6 14%	87 28%	312++g 31%	340++g 31%	39++ 56%	12 41%	15 52%	4 18%	44++ 64%	117 24%	500 26%
Mean score	3	3	3	3	4AbcEFHIJ 3A	3a	3AfHIJ	3A	3A	3A	3A	2	3	3	4B	2	3b	3
Standard deviation	1.08	1.32	1.31	1.43	.93	1.10	1.20	1.00	1.19	1.12	1.12	1.26	1.39	1.38	.96	1.30	1.14	1.06
Standard error	.03	.13	.25	.27	.21	.11	.12	.16	.08	.04	.04	.18	.29	.28	.21	.18	.06	.03

95% lower case or +, 99% UPPER CASE or ++

Table 118 (continuation)

D5r8.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?.....I think I would get an impartial response from the BBC to my complaint by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree (1.0)	207 9%	5 3%	67 9%	61 8%	71 9%	68- 7%	63 8%	16 8%	57++Abc 14%	42 7%	38 7%	9 5%	118++b 11%	115++B 13%	35-- 5%
Disagree (2.0)	410 17%	10- 7%	116 16%	125 17%	154+ab 20%	171 17%	139 19%	36 17%	65 15%	100 17%	113+d 21%	27 16%	170 15%	173++ 20%	129 17%
Neither agree nor disagree (3.0)	646 27%	21- 15%	233++ad 31%	194 27%	193 25%	291 29%	187 25%	59 28%	106 25%	152 26%	144 26%	47 29%	298 27%	204- 24%	202 27%
Agree (4.0)	653 27%	53 36%	205 27%	199 28%	194 25%	282 28%	216d 29%	53 25%	95- 23%	165 29%	160d 30%	52 32%	268- 24%	223 26%	198 26%
Strongly agree (5.0)	125 5%	3 2%	25- 3%	47b 6%	48b 6%	36-- 4%	47a 6%	23++AbD 11%	18 4%	23 4%	24 4%	9 6%	68 6%	53 6%	34 5%
I don't know	365 15%	53++BCD 37%	99 13%	97 13%	104 14%	158 16%	98 13%	23 11%	81+bc 19%	92 16%	63- 12%	19 12%	180b 16%	86-- 10%	156++A 21%
NET: Agree	778 32%	56 38%	230 31%	246 34%	243 32%	318 32%	263d 35%	76d 36%	113- 27%	188 33%	185 34%	61 38%	336 30%	276 32%	232 31%
NET: Disagree	617 26%	15-- 10%	184a 25%	186a 26%	225+A 29%	239 24%	202 27%	52 25%	122 29%	142 25%	151 28%	35 22%	288 26%	288++B 34%	164- 22%
Mean score	3	3bd	3	3	3	3d	3d	3D	3	3	3	3	3	3	3A
Standard deviation	1.08	.91	1.04	1.10	1.12	1.01	1.10	1.14	1.15	1.04	1.05	1.01	1.13	1.18	1.00
Standard error	.03	.16	.04	.05	.05	.04	.05	.09	.07	.06	.05	.09	.04	.05	.05

95% lower case or +, 99% UPPER CASE or ++

Table 119

D5.Having the description, how strongly do you agree or disagree with the following statements regarding the way you need to complain about the BBC?
by

Base: All respondents

		I understand the process of making complaints about the BBC	I would prefer to complain to the BBC first	I would prefer to complain about the BBC by an independent regulator	Complaints about the BBC should be dealt with the same way as other TV channels	It's unfair that BBC complaints are dealt with differently from other TV channels	I think there are benefits to complaining directly to the BBC	I think I would get a better response from the BBC	I think I would get an impartial response from the BBC to my complaint
Unweighted row		2407	2407	2407	2407	2407	2407	2407	2407
Effective sample		1812	1812	1812	1812	1812	1812	1812	1812
Weighted Total		2407	2407	2407	2407	2407	2407	2407	2407
Strongly disagree	(1.0)	62 3%	143 6%	25 1%	24 1%	35 1%	116 5%	195 8%	207 9%
Disagree	(2.0)	209 9%	341 14%	219 9%	104 4%	219 9%	303 13%	399 17%	410 17%
Neither agree nor disagree	(3.0)	474 20%	538 22%	586 24%	406 17%	511 21%	572 24%	611 25%	646 27%
Agree	(4.0)	1343 56%	988 41%	869 36%	1117 46%	967 40%	960 40%	698 29%	653 27%
Strongly agree	(5.0)	227 9%	220 9%	497 21%	604 25%	489 20%	164 7%	154 6%	125 5%
I don't know		91 4%	176 7%	211 9%	152 6%	186 8%	292 12%	349 15%	365 15%
NET: Agree		1570 65%	1209 50%	1365 57%	1721 72%	1456 60%	1124 47%	852 35%	778 32%
NET: Disagree		271 11%	484 20%	244 10%	128 5%	254 11%	419 17%	594 25%	617 26%
Mean score		4	3	4	4	4	3	3	3
Standard deviation		.88	1.06	.96	.85	.96	1.00	1.10	1.08
Standard error		.02	.03	.02	.02	.02	.02	.03	.03

Table 120
<D5> NET agree Summary
by
Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I understand the process of making complaints about the BBC	1570 65%	1185-- 63%	385++A 73%	781 66%	784 64%	483 64%	561 67%	525 65%	445++CD 70%	532+Cd 69%	260-- 58%	333-- 61%	1330 66%	126 64%	70 61%	42 63%	1337 65%	231 66%
I would prefer to complain to the BBC first before approaching Ofcom	1209 50%	900-- 48%	309++A 58%	586 50%	618 51%	369 49%	406 48%	434 53%	326 52%	399 51%	224 50%	260 48%	1021 50%	92 47%	60 52%	32 48%	1024 50%	182 52%
I would prefer complaints about the BBC be dealt with by an independent regulator	1365 57%	1126++B 60%	240-- 45%	695 59%	665 55%	419 55%	489 58%	457 56%	355 56%	453 58%	265 59%	293 54%	1140 56%	117 59%	64 55%	43+a 65%	1163 57%	200 57%
Complaints about the BBC should be dealt with the same way as other TV channels	1721 72%	1313-- 70%	408+a 77%	840 71%	873 72%	523 69%	593 71%	605+a 75%	440 70%	564 73%	326 72%	391 72%	1436 71%	147 74%	88 76%	49 73%	1458 71%	261 74%
It's unfair that BBC complaints are dealt with differently from other TV channels	1456 60%	1110-- 59%	346+a 66%	729 62%	721 59%	456 60%	512 61%	487 60%	382 60%	478 62%	272 60%	324 59%	1229 61%	109 55%	74 64%	41 62%	1239 60%	214 61%
I think there are benefits to complaining directly to the BBC	1124 47%	888 47%	235 45%	532 45%	587 48%	406++BC 54%	371 44%	345-- 43%	313D 49%	393+cD 51%	196 43%	222-- 41%	955 47%	86 43%	52 45%	29 43%	962 47%	160 45%
I think I would get a better response complaining directly to the BBC	852 35%	668 36%	184 35%	415 35%	434 36%	315++Bc 42%	256-- 31%	280 35%	225 36%	283 37%	153 34%	192 35%	737+d 36%	58 29%	37 32%	18 28%	737 36%	114 32%

95% lower case or +, 99% UPPER CASE or ++

Table 120 (continuation)
 <D5> NET agree Summary
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I think I would get an impartial response from the BBC to my complaint	778 32%	603 32%	175 33%	377 32%	399 33%	296++BC 39%	265 32%	216-- 27%	203 32%	246 32%	157 35%	172 31%	669 33%	51 26%	36 31%	18 28%	675 33%	102 29%

95% lower case or +, 99% UPPER CASE or ++

Table 120 (continuation)
<D5> NET agree Summary
by
Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I understand the process of making complaints about the BBC	1570 65%	1388 65%	168 67%	90 67%	43 63%	999 66%	538 64%	366 65%	1153 66%	390 65%	1153 65%	159-- 55%	463-- 62%	761++AB 69%	187a 68%
I would prefer to complain to the BBC first before approaching Ofcom	1209 50%	1076 51%	124 50%	71 53%	34 49%	716-- 48%	458++A 55%	279 49%	888 51%	278 47%	906 51%	138 48%	380 51%	547 50%	144 52%
I would prefer complaints about the BBC be dealt with by an independent regulator	1365 57%	1217 57%	137 55%	71 53%	40 58%	881+ 59%	452 54%	346+b 61%	954-- 55%	344 58%	997 56%	143 50%	403 54%	649+ab 59%	170ab 62%
Complaints about the BBC should be dealt with the same way as other TV channels	1721 72%	1532 72%	175 70%	88 66%	51 74%	1071 71%	607 72%	397 70%	1252 72%	410 69%	1282 72%	197 69%	542 72%	786 72%	197 72%
It's unfair that BBC complaints are dealt with differently from other TV channels	1456 60%	1292 61%	147 59%	74 55%	42 62%	916 61%	499 60%	351 62%	1055 61%	368 62%	1063 60%	172 60%	439 58%	671 61%	175 64%
I think there are benefits to complaining directly to the BBC	1124 47%	967-- 45%	143++A 57%	90++AD 67%	34 50%	701 47%	394 47%	279 49%	801 46%	296 50%	805-- 45%	115 40%	331 44%	534a 49%	143ab 52%
I think I would get a better response complaining directly to the BBC	852 35%	746 35%	103 41%	62++A 47%	23 34%	508 34%	326+a 39%	209 37%	611 35%	231 39%	603-- 34%	94 33%	252 34%	390 36%	116+b 42%

95% lower case or +, 99% UPPER CASE or ++

Table 120 (continuation)
 <D5> NET agree Summary
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I think I would get an impartial response from the BBC to my complaint	778 32%	658-- 31%	113++A 45%	75++AD 56%	23 33%	482 32%	274 33%	203 36%	543 31%	228++B 38%	530-- 30%	101 35%	219 29%	349 32%	108+Bc 39%

95% lower case or +, 99% UPPER CASE or ++

Table 120 (continuation)

<D5> NET agree Summary

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
I understand the process of making complaints about the BBC	1570 65%	196 64%	104c 67%	56- 53%	44 56%	145 60%	142c 67%	84 65%	352c 64%	826++Cde 69%	941++Cde 69%
I would prefer to complain to the BBC first before approaching Ofcom	1209 50%	144 47%	74 47%	61 57%	50+ab 64%	144++Ab 60%	123+a 58%	77+a 59%	290 53%	651++ 54%	725++ 53%
I would prefer complaints about the BBC be dealt with by an independent regulator	1365 57%	214++hIJ 70%	98 63%	75+ 70%	48 61%	155+ 64%	140++ 66%	79 61%	336+ 62%	714+ 59%	818++ 60%
Complaints about the BBC should be dealt with the same way as other TV channels	1721 72%	228Cd 75%	117Cd 75%	62-- 58%	47- 60%	165 68%	141 66%	88 68%	372 68%	866Cd 72%	985Cd 72%
It's unfair that BBC complaints are dealt with differently from other TV channels	1456 60%	199f 65%	101 65%	61 57%	51 65%	157f 65%	117 55%	78 60%	328 60%	737 61%	842 61%
I think there are benefits to complaining directly to the BBC	1124 47%	110-- 36%	71 45%	64+Abj 60%	52 67%	146++ABIJ 60%	126++AbiJ 59%	76++Abj 58%	291++A 53%	594+A 49%	662A 48%
I think I would get a better response complaining directly to the BBC	852 35%	100 33%	64 41%	56++AiJ 52%	40++AiJ 51%	110++Aj 45%	106++AIJ 50%	68++AhIJ 52%	225++a 41%	459+ 38%	504 37%

95% lower case or +, 99% UPPER CASE or ++

Table 120 (continuation)
 <D5> NET agree Summary
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
I think I would get an impartial response from the BBC to my complaint	778	90	62a	54++AhIJ ++AbeHIJ	44 56%	101++Aij	96++AIJ ++AbeHIJ	70 54%	210++aj	408	452
	32%	29%	40%	50%	56%	42%	45%	54%	38%	34%	33%

95% lower case or +, 99% UPPER CASE or ++

Table 120 (continuation)
<D5> NET agree Summary
by
Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I understand the process of making complaints about the BBC	1570 65%	84 65%	22 68%	21 67%	19 82%	89 62%	94 72%	31 75%	200 65%	709++ 71%	773++ 70%	44 64%	20 65%	20 68%	20 84%	44 64%	372++B 75%	1199-- 63%
I would prefer to complain to the BBC first before approaching Ofcom	1209 50%	71 55%	15 44%	18 58%	15 65%	83 57%	75 57%	25 62%	170 55%	545++ 54%	593++ 54%	34 49%	22 72%	15 51%	20 83%	31 46%	324++B 65%	885-- 46%
I would prefer complaints about the BBC be dealt with by an independent regulator	1365 57%	102++fHIJ 79%	26 78%	24 79%	19 79%	97+ 68%	86+ 66%	31+ 75%	201++ 65%	608++ 61%	669++ 61%	55++ 81%	22 72%	25 84%	18 76%	59++ 85%	298 60%	1067 56%
Complaints about the BBC should be dealt with the same way as other TV channels	1721 72%	94 73%	23 68%	16 52%	17 71%	99 69%	92 70%	32 79%	210 68%	737 73%	801 73%	47 69%	22 73%	25 84%	17 73%	47 69%	352 71%	1369 72%
It's unfair that BBC complaints are dealt with differently from other TV channels	1456 60%	78 60%	20 60%	18 58%	20 82%	96 67%	71 54%	28 68%	185 60%	629 63%	683 62%	42 62%	17 56%	18 62%	15 63%	39 57%	290 58%	1166 61%
I think there are benefits to complaining directly to the BBC	1124 47%	51 39%	16 49%	18 58%	20 83%	84++AiJ 59%	75+a 57%	24a 58%	166+a 54%	490 49%	537 49%	21- 30%	15 51%	14 48%	19 79%	18-- 27%	292++B 59%	831-- 44%
I think I would get a better response complaining directly to the BBC	852 35%	42 33%	13 40%	17 53%	16 67%	64+ 45%	60+ 45%	23++aij 55%	124 40%	370 37%	404 37%	20 29%	12 41%	10 33%	19 82%	14- 21%	232++B 47%	621-- 33%

95% lower case or +, 99% UPPER CASE or ++

Table 120 (continuation)
 <D5> NET agree Summary
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I think I would get an impartial response from the BBC to my complaint	778 32%	37 29%	14 43%	14 45%	17 70%	59+ij 41%	48 36%	20+aij 48%	114 37%	316 31%	346 31%	18 26%	9 31%	10 34%	14 60%	14 21%	194++B 39%	584-- 31%

95% lower case or +, 99% UPPER CASE or ++

Table 120 (continuation)
<D5> NET agree Summary
by
Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I understand the process of making complaints about the BBC	1570 65%	93 64%	440-- 59%	508++B 70%	514B 67%	699++cD 70%	498D 67%	128 61%	237-- 56%	401+D 70%	379+D 70%	105 65%	674-- 61%	612++B 72%	460- 61%
I would prefer to complain to the BBC first before approaching Ofcom	1209 50%	83 57%	394D 53%	382D 53%	340-- 45%	580++BcD 58%	343- 46%	103 49%	177-- 42%	321+D 56%	280d 52%	90d 55%	505-- 46%	432 51%	366 49%
I would prefer complaints about the BBC be dealt with by an independent regulator	1365 57%	52-- 36%	420A 56%	431A 60%	449A 59%	549 55%	450+a 60%	121 58%	238 56%	310 54%	337+ad 62%	105+ad 65%	604 55%	564++B 66%	365-- 48%
Complaints about the BBC should be dealt with the same way as other TV channels	1721 72%	109 75%	513 69%	529 73%	549 72%	732D 73%	567++D 76%	145 69%	271-- 64%	416 72%	392 72%	121 75%	778 71%	615 72%	525 70%
It's unfair that BBC complaints are dealt with differently from other TV channels	1456 60%	82 57%	442 59%	451 62%	463 60%	604 60%	469 63%	129 62%	247 58%	331 58%	341 63%	103 63%	671 61%	530 62%	459 61%
I think there are benefits to complaining directly to the BBC	1124 47%	59 41%	347 46%	356 49%	354 46%	506++D 50%	346 46%	98 47%	169-- 40%	280d 49%	277+D 51%	87d 54%	468-- 42%	422 49%	346 46%
I think I would get a better response complaining directly to the BBC	852 35%	53 37%	273 37%	264 37%	256 34%	398++Bd 40%	241- 32%	77 37%	133 31%	235++D 41%	194 36%	63 39%	351-- 32%	317 37%	269 36%

95% lower case or +, 99% UPPER CASE or ++

Table 120 (continuation)
 <D5> NET agree Summary
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I think I would get an impartial response from the BBC to my complaint	778 32%	56 38%	230 31%	246 34%	243 32%	318 32%	263d 35%	76d 36%	113- 27%	188 33%	185 34%	61 38%	336 30%	276 32%	232 31%

95% lower case or +, 99% UPPER CASE or ++

Table 121
<D5> NET Disagree Summary
by
Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I understand the process of making complaints about the BBC	271 11%	215 11%	55 10%	132 11%	138 11%	85 11%	81 10%	105 13%	64 10%	82 11%	63 14%	61 11%	222 11%	28 14%	15 13%	6 8%	233 11%	37 11%
I would prefer to complain to the BBC first before approaching Ofcom	484 20%	354- 19%	129+a 25%	258 22%	223 18%	148 20%	177 21%	159 20%	130 21%	155 20%	92 20%	107 20%	402 20%	44 22%	24 21%	14 21%	412 20%	71 20%
I would prefer complaints about the BBC be dealt with by an independent regulator	244 10%	144-- 8%	100++A 19%	114 10%	128 11%	70 9%	79 9%	96 12%	83+cD 13%	81 10%	39 9%	41- 8%	212d 10%	17 8%	11 9%	3- 5%	205 10%	39 11%
Complaints about the BBC should be dealt with the same way as other TV channels	128 5%	95 5%	33 6%	69 6%	59 5%	40 5%	52 6%	35 4%	48+ 8%	38 5%	19 4%	24 4%	109 5%	13 7%	4 3%	2 2%	112 5%	16 5%
It's unfair that BBC complaints are dealt with differently from other TV channels	254 11%	191 10%	64 12%	129 11%	124 10%	74 10%	100 12%	80 10%	80d 13%	87 11%	44 10%	43- 8%	214 11%	24 12%	9 7%	8 11%	221 11%	33 9%
I think there are benefits to complaining directly to the BBC	419 17%	328 17%	91 17%	238++B 20%	178-- 15%	96-- 13%	164A 19%	160A 20%	110 17%	125 16%	87 19%	97 18%	348 17%	38 19%	21 18%	11 17%	363 18%	55 16%
I think I would get a better response complaining directly to the BBC	594 25%	473 25%	121 23%	304 26%	286 23%	152-- 20%	225A 27%	217A 27%	159 25%	181 23%	123 27%	131 24%	484- 24%	59 30%	34 29%	18 27%	496 24%	97 28%

95% lower case or +, 99% UPPER CASE or ++

Table 121 (continuation)
 <D5> NET Disagree Summary
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I think I would get an impartial response from the BBC to my complaint	617 26%	519++B 28%	98-- 19%	334+B 28%	280-- 23%	164-- 22%	224a 27%	230A 28%	179 28%	195 25%	119 26%	125 23%	511 25%	56 28%	34 29%	16 25%	522 25%	95 27%

95% lower case or +, 99% UPPER CASE or ++

Table 121 (continuation)
<D5> NET Disagree Summary
by
Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I understand the process of making complaints about the BBC	271 11%	240 11%	29 12%	13 10%	11 16%	147-- 10%	119++A 14%	65 11%	197 11%	54 9%	217+ 12%	45+d 16%	87 12%	117 11%	21 8%
I would prefer to complain to the BBC first before approaching Ofcom	484 20%	428 20%	47 19%	19 14%	16 24%	310 21%	166 20%	121 21%	342 20%	120 20%	360 20%	52 18%	136 18%	234 21%	61 22%
I would prefer complaints about the BBC be dealt with by an independent regulator	244 10%	219 10%	24 9%	16 12%	5 7%	141 9%	98 12%	50 9%	186 11%	56 9%	187 11%	28 10%	75 10%	112 10%	29 11%
Complaints about the BBC should be dealt with the same way as other TV channels	128 5%	114 5%	12 5%	7 5%	2 3%	79 5%	49 6%	43+b 8%	84 5%	34 6%	93 5%	16 6%	49 7%	48 4%	14 5%
It's unfair that BBC complaints are dealt with differently from other TV channels	254 11%	221 10%	31 12%	19 14%	6 9%	152 10%	98 12%	53 9%	189 11%	64 11%	189 11%	21 7%	97+ 13%	112 10%	24 9%
I think there are benefits to complaining directly to the BBC	419 17%	384+BC 18%	25-- 10%	10-- 7%	8 12%	268 18%	142 17%	118+b 21%	279- 16%	101 17%	314 18%	47 16%	127 17%	196 18%	50 18%
I think I would get a better response complaining directly to the BBC	594 25%	536bc 25%	46- 18%	22- 17%	12 18%	383 25%	198 24%	157 28%	407- 23%	145 24%	445 25%	59 21%	189 25%	274 25%	72 26%

95% lower case or +, 99% UPPER CASE or ++

Table 121 (continuation)
 <D5> NET Disagree Summary
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I think I would get an impartial response from the BBC to my complaint	617 26%	565++BC 27%	42-- 17%	18-- 13%	14 20%	403 27%	201 24%	157 28%	434 25%	144 24%	470 26%	46-- 16%	184a 25%	309+A 28%	79A 29%

95% lower case or +, 99% UPPER CASE or ++

Table 121 (continuation)
<D5> NET Disagree Summary
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
I understand the process of making complaints about the BBC	271 11%	40 13%	17 11%	16 15%	9 12%	35 15%	29 13%	15 11%	74 14%	133 11%	150 11%
I would prefer to complain to the BBC first before approaching Ofcom	484 20%	90 ++CDEFGHIJ 30%	45+cDefgi	16	6-	42	35	21	120d	246d	296d
I would prefer complaints about the BBC be dealt with by an independent regulator	244 10%	23 7%	8 5%	10 9%	4 5%	20 8%	21 10%	7 6%	51 9%	139+bg 12%	148 11%
Complaints about the BBC should be dealt with the same way as other TV channels	128 5%	16 5%	9 6%	3 3%	6 7%	18 7%	21++g 10%	4 3%	38 7%	79+ 7%	87+ 6%
It's unfair that BBC complaints are dealt with differently from other TV channels	254 11%	30 10%	12 7%	12 11%	5 7%	31 13%	31g 15%	8 7%	65 12%	144 12%	160 12%
I think there are benefits to complaining directly to the BBC	419 17%	99 ++bcDEFGHIJ 33%	33D	20d	5-	43d	38d	17	102d	222d	259D

95% lower case or +, 99% UPPER CASE or ++

Table 121 (continuation)
 <D5> NET Disagree Summary
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
I think I would get a better response complaining directly to the BBC	594	120 ++BCDEFGH IJ	32	17-	9-	65cD	44	23	131d	324+cDg	375++cDg
	25%	39%	21%	16%	11%	27%	21%	18%	24%	27%	27%
I think I would get an impartial response from the BBC to my complaint	617	136 ++BCDEFGH IJ	40D	22	7--	57D	48d	23-	145D	345++Dg	408++DfG
	26%	45%	26%	20%	9%	24%	22%	18%	26%	29%	30%

95% lower case or +, 99% UPPER CASE or ++

Table 121 (continuation)
<D5> NET Disagree Summary
by
Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I understand the process of making complaints about the BBC	271 11%	11 8%	3 9%	6 18%	1 2%	25+aij 17%	19 14%	3 7%	47+ij 15%	97 10%	108 10%	5 7%	2 7%	4 14%	1 6%	8 12%	22-- 4%	248++A 13%
I would prefer to complain to the BBC first before approaching Ofcom	484 20%	35g 27%	7 22%	6 19%	1 4%	31 22%	25 19%	4 11%	65 21%	208 21%	227 21%	22+ 33%	7 23%	6 19%	1 6%	26++ 38%	73-- 15%	411++A 22%
I would prefer complaints about the BBC be dealt with by an independent regulator	244 10%	9 7%	1 4%	1 5%	- -%	12 8%	14 11%	2 5%	27 9%	115 11%	123 11%	4 6%	4 13%	1 4%	1 6%	5 7%	53 11%	192 10%
Complaints about the BBC should be dealt with the same way as other TV channels	128 5%	6 5%	3 8%	1 2%	1 2%	13 9%	13+ 10%	2 6%	25+ 8%	69+ 7%	75++ 7%	4 6%	- -%	1 5%	1 6%	4 6%	35 7%	93 5%
It's unfair that BBC complaints are dealt with differently from other TV channels	254 11%	14 11%	4 13%	4 12%	- -%	18 12%	23+ 18%	3 7%	42 14%	120 12%	133 12%	8 11%	3 11%	3 10%	3 13%	11 16%	56 11%	198 10%
I think there are benefits to complaining directly to the BBC	419 17%	48++EFGHIJ 37%	6 19%	7 24%	1 4%	28 19%	26 20%	3 8%	58 19%	196+ 20%	212 19%	28++ 40%	8 28%	12 40%	1 6%	37++ 53%	82 17%	337 18%
I think I would get a better response complaining directly to the BBC	594 25%	56 44%	11 33%	7 22%	3 11%	39 27%	31 24%	5 12%	81 26%	286++g 28%	306++g 28%	33++ 48%	12 38%	11 39%	1 6%	39++ 57%	103- 21%	491+a 26%

95% lower case or +, 99% UPPER CASE or ++

Table 121 (continuation)
 <D5> NET Disagree Summary
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I think I would get an impartial response from the BBC to my complaint	617	66	11	9	2	36	39	6	87	312++g	340++g	39++	12	15	4	44++	117	500
	26%	++EFGHIJ 52%	32%	28%	8%	25%	29%	14%	28%	31%	31%	56%	41%	52%	18%	64%	24%	26%

95% lower case or +, 99% UPPER CASE or ++

Table 121 (continuation)
<D5> NET Disagree Summary
by
Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I understand the process of making complaints about the BBC	271 11%	23 16%	100+C 13%	63- 9%	79 10%	111 11%	71 10%	27 13%	60b 14%	67 12%	49 9%	18 11%	135 12%	88 10%	115++a 15%
I would prefer to complain to the BBC first before approaching Ofcom	484 20%	27 19%	127- 17%	145 20%	178+B 23%	175- 17%	165a 22%	44 21%	98a 23%	100 17%	99 18%	27 17%	255++ab 23%	208++ 24%	150 20%
I would prefer complaints about the BBC be dealt with by an independent regulator	244 10%	27+d 19%	75 10%	75 10%	67 9%	126++B 13%	58- 8%	19 9%	40 9%	90++BCD 16%	43 8%	9 6%	102 9%	99 12%	91 12%
Complaints about the BBC should be dealt with the same way as other TV channels	128 5%	7 5%	41 5%	37 5%	42 5%	62 6%	28- 4%	9 4%	26 6%	40 7%	24 4%	11 7%	53 5%	61++ 7%	42 6%
It's unfair that BBC complaints are dealt with differently from other TV channels	254 11%	17 12%	88 12%	79 11%	70 9%	111 11%	80 11%	20 9%	43 10%	73 13%	59 11%	19 12%	102 9%	116++ 14%	76 10%
I think there are benefits to complaining directly to the BBC	419 17%	22 15%	137 18%	115 16%	140 18%	158 16%	127 17%	40 19%	89a 21%	77- 13%	88 16%	27 17%	228++A 21%	186++B 22%	112 15%
I think I would get a better response complaining directly to the BBC	594 25%	25 17%	180 24%	165 23%	217+c 28%	220- 22%	192 26%	55 26%	122a 29%	117- 20%	133 24%	35 22%	307++A 28%	259++B 30%	174 23%

95% lower case or +, 99% UPPER CASE or ++

Table 121 (continuation)
 <D5> NET Disagree Summary
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I think I would get an impartial response from the BBC to my complaint	617 26%	15-- 10%	184a 25%	186a 26%	225+A 29%	239 24%	202 27%	52 25%	122 29%	142 25%	151 28%	35 22%	288 26%	288++B 34%	164- 22%

95% lower case or +, 99% UPPER CASE or ++

Table 122
<D5> Mean Score Summary
by
Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I understand the process of making complaints about the BBC	4	4	4	4	4	4	4	4	4Cd	4Cd	4	4	4	4	4	4	4	4
Standard error	.02	.02	.05	.03	.03	.03	.03	.04	.04	.03	.05	.05	.02	.07	.07	.07	.02	.05
I would prefer to complain to the BBC first before approaching Ofcom	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Standard error	.03	.03	.06	.04	.03	.04	.04	.05	.05	.04	.06	.05	.03	.08	.08	.09	.03	.07
I would prefer complaints about the BBC be dealt with by an independent regulator	4	4B	3	4	4	4	4	4	4	4	4	4	4	4	4	4a	4	4
Standard error	.02	.02	.06	.03	.03	.04	.04	.04	.05	.04	.05	.05	.03	.07	.08	.07	.03	.06
Complaints about the BBC should be dealt with the same way as other TV channels	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Standard error	.02	.02	.05	.03	.03	.03	.04	.04	.04	.03	.05	.04	.02	.07	.07	.06	.02	.06
It's unfair that BBC complaints are dealt with differently from other TV channels	4	4	4	4	4	4	4	4	4	4	4	4a	4	4	4b	4	4	4
Standard error	.02	.03	.06	.04	.03	.04	.04	.04	.05	.04	.05	.05	.03	.08	.07	.08	.03	.06
I think there are benefits to complaining directly to the BBC	3	3	3	3	3A	4BC	3	3	3	3cd	3	3	3	3	3	3	3	3
Standard error	.02	.03	.06	.04	.03	.04	.04	.05	.05	.04	.06	.05	.03	.08	.08	.09	.03	.07
I think I would get a better response complaining directly to the BBC	3	3	3	3	3	3BC	3	3	3	3	3	3	3b	3	3	3	3	3
Standard error	.03	.03	.07	.04	.04	.04	.05	.05	.05	.05	.07	.06	.03	.09	.09	.10	.03	.08

95% lower case or +, 99% UPPER CASE or ++

Table 122 (continuation)
 <D5> Mean Score Summary
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I think I would get an impartial response from the BBC to my complaint	3	3	3a	3	3A	3BC	3c	3	3	3	3	3	3	3	3	3	3	3
Standard error	.03	.03	.07	.04	.04	.04	.05	.05	.05	.05	.07	.06	.03	.09	.09	.10	.03	.07

95% lower case or +, 99% UPPER CASE or ++

Table 122 (continuation)
 <D5> Mean Score Summary
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I understand the process of making complaints about the BBC Standard error	4 .02	4 .02	4 .06	4a .08	4 .11	4B .03	4 .04	4 .04	4 .02	4 .04	4 .03	3 .08	4a .04	4A .03	4Ab .06
I would prefer to complain to the BBC first before approaching Ofcom Standard error	3 .03	3 .03	3 .07	4ad .09	3 .12	3 .03	3a .04	3 .05	3 .03	3 .05	3 .03	3 .09	3 .04	3 .04	3 .08
I would prefer complaints about the BBC be dealt with by an independent regulator Standard error	4 .02	4 .03	4 .06	4 .10	4 .10	4 .03	4 .04	4B .05	4 .03	4 .04	4 .03	4 .08	4 .04	4 .03	4 .07
Complaints about the BBC should be dealt with the same way as other TV channels Standard error	4 .02	4 .02	4 .06	4 .08	4 .09	4 .03	4 .03	4 .04	4 .02	4 .04	4 .02	4 .07	4 .04	4 .03	4 .06
It's unfair that BBC complaints are dealt with differently from other TV channels Standard error	4 .02	4c .03	4 .07	4 .09	4 .10	4 .03	4 .04	4 .05	4 .03	4 .05	4 .03	4 .08	4 .04	4 .03	4 .07
I think there are benefits to complaining directly to the BBC Standard error	3 .02	3 .03	4A .06	4A .08	4 .11	3 .03	3 .04	3 .05	3 .03	3 .05	3 .03	3 .09	3 .04	3 .03	3 .08
I think I would get a better response complaining directly to the BBC Standard error	3 .03	3 .03	3A .07	3A .10	3 .11	3 .03	3 .05	3 .06	3 .03	3 .05	3 .03	3 .10	3 .05	3 .04	3 .08

95% lower case or +, 99% UPPER CASE or ++

Table 122 (continuation)
 <D5> Mean Score Summary
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I think I would get an impartial response from the BBC to my complaint	3	3	3A	4AD	3	3	3	3	3	3B	3	3c	3	3	3
Standard error	.03	.03	.07	.09	.11	.03	.05	.06	.03	.05	.03	.10	.05	.04	.08

95% lower case or +, 99% UPPER CASE or ++

Table 122 (continuation)
<D5> Mean Score Summary
by
Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
I understand the process of making complaints about the BBC	4	4	4	3	3	4	4	4	4	4Ce	4Ce
Standard error	.02	.06	.08	.11	.11	.07	.07	.09	.04	.03	.03
I would prefer to complain to the BBC first before approaching Ofcom	3	3	3	4a	4ABhiJ	4Ab	3A	4Ab	3a	3A	3a
Standard error	.03	.08	.10	.11	.11	.08	.08	.09	.05	.04	.03
I would prefer complaints about the BBC be dealt with by an independent regulator	4	4egHIJ	4	4	4	4	4	4	4	4	4
Standard error	.02	.06	.08	.10	.11	.07	.07	.08	.05	.03	.03
Complaints about the BBC should be dealt with the same way as other TV channels	4	4cd	4	4	4	4	4	4	4	4	4
Standard error	.02	.06	.07	.09	.11	.07	.07	.07	.04	.03	.03
It's unfair that BBC complaints are dealt with differently from other TV channels	4	4	4	4	4	4	4	4	4	4	4
Standard error	.02	.07	.08	.11	.11	.07	.08	.08	.05	.03	.03
I think there are benefits to complaining directly to the BBC	3	3	3a	3A	4ABfHIJ	4A	3A	4Abj	3A	3A	3A
Standard error	.02	.08	.10	.12	.11	.07	.08	.09	.05	.04	.03
I think I would get a better response complaining directly to the BBC	3	3	3Aj	3AIJ	4AbefHIJ	3A	3AiJ	3AhIJ	3A	3A	3A
Standard error	.03	.09	.11	.13	.13	.09	.09	.10	.06	.04	.04

95% lower case or +, 99% UPPER CASE or ++

Table 122 (continuation)
 <D5> Mean Score Summary
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
I think I would get an impartial response from the BBC to my complaint	3	3	3A	3AiJ	4ABEFHIJ	3Aij	3AiJ	3AeHIJ	3A	3A	3A
Standard error	.03	.09	.11	.13	.12	.08	.09	.10	.06	.04	.04

95% lower case or +, 99% UPPER CASE or ++

Table 122 (continuation)
<D5> Mean Score Summary
by
Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I understand the process of making complaints about the BBC Standard error	4 .02	4 .09	4 .17	3 .20	4 .16	4 .09	4 .09	4 .14	4 .06	4Eh .03	4eh .03	4 .13	4 .16	4 .19	4 .19	4 .13	4B .04	4 .02
I would prefer to complain to the BBC first before approaching Ofcom Standard error	3 .03	3 .12	3 .20	3 .22	4 .18	3 .11	3 .11	4 .16	3 .07	3 .04	3 .04	3 .17	4a .22	3 .24	4B .16	3 .18	4B .05	3 .03
I would prefer complaints about the BBC be dealt with by an independent regulator Standard error	4 .02	4ehIJ .09	4ij .16	4 .16	4 .15	4 .09	4 .10	4 .14	4i .06	4 .04	4 .03	4 .13	4 .22	4 .17	4 .19	4 .13	4 .05	4 .03
Complaints about the BBC should be dealt with the same way as other TV channels Standard error	4 .02	4 .09	4 .16	4 .16	4 .17	4 .10	4 .10	4 .13	4 .06	4 .03	4 .03	4 .14	4 .14	4 .16	4 .18	4 .14	4 .05	4 .02
It's unfair that BBC complaints are dealt with differently from other TV channels Standard error	4 .02	4 .11	4 .19	4 .20	4 .14	4 .10	4 .12	4 .14	4 .07	4 .04	4 .04	4 .17	4 .22	4 .20	4 .23	4 .17	4 .05	4a .03
I think there are benefits to complaining directly to the BBC Standard error	3 .02	3 .13	3 .20	3 .25	4AbcefHIJ 4A .16	4A .10	3A .11	4A .16	3A .07	3A .04	3A .04	3 .17	3a .23	3 .31	4B .19	3 .17	4B .06	3 .03
I think I would get a better response complaining directly to the BBC Standard error	3 .03	3 .14	3 .24	3 .27	4AbceFHIJ 3A .24	3A .12	3A .12	4AhIJ .17	3A .08	3A .04	3A .04	3 .18	3 .27	3 .32	4B .18	2 .18	3B .06	3 .03

95% lower case or +, 99% UPPER CASE or ++

Table 122 (continuation)
 <D5> Mean Score Summary
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I think I would get an impartial response from the BBC to my complaint	3	3	3	3	4	AbcEFHIJ 3A	3a	3	AfhIJ 3A	3A	3A	2	3	3	4B	2	3b	3
Standard error	.03	.13	.25	.27	.21	.11	.12	.16	.08	.04	.04	.18	.29	.28	.21	.18	.06	.03

95% lower case or +, 99% UPPER CASE or ++

Table 122 (continuation)
<D5> Mean Score Summary
by
Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I understand the process of making complaints about the BBC	4	3	4	4aB	4B	4D	4D	4	3	4	4D	4	4	4B	4
Standard error	.02	.14	.04	.03	.04	.03	.04	.07	.05	.04	.04	.07	.03	.03	.04
I would prefer to complain to the BBC first before approaching Ofcom	3	3	3D	3d	3	3BD	3	3	3	4D	3D	3D	3	3	3
Standard error	.03	.14	.04	.05	.05	.04	.05	.08	.07	.05	.05	.08	.04	.05	.05
I would prefer complaints about the BBC be dealt with by an independent regulator	4	3	4a	4a	4a	4	4A	4	4a	4	4A	4A	4A	4B	4
Standard error	.02	.17	.04	.04	.04	.04	.04	.07	.06	.05	.04	.07	.04	.04	.04
Complaints about the BBC should be dealt with the same way as other TV channels	4	4	4	4b	4B	4	4AD	4	4	4	4	4	4A	4	4
Standard error	.02	.10	.03	.04	.04	.03	.04	.06	.05	.04	.04	.07	.03	.04	.04
It's unfair that BBC complaints are dealt with differently from other TV channels	4	4	4	4	4b	4	4	4	4	4	4	4	4A	4	4
Standard error	.02	.14	.04	.04	.04	.04	.04	.07	.06	.05	.05	.08	.03	.04	.04
I think there are benefits to complaining directly to the BBC	3	3	3	3	3	3D	3d	3	3	3D	3D	3d	3	3	3
Standard error	.02	.16	.04	.04	.05	.04	.04	.08	.07	.05	.05	.08	.04	.04	.04
I think I would get a better response complaining directly to the BBC	3	3	3	3	3	3BD	3	3	3	3D	3D	3d	3	3	3
Standard error	.03	.20	.05	.05	.05	.04	.05	.08	.07	.06	.05	.09	.04	.05	.05

95% lower case or +, 99% UPPER CASE or ++

Table 122 (continuation)
 <D5> Mean Score Summary
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I think I would get an impartial response from the BBC to my complaint	3	3bd	3	3	3	3d	3d	3D	3	3	3	3	3	3	3A
Standard error	.03	.16	.04	.05	.05	.04	.05	.09	.07	.06	.05	.09	.04	.05	.05

95% lower case or +, 99% UPPER CASE or ++

Table 123

Zlari. How often in the past 3 months have you watched these TV channels?.....Any BBC TV channel

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	1005 42%	740-- 39%	265+++A 50%	493 42%	511 42%	168-- 22%	335A 40%	502++AB 62%	300++Bc 47%	294- 38%	173 38%	239 44%	832 41%	82 42%	60++A 52%	32 48%	831- 40%	172+a 49%
At least weekly	749 31%	623++B 33%	126-- 24%	348 29%	398 33%	253C 34%	299++C 36%	197-- 24%	204 32%	264D 34%	137 30%	144- 26%	652++c 32%	50 25%	27- 23%	20 30%	640 31%	109 31%
At least monthly	210 9%	183++B 10%	26-- 5%	117 10%	93 8%	113++BC 15%	64C 8%	32-- 4%	42 7%	84+ad 11%	47 10%	37 7%	177 9%	17 9%	9 8%	5 7%	186 9%	23 7%
Less often	162 7%	136 7%	25 5%	84 7%	77 6%	84++BC 11%	55C 7%	22-- 3%	34 5%	55 7%	35 8%	38 7%	137 7%	15 7%	5 5%	4 5%	150+b 7%	12- 3%
I've not watched this in the last 3 months	261 11%	177-- 9%	85+++A 16%	128 11%	129 11%	122++BC 16%	81 10%	58-- 7%	49- 8%	75 10%	56a 12%	81++Ab 15%	210 10%	32+ad 16%	13 12%	5 7%	226 11%	35 10%
I don't know	20 1%	20 1%	* *%	10 1%	10 1%	13++C 2%	6 1%	1- *%	3 *%	5 1%	5 1%	8 1%	17 1%	1 1%	1 1%	1 2%	19 1%	1 *%
NET: At least weekly	1754 73%	1363 73%	391 74%	841 71%	909 75%	421-- 56%	634A 75%	698++AB 86%	504++BCD 80%	558 72%	309- 68%	383 70%	1483 73%	132 67%	86 75%	52b 78%	1471-- 72%	280++A 80%
NET: Less often/ not watched	423 18%	313 17%	110 21%	212 18%	206 17%	207++BC 27%	136C 16%	80-- 10%	84-- 13%	130 17%	91A 20%	119+Ab 22%	347 17%	47+ad 24%	19 16%	9 13%	376 18%	47 13%

95% lower case or +, 99% UPPER CASE or ++

Table 123 (continuation)

Zlari. How often in the past 3 months have you watched these TV channels?.....Any BBC TV channel
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	1005 42%	943++BCD 44%	55-- 22%	27-- 20%	16-- 23%	559-- 37%	425++A 51%	231 41%	733 42%	198-- 33%	796++A 45%	146+bc 51%	297 40%	444 41%	119 43%
At least weekly	749 31%	653 31%	85 34%	45 34%	22 32%	519++B 35%	211-- 25%	173 31%	540 31%	210+b 35%	526- 30%	56-- 19%	236A 31%	379++A 35%	78a 28%
At least monthly	210 9%	167-- 8%	41++A 16%	25++A 18%	13++A 18%	142 9%	65 8%	55 10%	148 9%	64 11%	139- 8%	17 6%	67 9%	95 9%	30 11%
Less often	162 7%	126-- 6%	28++A 11%	20++A 15%	5 7%	111 7%	43 5%	40 7%	115 7%	52 9%	110 6%	23 8%	50 7%	71 7%	18 7%
I've not watched this in the last 3 months	261 11%	222 10%	37+a 15%	16 12%	12+a 18%	161 11%	92 11%	58 10%	190 11%	69 12%	189 11%	44+c 15%	94c 13%	97- 9%	26 9%
I don't know	20 1%	13-- 1%	5a 2%	1 1%	1 1%	11 1%	2- *%	7 1%	10 1%	4 1%	16 1%	2 1%	6 1%	9 1%	4 1%
NET: At least weekly	1754 73%	1597++BCD 75%	140-- 56%	72-- 54%	38-- 55%	1077 72%	636+ 76%	404 72%	1274 73%	408- 68%	1322++a 74%	201 70%	533 71%	823+ 75%	196 72%
NET: Less often/ not watched	423 18%	348-- 16%	64++A 26%	36++A 27%	17a 25%	272 18%	136 16%	98 17%	305 18%	121 20%	299 17%	67+c 23%	144 19%	168- 15%	44 16%

95% lower case or +, 99% UPPER CASE or ++

Table 123 (continuation)

Z1ar1. How often in the past 3 months have you watched these TV channels?.....Any BBC TV channel

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	1005 42%	122g 40%	74cdfG 48%	35 32%	23 30%	96 40%	73- 34%	38-- 29%	221g 40%	485g 40%	556g 41%
At least weekly	749 31%	88 29%	41 27%	31 29%	17 22%	71 30%	64 30%	35 27%	160 29%	368 31%	420 31%
At least monthly	210 9%	36 12%	24++ 16%	21++IJ 20%	21++AeHIJ 26%	34++ 14%	40++aIJ 19%	30++AeHIJ 23%	73++ 13%	120 10%	140++ 10%
Less often	162 7%	26 8%	11 7%	12 11%	13 17% ++abfHIJ	25+ 10%	15 7%	16++ 12%	46 8%	92 8%	106 8%
I've not watched this in the last 3 months	261 11%	29bd 10%	4-- 3%	7 6%	1- 1%	14- 6%	20bd 9%	9 7%	42- 8%	127Bde 11%	136bd 10%
I don't know	20 1%	3 1%	1 *%	1 1%	3+ehj 4%	* *%	1 *%	1 1%	4 1%	12 1%	12 1%
NET: At least weekly	1754 73%	210Dg 69%	115DG 74%	66- 62%	40-- 52%	168Dg 69%	136-- 64%	73-- 56%	381DG 70%	853DG 71%	976DG 71%
NET: Less often/ not watched	423 18%	55b 18%	15- 10%	19 17%	15 19%	40 16%	35 16%	26b 20%	88 16%	218b 18%	242b 18%

95% lower case or +, 99% UPPER CASE or ++

Table 123 (continuation)

Zlari. How often in the past 3 months have you watched these TV channels?.....Any BBC TV channel

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	1005 42%	61 47%	14 43%	15 50%	10 41%	64 45%	56 43%	18 43%	128 42%	417 42%	451 41%	31 45%	14 47%	16 53%	14 58%	27 38%	234+b 47%	771- 40%
At least weekly	749 31%	34 27%	8 24%	5 17%	4 16%	43 30%	41 32%	14 33%	96 31%	323 32%	350 32%	22 32%	8 25%	4 15%	3 11%	24 35%	159 32%	590 31%
At least monthly	210 9%	10 8%	6 18%	3 10%	8 33%	15 10%	19+i 14%	6 15%	39+i 13%	81 8%	100 9%	4 6%	3 11%	3 8%	4 17%	2 3%	47 9%	163 9%
Less often	162 7%	12f 10%	3 10%	4 14%	2 6%	12f 8%	2- 2%	1 3%	19 6%	72f 7%	81f 7%	5 7%	3 11%	4 15%	2 8%	7 11%	23 5%	138 7%
I've not watched this in the last 3 months	261 11%	9 7%	1 4%	2 5%	- -%	9 6%	13 10%	2 4%	24 8%	102 10%	110 10%	5 7%	2 6%	3 9%	1 4%	7 10%	33-- 7%	228++A 12%
I don't know	20 1%	2 1%	* 1%	1 4%	1 4%	* *%	- -%	* 1%	1 *%	10 1%	10 1%	2 3%	- -%	- -%	* 1%	2 2%	2 *%	18 1%
NET: At least weekly	1754 73%	95 74%	22 67%	21 67%	13 56%	108 75%	97 74%	31 77%	225 73%	740 74%	800 73%	53 77%	22 73%	20 68%	16 69%	51 74%	393++B 79%	1362-- 71%
NET: Less often/ not watched	423 18%	22 17%	5 14%	6 19%	2 6%	21 15%	15 11%	3 7%	43 14%	174 17%	190 17%	10 14%	5 16%	7 24%	3 13%	14 20%	56-- 11%	367++A 19%

95% lower case or +, 99% UPPER CASE or ++

Table 123 (continuation)

Zlari. How often in the past 3 months have you watched these TV channels?.....Any BBC TV channel
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	1005 42%	102++BCD 71%	303d 41%	322D 45%	267-- 35%	1005++BCD 100%	--- -%	--- -%	--- -%	354++BCD 62%	273++CD 50%	48-- 30%	328-- 30%	340 40%	322 43%
At least weekly	749 31%	20-- 14%	247A 33%	238A 33%	233a 30%	--- -%	749++ACD 100%	--- -%	--- -%	149- 26%	191+A 35%	67++Ad 41%	338 31%	284b 33%	209- 28%
At least monthly	210 9%	1- *%	69a 9%	57a 8%	82+a 11%	--- -%	--- -%	210++ABD 100%	--- -%	25-- 4%	35 6%	31++ABD 19%	111Ab 10%	92+ 11%	59 8%
Less often	162 7%	5 3%	51 7%	39 5%	63 8%	--- -%	--- -%	--- -%	162++ABC 38%	14-- 2%	22- 4%	12A 7%	111++AB 10%	45 5%	54 7%
I've not watched this in the last 3 months	261 11%	17 12%	66 9%	63- 9%	114++BC 15%	--- -%	--- -%	--- -%	261++ABC 62%	31-- 5%	21-- 4%	3-- 2%	200++ABC 18%	88 10%	104++ 14%
I don't know	20 1%	- -%	11+ 2%	4 1%	5 1%	--- -%	--- -%	- -%	- -%	1 *%	2 *%	1 1%	14 1%	5 1%	5 1%
NET: At least weekly	1754 73%	122+D 85%	549D 74%	560++D 77%	500-- 65%	1005++CD 100%	749++CD 100%	--- -%	--- -%	503++CD 88%	463++CD 85%	115d 71%	666-- 60%	624 73%	532 71%
NET: Less often/ not watched	423 18%	21 15%	117 16%	102-- 14%	177++BC 23%	--- -%	--- -%	--- -%	423++ABC 100%	44-- 8%	42-- 8%	15-- 9%	311++ABC 28%	133 16%	158+a 21%

95% lower case or +, 99% UPPER CASE or ++

Table 124

Zlar2. How often in the past 3 months have you watched these TV channels?.....Any ITV / STV / UTV channel

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	752 31%	531-- 28%	220++A 42%	322-- 27%	427++A 35%	146-- 19%	250A 30%	354++AB 44%	168-- 27%	231 30%	145 32%	208++AB 38%	619 31%	60 30%	43 37%	29++AB 44%	633 31%	116 33%
At least weekly	784 33%	637+b 34%	148- 28%	400 34%	384 32%	215-- 29%	302+A 36%	267 33%	248++BD 39%	236 30%	152 34%	149-- 27%	679+ 34%	55 28%	30 26%	19 29%	664 32%	120 34%
At least monthly	289 12%	255++B 14%	34-- 6%	150 13%	137 11%	128++BC 17%	91 11%	70-- 9%	73 12%	114+D 15%	54 12%	48- 9%	251d 12%	25 13%	9 8%	4- 6%	244 12%	45 13%
Less often	228 9%	203++B 11%	25-- 5%	124 10%	103 8%	99++BC 13%	71 8%	58- 7%	65 10%	80 10%	34 8%	49 9%	180- 9%	25 13%	14 12%	8 13%	204 10%	24 7%
I've not watched this in the last 3 months	324 13%	225-- 12%	99++A 19%	165 14%	154 13%	147++BC 20%	116C 14%	60-- 7%	74 12%	105 14%	60 13%	84 15%	271d 13%	29d 14%	18d 16%	4- 6%	280 14%	43 12%
I don't know	30 1%	28 1%	2 *%	18 2%	11 1%	19++C 3%	10c 1%	1-- *%	4 1%	11 1%	7 2%	9 2%	23 1%	4 2%	1 1%	1 2%	27 1%	4 1%
NET: At least weekly	1536 64%	1168- 62%	368+a 70%	723- 61%	812+a 67%	361-- 48%	552A 66%	621++AB 77%	416 66%	467- 60%	297 66%	356 65%	1298 64%	115 58%	73 63%	48+aB 73%	1298 63%	236 67%
NET: Less often/ not watched	552 23%	427 23%	124 24%	289 24%	258 21%	246++BC 33%	187C 22%	118-- 15%	139 22%	185 24%	94 21%	134 24%	451 22%	53 27%	32 28%	13 19%	484 24%	67 19%

95% lower case or +, 99% UPPER CASE or ++

Table 124 (continuation)

Zlar2. How often in the past 3 months have you watched these TV channels?.....Any ITV / STV / UTV channel

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	752 31%	704+++BCD 33%	41-- 16%	22-- 16%	12-- 18%	419-- 28%	312++A 37%	184 33%	532 31%	164- 28%	576a 32%	104 36%	216 29%	334 30%	98b 36%
At least weekly	784 33%	704 33%	71 28%	35 26%	17 25%	516+ 34%	251 30%	166 29%	586 34%	206 34%	567 32%	74- 26%	221- 29%	397++aB 36%	93 34%
At least monthly	289 12%	247 12%	39 15%	23+a 18%	9 13%	204++b 14%	79- 9%	76 13%	199 11%	81 14%	202 11%	21 7%	115++Ac 15%	120 11%	32 12%
Less often	228 9%	188-- 9%	35+a 14%	22++A 16%	11+a 16%	144 10%	78 9%	60 11%	159 9%	52 9%	175 10%	26 9%	80 11%	99 9%	23 8%
I've not watched this in the last 3 months	324 13%	264-- 12%	56++A 22%	25a 19%	18++A 26%	204 14%	110 13%	67 12%	247 14%	86 14%	234 13%	59++CD 20%	111d 15%	132 12%	23- 8%
I don't know	30 1%	18-- 1%	10++A 4%	6++A 5%	1 2%	16 1%	9 1%	12b 2%	15- 1%	8 1%	22 1%	4 1%	9 1%	14 1%	4 2%
NET: At least weekly	1536 64%	1408+++BCD 66%	112-- 45%	57-- 43%	29-- 43%	935 62%	563+a 67%	350 62%	1118 64%	370 62%	1143 64%	177 62%	437-- 58%	730+B 67%	192+B 70%
NET: Less often/ not watched	552 23%	452-- 21%	90++A 36%	47++A 35%	29++A 42%	348 23%	188 22%	127 22%	406 23%	138 23%	409 23%	84+cD 29%	190D 25%	231 21%	46- 17%

95% lower case or +, 99% UPPER CASE or ++

Table 124 (continuation)

Zlar2. How often in the past 3 months have you watched these TV channels?.....Any ITV / STV / UTV channel

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	752 31%	80 26%	60aefgi 39%	31 29%	19 24%	67 28%	58 27%	31 24%	168 31%	358 30%	417 30%
At least weekly	784 33%	117+gij 39%	45 29%	34 32%	20 26%	83 34%	66 31%	34 26%	171 31%	371 31%	427 31%
At least monthly	289 12%	41 13%	24 15%	15 14%	20+++aehIJ 26%	34 14%	42+++ij 20%	26++ 20%	86++ 16%	165+ 14%	186+ 14%
Less often	228 9%	33 11%	10 6%	9 8%	7 9%	28 12%	19 9%	15 12%	57 10%	106 9%	124 9%
I've not watched this in the last 3 months	324 13%	24-- 8%	9-- 6%	13 12%	5 6%	22 9%	20 9%	17 13%	56-- 10%	183+ABefh 15%	195Abeh 14%
I don't know	30 1%	9++ 3%	7+++ij 5%	6+++ij 5%	7+++aHIJ 9%	8+ 3%	8+++j 4%	7+++hiJ 5%	10 2%	20 2%	21 2%
NET: At least weekly	1536 64%	197dG 65%	105dG 67%	65 61%	39-- 50%	150g 62%	124 58%	65-- 50%	338g 62%	729--g 61%	843-g 62%
NET: Less often/ not watched	552 23%	57 19%	19-- 12%	22 20%	12 15%	50 21%	39 18%	32b 25%	112b 21%	289B 24%	319B 23%

95% lower case or +, 99% UPPER CASE or ++

Table 124 (continuation)

Zlar2. How often in the past 3 months have you watched these TV channels?.....Any ITV / STV / UTV channel

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	4 Channel (c)	5 Channel (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	752 31%	33 26%	12 36%	12 37%	5 20%	48 33%	41 32%	10 25%	92 30%	306 31%	330 30%	15 22%	7 24%	11 37%	6 23%	19 28%	149 30%	602 32%
At least weekly	784 33%	51 40%	11 32%	10 31%	9 36%	46 32%	45 35%	15 37%	101 33%	319 32%	344 31%	32+ 46%	12 39%	8 26%	11 47%	23 34%	188+b 38%	597- 31%
At least monthly	289 12%	16 13%	4 13%	4 14%	6 27%	19 13%	16 12%	7 16%	47 15%	131 13%	150 14%	6 9%	2 7%	8 27%	3 12%	14 20%	62 12%	227 12%
Less often	228 9%	17 13%	4 12%	3 11%	- -%	16 11%	11 9%	3 7%	29 10%	89 9%	106 10%	10 15%	5 17%	2 5%	2 10%	5 7%	41 8%	187 10%
I've not watched this in the last 3 months	324 13%	9 7%	2 6%	1 4%	2 7%	14 10%	14 11%	2 5%	32 10%	143 14%	153 14%	4 6%	4 13%	1 5%	2 8%	6 9%	49- 10%	274+a 14%
I don't know	30 1%	2 1%	- -%	1 3%	2 10%	- -%	4 3%	4++AEfHIJ 11%	6 2%	16 2%	17 2%	2 2%	- -%	- -%	- -%	2 2%	9 2%	22 1%
NET: At least weekly	1536 64%	85 66%	23 69%	21 68%	13 56%	95 66%	87 66%	25 62%	194 63%	626 62%	673- 61%	47 68%	19 63%	19 63%	17 70%	43 62%	337 68%	1199 63%
NET: Less often/ not watched	552 23%	26 20%	6 18%	4 14%	2 7%	31 21%	25 19%	5 11%	62 20%	232 23%	260 24%	14 21%	9 29%	3 10%	4 18%	11 16%	90- 18%	462+a 24%

95% lower case or +, 99% UPPER CASE or ++

Table 124 (continuation)

Zlar2. How often in the past 3 months have you watched these TV channels?.....Any ITV / STV / UTV channel

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	752 31%	82++BCD 57%	212 28%	242d 33%	209- 27%	561++BCD 56%	143--CD 19%	12-- 6%	34-- 8%	224++CD 39%	192+CD 35%	35- 22%	296-- 27%	231-- 27%	278++A 37%
At least weekly	784 33%	34 24%	262d 35%	261+D 36%	219- 29%	309CD 31%	396++ACD 53%	42--D 20%	37-- 9%	209D 36%	212++D 39%	52 32%	307-- 28%	295b 34%	213-- 28%
At least monthly	289 12%	10 7%	97 13%	82 11%	95 12%	57-- 6%	108+A 14%	77++ABD 37%	43A 10%	49- 9%	60 11%	39++ABD 24%	135 12%	124+ 15%	85 11%
Less often	228 9%	6 4%	76c 10%	50- 7%	93++C 12%	49-- 5%	53- 7%	46++AB 22%	78++AB 19%	29-- 5%	48a 9%	25+Ab 15%	123+A 11%	70 8%	67 9%
I've not watched this in the last 3 months	324 13%	12 8%	82- 11%	84 12%	141++BC 18%	22-- 2%	45--A 6%	28AB 13%	226++ABC 54%	58-B 10%	28-- 5%	10-- 6%	223++ABC 20%	121 14%	103 14%
I don't know	30 1%	* *%	17+c 2%	4 1%	8 1%	7 1%	5 1%	4 2%	3 1%	5 1%	4 1%	2 1%	18 2%	13 2%	8 1%
NET: At least weekly	1536 64%	116+bD 80%	474D 64%	503++bD 70%	428-- 56%	870++BCD 87%	538++CD 72%	54--d 26%	72-- 17%	433++CD 75%	403++CD 74%	87-- 53%	603-- 55%	526 62%	491 65%
NET: Less often/ not watched	552 23%	19 13%	159 21%	134-- 19%	233++ABC 31%	71-- 7%	98--A 13%	74++AB 35%	305++ABC 72%	87-- 15%	75-- 14%	34b 21%	346++ABc 31%	191 22%	170 23%

95% lower case or +, 99% UPPER CASE or ++

Table 125

Zlar3. How often in the past 3 months have you watched these TV channels?.....Any Channel 4 channel

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	270 11%	226 12%	43 8%	125 11%	145 12%	67- 9%	101 12%	101a 12%	71 11%	82 11%	50 11%	66 12%	228 11%	25 13%	9 8%	8 12%	241 12%	28 8%
At least weekly	1040 43%	800 43%	240 45%	496 42%	543 45%	256-- 34%	394+A 47%	388++A 48%	290 46%	336 43%	186 41%	228 42%	877b 43%	68- 35%	60+aB 52%	33B 50%	865- 42%	173+a 49%
At least monthly	403 17%	328 17%	75 14%	210 18%	190 16%	147+B 19%	118- 14%	138 17%	107 17%	133 17%	78 17%	86 16%	336 17%	39 20%	18 15%	10 15%	339 17%	63 18%
Less often	315 13%	259 14%	55 10%	153 13%	161 13%	109 14%	107 13%	98 12%	92 14%	94 12%	65 14%	64 12%	266 13%	30c 15%	9- 8%	8 12%	273 13%	40 11%
I've not watched this in the last 3 months	360 15%	245-- 13%	114++A 22%	188 16%	168 14%	161++BC 21%	114 14%	85-- 10%	71-- 11%	125a 16%	71 16%	92a 17%	300 15%	32 16%	18 16%	7 10%	316 15%	44 13%
I don't know	20 1%	20 1%	* *%	8 1%	10 1%	14++C 2%	6c 1%	--- -%	1 *%	7 1%	2 *%	10+a 2%	16 1%	1 1%	2 2%	1 2%	18 1%	2 1%
NET: At least weekly	1309 54%	1026 55%	283 54%	620 53%	688 57%	323-- 43%	495++A 59%	490++A 60%	361 57%	418 54%	236 52%	294 54%	1104 55%	94 48%	69b 60%	41b 61%	1106 54%	202 57%
NET: Less often/ not watched	674 28%	505 27%	169 32%	341 29%	329 27%	270++BC 36%	221 26%	183-- 23%	163 26%	219 28%	136 30%	157 29%	567 28%	63 32%	27 23%	15 22%	589 29%	84 24%

95% lower case or +, 99% UPPER CASE or ++

Table 125 (continuation)

Zlar3. How often in the past 3 months have you watched these TV channels?.....Any Channel 4 channel

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	270 11%	234 11%	33 13%	18 13%	10 15%	177 12%	84 10%	51 9%	203 12%	83+b 14%	179-- 10%	28 10%	69 9%	125 11%	48++aBc 17%
At least weekly	1040 43%	956++BCD 45%	72-- 29%	38-- 28%	18-- 26%	643 43%	380 45%	235 42%	761 44%	250 42%	773 44%	117 41%	314 42%	488 45%	121 44%
At least monthly	403 17%	359 17%	40 16%	20 15%	13 19%	261 17%	127 15%	98 17%	284 16%	102 17%	296 17%	42 15%	121 16%	198 18%	42 15%
Less often	315 13%	262-- 12%	42 17%	23 17%	13 18%	198 13%	108 13%	90+ 16%	214 12%	77 13%	235 13%	41 14%	112d 15%	137 13%	25 9%
I've not watched this in the last 3 months	360 15%	299-- 14%	59++A 24%	33++A 25%	15 21%	211 14%	138 16%	87 15%	262 15%	78 13%	279 16%	56c 20%	129c 17%	139- 13%	35 13%
I don't know	20 1%	14- 1%	5+a 2%	2 2%	* 1%	13 1%	2 *%	4 1%	13 1%	6 1%	15 1%	3 1%	5 1%	9 1%	3 1%
NET: At least weekly	1309 54%	1190++BCD 56%	104-- 42%	55-- 41%	28- 41%	819 55%	464 55%	286 51%	963 55%	334 56%	952 54%	145 50%	383 51%	613 56%	168+aB 61%
NET: Less often/ not watched	674 28%	562-- 26%	101++A 40%	56++A 42%	27+A 40%	409 27%	246 29%	177 31%	477 27%	156 26%	514 29%	97cd 34%	241++CD 32%	276- 25%	60- 22%

95% lower case or +, 99% UPPER CASE or ++

Table 125 (continuation)

Zlar3. How often in the past 3 months have you watched these TV channels?.....Any Channel 4 channel

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	270 11%	39 13%	27+ 17%	25+++afhIJ 23%	15+ 19%	36 15%	25 12%	20 16%	73 13%	135 11%	160 12%
At least weekly	1040 43%	129 42%	63 41%	38 36%	29 37%	107 44%	91 43%	57 43%	227 41%	500 42%	575 42%
At least monthly	403 17%	50 16%	23 15%	19 18%	11 15%	38 16%	41 19%	18 14%	107 20%	211 18%	248 18%
Less often	315 13%	47 16%	25 16%	12 11%	14 18%	34 14%	28 13%	20 15%	68 12%	151 13%	165 12%
I've not watched this in the last 3 months	360 15%	38 12%	17 11%	10 9%	8 10%	25 10%	26 12%	15 11%	69 13%	198e 16%	213 16%
I don't know	20 1%	1 *%	- -%	3 2%	1 1%	2 1%	1 *%	* *%	3 *%	9 1%	9 1%
NET: At least weekly	1309 54%	168 55%	90 58%	63 59%	44 57%	142 59%	116 55%	77 59%	300 55%	635 53%	735 54%
NET: Less often/ not watched	674 28%	85 28%	42 27%	22 21%	22 28%	59 25%	54 25%	35 27%	137 25%	349 29%	378 28%

95% lower case or +, 99% UPPER CASE or ++

Table 125 (continuation)

Zlar3. How often in the past 3 months have you watched these TV channels?.....Any Channel 4 channel
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	270 11%	21 17%	11 33%	12 40%	5 20%	20 14%	18 13%	8 20%	44 14%	117 12%	135 12%	11 16%	5 15%	6 19%	5 20%	12 18%	66 13%	204 11%
At least weekly	1040 43%	57 44%	10 29%	12 38%	9 38%	67 47%	57 44%	21 52%	138 45%	422 42%	459 42%	30 44%	15 49%	12 41%	10 42%	30 44%	219 44%	821 43%
At least monthly	403 17%	21 16%	7 21%	2 8%	4 18%	28 19%	30 23%	4 9%	60 19%	180 18%	196 18%	12 17%	5 16%	4 14%	6 24%	9 14%	95 19%	308 16%
Less often	315 13%	20 16%	4 12%	2 7%	3 13%	12 8%	11 8%	5 12%	30 10%	122 12%	136 12%	11 16%	2 7%	7 24%	1 6%	11 16%	58 12%	257 13%
I've not watched this in the last 3 months	360 15%	9- 7%	2 5%	1 4%	1 6%	16 11%	15 11%	3 8%	33- 11%	156a 16%	165a 15%	5 7%	4 13%	1 2%	2 8%	6 8%	58- 12%	301+a 16%
I don't know	20 1%	- -%	- -%	1 3%	1 4%	1 1%	- -%	- -%	2 1%	7 1%	9 1%	- -%	- -%	- -%	- -%	- -%	2 *%	19 1%
NET: At least weekly	1309 54%	79 61%	21 62%	24 78%	14 58%	88 61%	75 57%	29+ij 72%	183 59%	539 54%	594 54%	41 60%	19 65%	18 60%	15 62%	43 62%	285 57%	1024 54%
NET: Less often/ not watched	674 28%	29 23%	6 17%	3 11%	5 19%	27- 19%	26- 20%	8 19%	63-- 20%	278eh 28%	301h 27%	16 23%	6 20%	8 26%	3 14%	17 24%	116- 23%	558+a 29%

95% lower case or +, 99% UPPER CASE or ++

Table 125 (continuation)

Zlar3. How often in the past 3 months have you watched these TV channels?.....Any Channel 4 channel
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	270 11%	14 9%	67- 9%	92b 13%	93 12%	198++BCD 20%	45-- 6%	8-- 4%	17-- 4%	79d 14%	74d 14%	15 9%	100-- 9%	105 12%	81 11%
At least weekly	1040 43%	69 48%	338D 45%	352++D 49%	265-- 35%	553++CD 55%	389++CD 52%	55--D 26%	40-- 10%	308++D 54%	266++D 49%	78D 48%	382-- 35%	364 43%	333 44%
At least monthly	403 17%	25 17%	122 16%	122 17%	130 17%	127-- 13%	161++AD 21%	66++ABD 32%	48-- 11%	85 15%	96 18%	33 20%	186 17%	144 17%	120 16%
Less often	315 13%	14 10%	104c 14%	72-- 10%	123++C 16%	76-- 8%	97A 13%	43++Ab 21%	96++AB 23%	47-- 8%	63 12%	26A 16%	169++A 15%	98 11%	102 14%
I've not watched this in the last 3 months	360 15%	22 15%	105 14%	82-- 11%	148++bC 19%	52-- 5%	52-- 7%	36AB 17%	219++ABC 52%	53-- 9%	42-- 8%	10-- 6%	251++ABC 23%	137 16%	112 15%
I don't know	20 1%	- -%	11+ 1%	3 *%	6 1%	--- -%	5a 1%	1 *%	2 *%	3 *%	2 *%	* *%	13 1%	6 1%	6 1%
NET: At least weekly	1309 54%	83 58%	405D 54%	444++bD 61%	358-- 47%	751++BCD 75%	434+CD 58%	64--D 30%	57-- 14%	387++cD 67%	340++D 63%	92D 57%	483-- 44%	469 55%	414 55%
NET: Less often/ not watched	674 28%	36 25%	208C 28%	153-- 21%	271++BC 35%	128-- 13%	149--A 20%	79++AB 38%	315++ABC 75%	100-- 17%	105-- 19%	37 23%	420++ABC 38%	235 27%	214 28%

95% lower case or +, 99% UPPER CASE or ++

Table 126

Zlar4. How often in the past 3 months have you watched these TV channels?.....Any Channel 5 channel

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	190 8%	167++B 9%	23-- 4%	76- 6%	114+a 9%	52 7%	62 7%	75 9%	45 7%	47- 6%	50+aB 11%	48 9%	163 8%	12 6%	9 7%	6 9%	170 8%	20 6%
At least weekly	828 34%	618- 33%	210+a 40%	395 34%	431 35%	169-- 22%	293A 35%	367++AB 45%	216 34%	258 33%	153 34%	202 37%	689 34%	67 34%	46 40%	26 39%	697 34%	130 37%
At least monthly	423 18%	345 18%	78 15%	225 19%	196 16%	135 18%	145 17%	143 18%	132+d 21%	127 16%	82 18%	82 15%	360 18%	29 15%	20 17%	13 19%	354 17%	69 20%
Less often	425 18%	355+b 19%	71- 13%	225 19%	199 16%	155+C 21%	154 18%	116- 14%	112 18%	152d 20%	83 18%	78- 14%	363 18%	35 18%	18 15%	9 14%	363 18%	61 17%
I've not watched this in the last 3 months	512 21%	366-- 19%	146++A 28%	247 21%	261 21%	230++BC 30%	175C 21%	107-- 13%	125 20%	181c 23%	77- 17%	130c 24%	423 21%	51 26%	23 19%	12 18%	443 22%	69 20%
I don't know	28 1%	27 1%	1 *%	12 1%	15 1%	13c 2%	12 1%	3- *%	3 1%	11 1%	6 1%	7 1%	24 1%	3 1%	* *%	* *%	25 1%	3 1%
NET: At least weekly	1019 42%	786 42%	233 44%	471- 40%	545+a 45%	221-- 29%	355A 42%	442++AB 54%	261 41%	305 39%	203 45%	249b 46%	853 42%	79 40%	55 47%	32 48%	867 42%	150 43%
NET: Less often/ not watched	937 39%	721 38%	217 41%	472 40%	460 38%	385++BC 51%	329C 39%	223-- 28%	236 37%	333+c 43%	160 35%	208 38%	786 39%	86d 44%	40 35%	21 32%	806 39%	130 37%

95% lower case or +, 99% UPPER CASE or ++

Table 126 (continuation)

Zlar4. How often in the past 3 months have you watched these TV channels?.....Any Channel 5 channel

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	190 8%	167 8%	21 8%	9 7%	7 10%	119 8%	64 8%	47 8%	129 7%	71++B 12%	113-- 6%	23 8%	41- 5%	91b 8%	35++Bc 13%
At least weekly	828 34%	764++BCD 36%	54-- 21%	27-- 21%	13-- 18%	499 33%	307 37%	189 33%	597 34%	178- 30%	631a 36%	98 34%	225-- 30%	386b 35%	120++Bc 44%
At least monthly	423 18%	384 18%	36 14%	16 12%	11 17%	270 18%	144 17%	110 20%	294 17%	114 19%	306 17%	40 14%	146 19%	197 18%	40 15%
Less often	425 18%	362- 17%	55 22%	32 24%	18+a 26%	279 19%	138 16%	103 18%	315 18%	102 17%	323 18%	53d 18%	134d 18%	210D 19%	29-- 11%
I've not watched this in the last 3 months	512 21%	429-- 20%	79++A 31%	46++A 34%	18 27%	322 21%	177 21%	105 19%	389 22%	128 21%	381 21%	70 24%	194++CD 26%	202-- 18%	46 17%
I don't know	28 1%	18-- 1%	7+A 3%	3 2%	1 2%	15 1%	8 1%	10 2%	13- 1%	4 1%	22 1%	3 1%	11 1%	10 1%	4 2%
NET: At least weekly	1019 42%	932++BCD 44%	74-- 30%	37-- 28%	19-- 28%	617 41%	372 44%	235 42%	726 42%	249 42%	744 42%	121 42%	266-- 35%	477B 44%	155++ABC 56%
NET: Less often/ not watched	937 39%	791-- 37%	133++A 53%	77++A 58%	36++A 53%	601 40%	314 37%	208 37%	705+ 41%	229 38%	703 40%	123D 43%	328++cD 44%	412D 38%	75-- 27%

95% lower case or +, 99% UPPER CASE or ++

Table 126 (continuation)

Zlar4. How often in the past 3 months have you watched these TV channels?.....Any Channel 5 channel

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	190	32	28++ahIJ	27	20	32++j	25	18+	60++	105	117
	8%	10%	18% ++AeFgHIJ	25% ++AeFHIJ	25%	13%	12%	14%	11%	9%	9%
At least weekly	828	114	57	29	26	82	74	41	199	385-	457
	34%	37%	37%	27%	34%	34%	35%	32%	36%	32%	33%
At least monthly	423	50	22	18	10	47	37	19	97	232	266+
	18%	17%	14%	16%	13%	20%	18%	15%	18%	19%	19%
Less often	425	44	22	17	10	40	41	24	93	203	232
	18%	14%	14%	16%	13%	16%	19%	19%	17%	17%	17%
I've not watched this in the last 3 months	512	59	24	14	8-	38	33	25	91--	262dh	284d
	21%	20%	16%	13%	10%	16%	16%	19%	17%	22%	21%
I don't know	28	5	2	2	4++efhIJ	2	2	3	7	15	15
	1%	2%	2%	2%	6%	1%	1%	2%	1%	1%	1%
NET: At least weekly	1019	146i	85++IJ	56i	46++IJ	114	99	59	259+i	491	574
	42%	48%	55%	52%	59%	47%	47%	45%	47%	41%	42%
NET: Less often/ not watched	937	103	46-	31	18--	78-	74	49d	185-	465d	515d
	39%	34%	30%	29%	23%	32%	35%	38%	34%	39%	38%

95% lower case or +, 99% UPPER CASE or ++

Table 126 (continuation)

Zlar4. How often in the past 3 months have you watched these TV channels?.....Any Channel 5 channel
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	190 8%	13 10%	9 27%	10 32%	7 30%	15 11%	12 9%	9+++fhIJ 23%	31 10%	87 9%	97 9%	3 5%	3 10%	7 23%	4 18%	7 10%	62++B 12%	128-- 7%
At least weekly	828 34%	48 37%	8 24%	9 30%	12 53%	54 37%	54 42%	12 30%	119 39%	327 33%	358 33%	25 36%	11 36%	13 42%	9 38%	24 35%	180 36%	649 34%
At least monthly	423 18%	22 17%	5 16%	4 12%	- -%	31 21%	22 17%	9 22%	61 20%	196 20%	214 19%	12 17%	9 28%	2 7%	3 12%	15 21%	100 20%	324 17%
Less often	425 18%	20 15%	5 15%	4 11%	2 7%	21 15%	24 18%	7 18%	49 16%	177 18%	192 17%	11 17%	1 4%	7 23%	3 14%	10 14%	72 14%	354 19%
I've not watched this in the last 3 months	512 21%	24 19%	6 17%	4 14%	3 11%	23 16%	19 15%	3- 8%	47- 15%	209g 21%	230gh 21%	16 23%	7 22%	1 5%	4 18%	12 18%	77-- 15%	435++A 23%
I don't know	28 1%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 1%	9 1%	2 2%	- -%	- -%	- -%	2 2%	7 1%	21 1%
NET: At least weekly	1019 42%	61 47%	17 51%	19 63%	20 82%	69 48%	67 51%	21 52%	151+ij 49%	414 41%	455 41%	28 41%	14 45%	19 65%	13 55%	31 45%	242++B 49%	777-- 41%
NET: Less often/ not watched	937 39%	44 34%	11 33%	8 26%	4 18%	44 30%	43 33%	11 26%	96-- 31%	386h 38%	422h 38%	27 40%	8 26%	8 28%	8 32%	22 32%	149-- 30%	789++A 41%

95% lower case or +, 99% UPPER CASE or ++

Table 126 (continuation)

Zlar4. How often in the past 3 months have you watched these TV channels?.....Any Channel 5 channel

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	190 8%	11 7%	54 7%	64 9%	55 7%	144++BCD 14%	27-- 4%	9 4%	9-- 2%	51 9%	48 9%	11 6%	80 7%	71 8%	56 7%
At least weekly	828 34%	65d 45%	258D 35%	288++D 40%	212-- 28%	497++BCD 49%	272CD 36%	26-- 13%	33-- 8%	255++CD 44%	236++CD 43%	48 30%	284-- 26%	271 32%	260 35%
At least monthly	423 18%	15 11%	145 19%	138 19%	120 16%	173D 17%	170++aD 23%	49+D 23%	31-- 7%	119D 21%	99 18%	40+D 25%	159-- 14%	159 19%	128 17%
Less often	425 18%	29 20%	141c 19%	102-- 14%	149c 19%	104-- 10%	170++A 23%	63++Abd 30%	87A 20%	62-- 11%	89a 16%	40+Ab 25%	230++A 21%	149 17%	143 19%
I've not watched this in the last 3 months	512 21%	24 16%	130-- 17%	127-- 18%	224++BC 29%	85-- 8%	106--A 14%	58+AB 28%	259++ABC 61%	84-- 15%	65-- 12%	23- 14%	333++ABC 30%	197 23%	157 21%
I don't know	28 1%	* *%	17++cd 2%	5 1%	4 1%	2-- *%	4 1%	4Ab 2%	4 1%	2 *%	5 1%	* *%	16 1%	8 1%	9 1%
NET: At least weekly	1019 42%	76d 53%	313d 42%	351++bD 49%	267-- 35%	641++BCD 64%	298CD 40%	35--d 17%	42-- 10%	306++CD 53%	284++CD 52%	59 36%	364-- 33%	342 40%	316 42%
NET: Less often/ not watched	937 39%	53 37%	271 36%	229-- 32%	373++BC 49%	189-- 19%	277A 37%	121++AB 58%	346++ABC 82%	146-- 26%	154-- 28%	63Ab 39%	563++ABC 51%	346 41%	300 40%

95% lower case or +, 99% UPPER CASE or ++

Table 127
Zlar5. How often in the past 3 months have you watched these TV channels?.....Dave / Really / Yesterday / Drama
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	152 6%	123 7%	28 5%	73 6%	77 6%	49 7%	49 6%	53 7%	33 5%	47 6%	39 9%	32 6%	136+d 7%	9 5%	5 4%	1- 2%	131 6%	20 6%
At least weekly	510 21%	415 22%	95 18%	297++B 25%	212-- 17%	128-- 17%	178 21%	203++A 25%	144 23%	160 21%	102 23%	104 19%	425 21%	39 20%	31 27%	14 20%	440 21%	68 19%
At least monthly	450 19%	361 19%	89 17%	218 19%	231 19%	141 19%	164 20%	145 18%	130 21%	148 19%	78 17%	94 17%	387 19%	29 15%	20 17%	13 20%	367- 18%	82+a 23%
Less often	397 16%	353++B 19%	44-- 8%	180 15%	214 18%	124 16%	142 17%	129 16%	109 17%	115 15%	84 19%	89 16%	329 16%	37 19%	16 14%	14 22%	348 17%	47 13%
I've not watched this in the last 3 months	857 36%	589-- 31%	268++A 51%	389- 33%	462+a 38%	291 39%	289 34%	277 34%	213 34%	293c 38%	141 31%	210c 38%	709 35%	80 40%	43 37%	23 35%	725 35%	131 37%
I don't know	42 2%	38 2%	5 1%	22 2%	20 2%	21+C 3%	17c 2%	5-- 1%	4- 1%	14 2%	7 1%	17+A 3%	37 2%	3 1%	2 1%	1 2%	40 2%	2 1%
NET: At least weekly	661 27%	538 29%	123 23%	370++B 31%	289-- 24%	178-- 24%	228 27%	256++A 32%	177 28%	207 27%	141 31%	136 25%	561 28%	49 25%	36 31%	15 22%	571 28%	89 25%
NET: Less often/ not watched	1253 52%	942-- 50%	311++A 59%	569-- 48%	676++A 56%	415 55%	431 51%	406 50%	321 51%	407 52%	225 50%	299 55%	1038 51%	117a 59%	59 51%	38 56%	1074 52%	179 51%

95% lower case or +, 99% UPPER CASE or ++

Table 127 (continuation)

Zlar5. How often in the past 3 months have you watched these TV channels?.....Dave / Really / Yesterday / Drama

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	152 6%	134 6%	14 5%	8 6%	4 6%	89 6%	61 7%	49+B 9%	91-- 5%	49+b 8%	98- 6%	13 4%	35 5%	73 7%	31++aBc 11%
At least weekly	510 21%	467+Bc 22%	36-- 14%	17- 12%	9 14%	321 21%	178 21%	111 20%	367 21%	124 21%	371 21%	55 19%	114-- 15%	265++B 24%	76+B 28%
At least monthly	450 19%	419++Bd 20%	27-- 11%	20 15%	7- 10%	307+b 20%	132- 16%	108 19%	315 18%	118 20%	327 18%	48 17%	163+ 22%	195 18%	44 16%
Less often	397 16%	350 16%	45 18%	22 16%	17 24%	259 17%	126 15%	95 17%	291 17%	104 17%	289 16%	37 13%	112 15%	194 18%	53 19%
I've not watched this in the last 3 months	857 36%	730-- 34%	114++A 45%	61+A 46%	27 40%	503- 33%	330+a 39%	193 34%	644+ 37%	192 32%	660+ 37%	130++CD 45%	311++CD 41%	354--D 32%	62-- 23%
I don't know	42 2%	25-- 1%	15++A 6%	7++A 5%	5++A 7%	24 2%	12 1%	9 2%	29 2%	10 2%	30 2%	5 2%	15 2%	15 1%	7 3%
NET: At least weekly	661 27%	601+Bc 28%	50-- 20%	24- 18%	13 19%	410 27%	238 28%	160 28%	458 26%	173 29%	469 26%	68 24%	149-- 20%	337++B 31%	107++ABc 39%
NET: Less often/ not watched	1253 52%	1080-- 51%	159++A 63%	83+a 62%	44+a 64%	762 51%	456 54%	287 51%	934+ 54%	296 50%	949+ 53%	167D 58%	423+cD 56%	548d 50%	116-- 42%

95% lower case or +, 99% UPPER CASE or ++

Table 127 (continuation)

Zlar5. How often in the past 3 months have you watched these TV channels?.....Dave / Really / Yesterday / Drama

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	152 6%	29+ 9%	23+++Ij 15%	14+++i 13%	11+++i 14%	21 9%	15 7%	14+ 11%	48+ 9%	87 7%	106++ 8%
At least weekly	510 21%	92+++Ij 30%	53+++Ij 34%	38+++Ij 36%	26+ 33%	70+++i 29%	66+++ij 31%	35 27%	165+++IJ 30%	268 22%	324++ 24%
At least monthly	450 19%	57 19%	25 16%	15 14%	15 19%	53 22%	44 21%	28 22%	113 21%	237 20%	265 19%
Less often	397 16%	41 14%	17 11%	18 17%	14 18%	52+ab 22%	40 19%	18 14%	90 17%	210 17%	230 17%
I've not watched this in the last 3 months	857	74--De	32--d	17--	6--	40--	41--d	29--d	121--D --abCDEFG H	378	420--bCDEFGH
	36%	24%	20%	16%	8%	16%	19%	22%	22%	31%	31%
I don't know	42 2%	11+ 4%	5 4%	5 4%	7++efHIJ 9%	6 2%	5 2%	6+j 5%	10 2%	23 2%	26 2%
NET: At least weekly	661 27%	121+++Ij 40%	76+++ehIJ 49%	53+++IJ 49%	37+++IJ 47%	91+++i 38%	81+++i 38%	49+ 38%	212+++IJ 39%	354 29%	431++ 31%
NET: Less often/ not watched	1253	115--	49--	35--	20--	92--	82--	47--	211--d --ABCDEFg H	588	649--ABCDefgH
	52%	38%	32%	33%	25%	38%	38%	36%	39%	49%	47%

95% lower case or +, 99% UPPER CASE or ++

Table 127 (continuation)

Zlar5. How often in the past 3 months have you watched these TV channels?.....Dave / Really / Yesterday / Drama
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	152 6%	14+ 11%	7 20%	5 17%	4 17%	12 8%	13 10%	7++ij 17%	26 8%	75 7%	85+ 8%	4 6%	5 17%	5 17%	4 17%	4 6%	46++B 9%	106-- 6%
At least weekly	510 21%	40+ 31%	10 30%	13 42%	8 33%	39 27%	40+ 31%	14+ 34%	92++ij 30%	232 23%	257+ 23%	20 30%	7 23%	12 42%	12 49%	21 31%	145++B 29%	365-- 19%
At least monthly	450 19%	22 17%	7 21%	3 10%	4 19%	35 25%	24 18%	5 13%	69 22%	196 19%	210 19%	15 22%	4 14%	3 10%	3 12%	14 21%	96 19%	354 19%
Less often	397 16%	22 17%	5 15%	4 14%	6 23%	32 22%	25 19%	7 16%	55 18%	175 17%	194 18%	11 16%	6 20%	5 17%	2 8%	11 16%	75 15%	322 17%
I've not watched this in the last 3 months	857 36%	29-- 22%	5 14%	4 14%	1 4%	25-- 17%	27-- 21%	6-- 16%	62-- 20%	312--EfgH 31%	338--EfgH 31%	16 24%	8 27%	4 14%	3 14%	17 24%	132-- 27%	724++A 38%
I don't know	42 2%	2 1%	-- -%	1 3%	1 4%	1 1%	1 1%	1 4%	4 1%	14 1%	16 1%	2 2%	-- -%	-- -%	-- -%	2 2%	4 1%	38 2%
NET: At least weekly	661 27%	54++ij 42%	17 50%	18 59%	12 50%	51 35%	53++i 40%	21++IJ 52%	118++ij 38%	308+ 31%	342++ 31%	25 36%	12 39%	17 59%	16 67%	25 37%	191++B 38%	471-- 25%
NET: Less often/ not watched	1253 52%	51-- 39%	10 29%	9 28%	6 27%	57-- 39%	53- 40%	13- 32%	118-- 38%	488-gH 49%	532--gH 48%	27 40%	14 47%	9 31%	5 22%	28 40%	207-- 42%	1046++A 55%

95% lower case or +, 99% UPPER CASE or ++

Table 127 (continuation)

Zlar5. How often in the past 3 months have you watched these TV channels?.....Dave / Really / Yesterday / Drama

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	152 6%	4 2%	39 5%	49 7%	55 7%	101++BCD 10%	36d 5%	7 3%	8-- 2%	40 7%	45+d 8%	9 6%	55- 5%	60 7%	35- 5%
At least weekly	510 21%	28 20%	148 20%	172 24%	152 20%	291++BCD 29%	164CD 22%	26--d 13%	29-- 7%	170++bD 30%	123D 23%	46+D 28%	169-- 15%	211++B 25%	136- 18%
At least monthly	450 19%	25 17%	158D 21%	156+D 22%	109-- 14%	185D 18%	164+D 22%	52+aD 25%	45-- 11%	110 19%	126++D 23%	43+D 27%	169-- 15%	169 20%	126 17%
Less often	397 16%	13 9%	128 17%	122 17%	129 17%	150 15%	133 18%	46+a 22%	67 16%	78 14%	91 17%	26 16%	194 18%	126 15%	147+a 20%
I've not watched this in the last 3 months	857 36%	74+bC 51%	249 33%	217-- 30%	309++bC 40%	273-- 27%	243a 32%	72 34%	267++ABC 63%	171-- 30%	152-- 28%	36-- 22%	490++ABC 44%	274- 32%	298+A 40%
I don't know	42 2%	1 1%	23++Cd 3%	6- 1%	10 1%	6-- 1%	9 1%	7A 3%	6 2%	5 1%	6 1%	2 1%	26 2%	14 2%	12 2%
NET: At least weekly	661 27%	32 22%	188 25%	222+b 31%	207 27%	392++BCD 39%	199CD 27%	33--d 16%	37-- 9%	210++D 37%	168D 31%	55D 34%	224-- 20%	271++B 32%	171-- 23%
NET: Less often/ not watched	1253 52%	87 60%	377 51%	339-- 47%	438++bC 57%	422-- 42%	376A 50%	117A 56%	334++ABC 79%	249-- 43%	243-- 45%	62-- 38%	684++ABC 62%	400-- 47%	445++A 59%

95% lower case or +, 99% UPPER CASE or ++

Table 128
 Zlar6. How often in the past 3 months have you watched these TV channels?.....Any Sky TV channel (e.g. Sky1, Sky Atlantic, Sky Sports)
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	380 16%	289 15%	91 17%	206 17%	173 14%	96- 13%	177++AC 21%	106- 13%	92 14%	122 16%	83 18%	84 15%	319 16%	28 14%	22 19%	10 16%	325 16%	53 15%
At least weekly	551 23%	453+b 24%	98- 19%	322++B 27%	229-- 19%	163 22%	223++ac 27%	165 20%	185++bcd 29%	179D 23%	99 22%	89-- 16%	474 23%	41 21%	19 17%	16 25%	482 24%	67 19%
At least monthly	180 7%	162++B 9%	18-- 3%	87 7%	93 8%	97++BC 13%	52 6%	31-- 4%	51 8%	64 8%	30 7%	34 6%	151 7%	17 9%	6 5%	4 6%	162 8%	18 5%
Less often	237 10%	224++B 12%	14-- 3%	111 9%	126 10%	115++BC 15%	63- 7%	59- 7%	53 8%	85 11%	41 9%	59 11%	200 10%	19 10%	13 11%	5 7%	212 10%	25 7%
I've not watched this in the last 3 months	1029 43%	722-- 38%	307++A 58%	446-- 38%	576++A 47%	271-- 36%	314-- 37%	444++AB 55%	247 39%	319 41%	194 43%	269++AB 49%	855 42%	87 44%	54 47%	30 46%	843-- 41%	186++A 53%
I don't know	30 1%	29 2%	1 *%	8- 1%	21a 2%	13 2%	11 1%	6 1%	5 1%	8 1%	5 1%	13+ 2%	24 1%	5 2%	1 1%	* *%	28 1%	2 1%
NET: At least weekly	931 39%	742 39%	189 36%	528++B 45%	402-- 33%	259-- 34%	400++AC 48%	270-- 33%	276++D 44%	300d 39%	182d 40%	172-- 32%	793 39%	69 35%	41 36%	27 40%	808 39%	120 34%
NET: Less often/ not watched	1266 53%	945-- 50%	321++A 61%	557-- 47%	701++A 58%	386b 51%	377-- 45%	504++AB 62%	300-- 47%	404 52%	235 52%	328++Abc 60%	1055 52%	106 54%	67 58%	35 53%	1055- 51%	211+a 60%

95% lower case or +, 99% UPPER CASE or ++

Table 128 (continuation)

Zlar6. How often in the past 3 months have you watched these TV channels?.....Any Sky TV channel (e.g. Sky1, Sky Atlantic, Sky Sports)

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	380 16%	336 16%	44 18%	25 19%	10 15%	252 17%	120 14%	77 14%	286 16%	131++B 22%	242-- 14%	27-- 9%	90-- 12%	201++AB 18%	62++AB 23%
At least weekly	551 23%	477 22%	63 25%	33 24%	21 30%	381++B 25%	157-- 19%	97-- 17%	425++A 24%	159+b 27%	375-- 21%	42-- 15%	164a 22%	276+A 25%	69a 25%
At least monthly	180 7%	152 7%	22 9%	9 7%	9 13%	131+B 9%	44-- 5%	39 7%	131 8%	58+b 10%	116-- 7%	9-- 3%	45 6%	89a 8%	38++ABC 14%
Less often	237 10%	197-- 9%	33 13%	20a 15%	10 14%	152 10%	79 9%	67 12%	164 9%	63 10%	174 10%	17 6%	70 9%	114 10%	36a 13%
I've not watched this in the last 3 months	1029 43%	941++BCD 44%	80-- 32%	45-- 34%	17-- 26%	574-- 38%	427++A 51%	276++B 49%	713-- 41%	178-- 30%	847++A 48%	189++BCD 66%	370++CD 49%	404--D 37%	66-- 24%
I don't know	30 1%	22-- 1%	7+a 3%	2 2%	2 3%	14 1%	11 1%	9 2%	18 1%	8 1%	21 1%	4 1%	12 2%	10 1%	4 1%
NET: At least weekly	931 39%	813 38%	108 43%	58 43%	31 45%	633++B 42%	277-- 33%	173-- 31%	711++A 41%	290++B 49%	618-- 35%	69-- 24%	254--a 34%	478++AB 44%	131++AB 48%
NET: Less often/ not watched	1266 53%	1138+bd 54%	114-- 45%	65 49%	27-- 40%	725-- 48%	507++A 60%	343++B 61%	877-- 50%	241-- 40%	1021++A 58%	206++BCD 72%	440++CD 59%	518--D 47%	101-- 37%

95% lower case or +, 99% UPPER CASE or ++

Table 128 (continuation)

Zlar6. How often in the past 3 months have you watched these TV channels?.....Any Sky TV channel (e.g. Sky1, Sky Atlantic, Sky Sports)

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	380	70++ij	30	36 ++abdfghI J	14	62++fIJ	34	27	117++i	205	240+
	16%	23%	20%	34%	18%	26%	16%	21%	21%	17%	18%
At least weekly	551	82	43	26	25	84++gIJ	68++ij	29	158++i	285	338+
	23%	27%	27%	25%	31%	35%	32%	22%	29%	24%	25%
At least monthly	180	30	23++	19++aIj	14++ij	34++ij	31++ij	23++aIJ	67++	110++	128++
	7%	10%	15%	18%	18%	14%	15%	18%	12%	9%	9%
Less often	237	31	11	6	10	23	33++bc	21+bc	60	147++	158++
	10%	10%	7%	6%	13%	9%	16%	16%	11%	12%	12%
I've not watched this in the last 3 months	1029	88--cEf	46--cEf	17--	13--	36--	41--	30--	137--E	445 --aCDEFGH	494--aCDEFGH
	43%	29%	29%	16%	17%	15%	19%	23%	25%	37%	36%
I don't know	30	3	3	1	2	2	5	*	7	12	12
	1%	1%	2%	1%	3%	1%	2%	*%	1%	1%	1%
NET: At least weekly	931	153++IJ	73	63++gIJ	38	147 ++abfGhIJ	102++	56	276++IJ	490	578++
	39%	50%	47%	59%	49%	61%	48%	43%	50%	41%	42%
NET: Less often/ not watched	1266	118--CE	57--ce	24--	23--	58--	74--ce	50--cE	197--cE	591 --ABCDEFg H	651--abCDEFH
	53%	39%	36%	22%	29%	24%	35%	39%	36%	49%	48%

95% lower case or +, 99% UPPER CASE or ++

Table 128 (continuation)

Zlar6. How often in the past 3 months have you watched these TV channels?.....Any Sky TV channel (e.g. Sky1, Sky Atlantic, Sky Sports)

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	380 16%	32+ 25%	11 32%	11 35%	4 19%	45+++fIJ 31%	25 19%	13+++ij 32%	73+++ij 24%	175 17%	191 17%	11 17%	12 41%	8 26%	6 25%	17 25%	98+b 20%	282- 15%
At least weekly	551 23%	38 29%	11 34%	10 31%	5 20%	48++ 33%	40+ 31%	11 28%	90+ 29%	249 25%	276+ 25%	22 32%	4 14%	11 38%	8 36%	19 27%	127 26%	424 22%
At least monthly	180 7%	11 9%	4 12%	2 7%	9 36%	18+ 13%	14 10%	7+ 16%	37++ 12%	93+ 9%	105++ 10%	5 7%	3 9%	4 12%	3 12%	6 8%	54++B 11%	126-- 7%
Less often	237 10%	11 9%	2 7%	3 10%	3 14%	11 7%	18 14%	5 13%	37 12%	120+ 12%	128+ 12%	6 9%	3 11%	2 5%	1 4%	7 10%	44 9%	193 10%
I've not watched this in the last 3 months	1029 43%	37--eg 29%	4 13%	4 14%	2 7%	22-- 15%	33-- 25%	4-- 11%	67-- 22%	361--EFGH 36%	393--EFGH 36%	24 35%	7 25%	5 18%	5 23%	21 30%	175-- 35%	854++A 45%
I don't know	30 1%	- -%	1 3%	1 3%	1 4%	1 1%	1 1%	* 1%	3 1%	6- 1%	7- 1%	- -%	- -%	- -%	- -%	- -%	-- -%	30+a 2%
NET: At least weekly	931 39%	69+++ij 54%	22 66%	21 66%	9 39%	92+++fhIJ 64%	66+ 50%	24+++ij 60%	163+++IJ 53%	424++ 42%	467++ 42%	34 49%	16 55%	19 65%	14 61%	36+ 52%	225++B 45%	706-- 37%
NET: Less often/ not watched	1266 53%	48--e 37%	7 20%	7 24%	5 21%	32-- 22%	51--E 39%	10-- 23%	104--e 34%	481--aEGH 48%	521--EGH 47%	30 44%	11 36%	7 23%	6 27%	27 40%	219-- 44%	1047++A 55%

95% lower case or +, 99% UPPER CASE or ++

Table 128 (continuation)

Zlar6. How often in the past 3 months have you watched these TV channels?.....Any Sky TV channel (e.g. Sky1, Sky Atlantic, Sky Sports)

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	380 16%	9 6%	104 14%	126a 17%	135a 18%	212+++bCD 21%	118D 16%	21- 10%	28-- 7%	98 17%	100d 18%	22 13%	156 14%	144 17%	108 14%
At least weekly	551 23%	6-- 4%	196+Ad 26%	180A 25%	163A 21%	251D 25%	210++D 28%	44D 21%	42-- 10%	147D 26%	153++D 28%	43d 27%	205-- 19%	229++B 27%	153 20%
At least monthly	180 7%	*- *%	64a 9%	50 7%	64a 8%	52-- 5%	65a 9%	38+++ABD 18%	25 6%	34 6%	47d 9%	32+++ABD 20%	63-- 6%	59 7%	51 7%
Less often	237 10%	3- 2%	76a 10%	73a 10%	82a 11%	66-- 7%	79a 11%	34+++Ab 16%	56+A 13%	40- 7%	60a 11%	15 9%	115 10%	79 9%	77 10%
I've not watched this in the last 3 months	1029 43%	126+++BCD 87%	292- 39%	287 40%	312 41%	418bc 42%	269-- 36%	69-- 33%	268+++ABC 63%	250BC 44%	174-- 32%	49-- 30%	550+++aBC 50%	335- 39%	354+A 47%
I don't know	30 1%	* *%	14 2%	7 1%	8 1%	7 1%	8 1%	3 1%	3 1%	5 1%	8 2%	1 1%	13 1%	9 1%	11 1%
NET: At least weekly	931 39%	15-- 10%	300A 40%	306+A 42%	297A 39%	463+++CD 46%	328+++CD 44%	66-D 31%	70-- 17%	245D 43%	253++D 47%	65 40%	361-- 33%	373++B 44%	261- 35%
NET: Less often/ not watched	1266 53%	129+++BCD 89%	368 49%	360 50%	395 52%	484-- 48%	347-- 46%	103 49%	324+++ABC 77%	290bc 51%	234-- 43%	64-- 40%	665+++ABC 60%	414-- 49%	431++A 57%

95% lower case or +, 99% UPPER CASE or ++

Table 129

Z1a. How often in the past 3 months have you watched these TV channels?

by .

Base: All respondents

	Any BBC channel	Any ITV / STV / channel 4	Any UTV Channel 5	Any Channel 5	Dave / Really / Yesterday / Drama	Any Sky TV channel (e.g. Sky1, Sky Atlantic, Sky Sports)
Unweighted row	2407	2407	2407	2407	2407	2407
Effective sample size	1812	1812	1812	1812	1812	1812
Weighted Total	2407	2407	2407	2407	2407	2407
At least daily	1005 42%	752 31%	270 11%	190 8%	152 6%	380 16%
At least weekly	749 31%	784 33%	1040 43%	828 34%	510 21%	551 23%
At least monthly	210 9%	289 12%	403 17%	423 18%	450 19%	180 7%
Less often	162 7%	228 9%	315 13%	425 18%	397 16%	237 10%
I've not watched this in the last 3 months	261 11%	324 13%	360 15%	512 21%	857 36%	1029 43%
I don't know	20 1%	30 1%	20 1%	28 1%	42 2%	30 1%
NET: At least weekly	1754 73%	1536 64%	1309 54%	1019 42%	661 27%	931 39%
NET: Less often/ not watched	423 18%	552 23%	674 28%	937 39%	1253 52%	1266 53%

Table 130
Zlbrl. How often in the past 3 months have you watched films or programmes through the following services?.....BBC iPlayer
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	171 7%	151+b 8%	20- 4%	87 7%	83 7%	69+c 9%	55 7%	46 6%	53 8%	58 7%	24 5%	35 6%	151 7%	9 5%	6 5%	5 7%	151 7%	18 5%
At least weekly	716 30%	605++B 32%	111-- 21%	362 31%	352 29%	232 31%	252 30%	232 29%	235++bCD 37%	235c 30%	106-- 24%	141- 26%	607 30%	56 28%	36 31%	18 27%	617 30%	100 28%
At least monthly	426 18%	368++B 20%	58-- 11%	224 19%	199 16%	143 19%	164c 19%	119- 15%	126D 20%	147D 19%	85d 19%	69-- 13%	361 18%	36 18%	18 15%	11 17%	372 18%	54 15%
Less often	318 13%	289++B 15%	29-- 6%	136- 12%	181+a 15%	115c 15%	112 13%	91 11%	79 13%	107 14%	56 12%	77 14%	275 14%	23 12%	11 9%	10 14%	279 14%	38 11%
I've not watched this in the last 3 months	755 31%	445-- 24%	309++A 59%	361 31%	391 32%	184-- 24%	252a 30%	319++AB 39%	136-- 21%	221A 28%	178++AB 39%	220++AB 40%	615- 30%	71 36%	44 38%	23 35%	617-- 30%	138++A 39%
I don't know	21 1%	21 1%	* %	10 1%	11 1%	12+c 2%	6 1%	3 %	4 1%	9 1%	3 1%	5 1%	16 1%	2 1%	2 1%	* %	18 1%	4 1%
NET: At least weekly	887 37%	756++B 40%	131-- 25%	449 38%	436 36%	301c 40%	307 37%	279 34%	288++bCD 46%	293C 38%	130-- 29%	176- 32%	757 37%	65 33%	42 36%	23 34%	768 37%	118 33%
NET: Less often/ not watched	1073 45%	734-- 39%	339++A 64%	498- 42%	572+a 47%	299-- 40%	363 43%	410++Ab 51%	215-- 34%	327A 42%	233++AB 52%	297++AB 54%	890 44%	94 48%	54 47%	33 49%	895 44%	176 50%

95% lower case or +, 99% UPPER CASE or ++

Table 130 (continuation)

Zlbrl. How often in the past 3 months have you watched films or programmes through the following services?.....BBC iPlayer

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	171 7%	140- 7%	26a 10%	13 10%	7 10%	124+b 8%	42- 5%	37 7%	123 7%	65++B 11%	103-- 6%	13 5%	37- 5%	85b 8%	36++ABC 13%
At least weekly	716 30%	649+ 31%	62 25%	35 26%	16 23%	495++B 33%	211-- 25%	159 28%	533 31%	169 28%	533 30%	41-- 14%	204A 27%	383++AB 35%	89A 32%
At least monthly	426 18%	377 18%	47 19%	20 15%	14 20%	286 19%	130 15%	102 18%	304 17%	110 18%	310 17%	22-- 8%	115a 15%	236++AB 22%	54A 20%
Less often	318 13%	270- 13%	42 17%	25a 19%	15+a 21%	215 14%	95 11%	80 14%	226 13%	89 15%	226 13%	38 13%	106 14%	138 13%	36 13%
I've not watched this in the last 3 months	755 31%	673 32%	69 28%	38 28%	15 22%	371-- 25%	355++A 42%	178 32%	541 31%	158-- 27%	588++A 33%	171++BCD 59%	281++CD 37%	246-- 22%	57-- 21%
I don't know	21 1%	16 1%	5 2%	3 2%	2a 3%	12 1%	6 1%	8 1%	11 1%	5 1%	16 1%	2 1%	7 1%	9 1%	2 1%
NET: At least weekly	887 37%	789 37%	87 35%	48 36%	23 34%	619++B 41%	253-- 30%	196 35%	656 38%	234 39%	636 36%	54-- 19%	241--A 32%	467++AB 43%	125++AB 45%
NET: Less often/ not watched	1073 45%	942 44%	112 45%	63 47%	30 44%	586-- 39%	450++A 54%	257 46%	766 44%	248 42%	814 46%	209++BCD 73%	387++CD 52%	384-- 35%	93-- 34%

95% lower case or +, 99% UPPER CASE or ++

Table 130 (continuation)

Zlbrl. How often in the past 3 months have you watched films or programmes through the following services?.....BBC iPlayer

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	171 7%	32+ 10%	22++j 14%	19++IJ 18%	14++iJ 18%	40++IJ 16%	21 10%	23++aIJ 18%	65++j 12%	108++ 9%	118++ 9%
At least weekly	716 30%	99 33%	55 35%	36 33%	30 39%	90+ 37%	85++ij 40%	50+ 38%	195++ 36%	369 31%	426 31%
At least monthly	426 18%	54 18%	24 16%	29+b 27%	15 19%	46 19%	45 21%	33+ 26%	110 20%	266++ 22%	294++ 21%
Less often	318 13%	28- 9%	10- 7%	10 9%	6 7%	26 11%	26 12%	10 8%	60 11%	144 12%	163 12%
I've not watched this in the last 3 months	755 31%	89CDEFGH 29%	41CdefG 26%	10-- 10%	9-- 11%	36--g 15%	32-- 15%	10-- 7%	111--cG 20%	300 --CdEFG 25%	353--CDEFGh 26%
I don't know	21 1%	2 1%	3 2%	3+ 3%	5++AHIJ 6%	4 2%	4 2%	4+ 3%	7 1%	15 1%	16 1%
NET: At least weekly	887 37%	130+ 43%	77++ij 50%	55++ij 52%	45++aIJ 57%	130++aIJ 54%	106++iJ 50%	73++aIJ 56%	260++IJ 47%	478+ 40%	544++ 40%
NET: Less often/ not watched	1073 45%	117-CDEfG 38%	51--cdG 33%	20-- 19%	14-- 18%	62--g 26%	57--g 27%	20-- 15%	170--cdG 31%	445 --CDEfGh 37%	516--CDEFGh 38%

95% lower case or +, 99% UPPER CASE or ++

Table 130 (continuation)

Zlbrl. How often in the past 3 months have you watched films or programmes through the following services?.....BBC iPlayer
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	171 7%	17+ 13%	7 22%	9 29%	5 19%	25++IJ 18%	14 11%	9++IJ 22%	44++ij 14%	92++ 9%	101++ 9%	9 13%	3 10%	5 16%	8 33%	4 6%	63++B 13%	108-- 6%
At least weekly	716 30%	51+ 40%	8 25%	8 26%	9 36%	53 37%	53+ij 41%	17 42%	106 34%	309 31%	341 31%	24 35%	13 42%	15 49%	12 52%	27 39%	170+b 34%	547-- 29%
At least monthly	426 18%	23 18%	7 21%	7 21%	6 26%	29 20%	26 20%	10 24%	67 22%	231++ 23%	248++ 23%	13 18%	7 24%	3 11%	2 7%	16 23%	91 18%	335 18%
Less often	318 13%	14 11%	2 7%	2 8%	2 8%	13 9%	16 12%	2 5%	34 11%	121 12%	132 12%	10 14%	2 7%	2 6%	1 4%	7 10%	53 11%	265 14%
I've not watched this in the last 3 months	755 31%	24-- 18%	7 20%	4 13%	-- --%	22-- 15%	22-- 17%	3-- 7%	53-- 17%	244--egh 24%	267--egh 24%	13 19%	5 17%	5 18%	1 5%	15 22%	118-- 24%	637++A 33%
I don't know	21 1%	-- --%	2 5%	1 3%	3 11%	1 1%	-- --%	-- --%	4 1%	8 1%	11 1%	-- --%	-- --%	-- --%	-- --%	-- --%	3 1%	18 1%
NET: At least weekly	887 37%	68++ij 53%	16 47%	17 55%	13 55%	79++IJ 55%	67++ij 52%	26++IJ 64%	150++ij 49%	400+ 40%	442++ 40%	33 48%	16 53%	19 65%	20 84%	31 45%	233++B 47%	654-- 34%
NET: Less often/ not watched	1073 45%	37--g 29%	9 27%	7 21%	2 8%	35-- 24%	38--g 29%	5-- 12%	87--g 28%	365--eGh 36%	399--eGh 36%	23 33%	7 24%	7 24%	2 9%	22 32%	171-- 34%	902++A 47%

95% lower case or +, 99% UPPER CASE or ++

Table 130 (continuation)

Zlbrl. How often in the past 3 months have you watched films or programmes through the following services?.....BBC iPlayer

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	171 7%	-- -%	45 6%	61a 8%	62a 8%	125++BCD 12%	34--D 5%	6-- 3%	5-- 1%	63++D 11%	51+D 9%	15D 9%	42-- 4%	72B 8%	31-- 4%
At least weekly	716 30%	--- -%	214A 29%	251++Ab 35%	241A 32%	348++CD 35%	273++CD 36%	48-D 23%	47-- 11%	204++D 36%	195++D 36%	50 31%	264-- 24%	290++b 34%	210 28%
At least monthly	426 18%	--- -%	138A 18%	143A 20%	143A 19%	172D 17%	152+D 20%	54++AD 26%	40-- 9%	91 16%	114+d 21%	47++AD 29%	171- 16%	169b 20%	114 15%
Less often	318 13%	--- -%	117+A 16%	86A 12%	111A 15%	78-- 8%	129++A 17%	50++AD 24%	61A 14%	47-- 8%	67a 12%	26A 16%	170++A 15%	103 12%	110 15%
I've not watched this in the last 3 months	755 31%	144++BCD 100%	223c 30%	178-- 25%	200-- 26%	280--B 28%	154-- 21%	47-- 22%	265++ABC 63%	168BC 29%	112-- 21%	24-- 15%	446++ABC 40%	211-- 25%	285++A 38%
I don't know	21 1%	- -%	8 1%	4 1%	7 1%	2-- *%	6 1%	6++Ab 3%	3 1%	1 *%	4 1%	1 1%	9 1%	9 1%	4 1%
NET: At least weekly	887 37%	--- -%	259A 35%	312++AB 43%	303A 40%	473++bCD 47%	307+CD 41%	53--D 25%	53-- 13%	267++D 47%	247++D 46%	64D 39%	305-- 28%	363++B 42%	241-- 32%
NET: Less often/ not watched	1073 45%	144++BCD 100%	341C 46%	264-- 36%	311- 41%	359-- 36%	283-- 38%	96a 46%	326++ABC 77%	214-- 37%	178-- 33%	50-- 31%	617++ABC 56%	314-- 37%	395++A 52%

95% lower case or +, 99% UPPER CASE or ++

Table 131
Z1br2. How often in the past 3 months have you watched films or programmes through the following services?.....ITV Hub
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	73 3%	63 3%	10 2%	33 3%	40 3%	33+c 4%	25 3%	15- 2%	22 4%	26 3%	12 3%	12 2%	59 3%	7 3%	6 5%	1 2%	60 3%	12 3%
At least weekly	433 18%	364+b 19%	69- 13%	193 16%	239 20%	145 19%	148 18%	140 17%	124 20%	135 17%	73 16%	101 18%	383++B 19%	18-- 9%	20b 18%	10 16%	382 19%	51 15%
At least monthly	442 18%	379++B 20%	63-- 12%	226 19%	212 17%	147 19%	166 20%	128 16%	136+d 22%	149 19%	73 16%	84 15%	376 19%	33 17%	21 18%	11 16%	387 19%	55 16%
Less often	380 16%	339++B 18%	42-- 8%	185 16%	194 16%	132c 17%	143 17%	106- 13%	97 15%	123 16%	73 16%	86 16%	316 16%	34 17%	19 16%	11 16%	331 16%	48 14%
I've not watched this in the last 3 months	1038 43%	700-- 37%	338++A 64%	527 45%	507 42%	283-- 37%	341 41%	415++AB 51%	245- 39%	327 42%	212a 47%	254a 46%	855- 42%	102+a 52%	48 41%	32 48%	854-- 42%	184++A 52%
I don't know	40 2%	34 2%	7 1%	16 1%	25 2%	16 2%	17 2%	7 1%	7 1%	16 2%	8 2%	9 2%	34 2%	3 1%	2 2%	1 1%	38 2%	2 1%
NET: At least weekly	506 21%	428++B 23%	79-- 15%	226 19%	279+a 23%	177 23%	173 21%	155 19%	146 23%	161 21%	86 19%	113 21%	443+B 22%	25-- 12%	26b 23%	12 18%	442 22%	63 18%
NET: Less often/ not watched	1274 53%	1039++B 55%	235-- 45%	643 54%	625 51%	415c 55%	468c 56%	392-- 48%	322 51%	415 53%	239 53%	298 54%	1063 53%	121+aC 61%	53 46%	34 51%	1093 53%	180 51%

95% lower case or +, 99% UPPER CASE or ++

Table 131 (continuation)

Z1br2. How often in the past 3 months have you watched films or programmes through the following services?.....ITV Hub
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	73 3%	59 3%	14+a 6%	8+a 6%	3 4%	52 3%	18 2%	19 3%	50 3%	27+b 5%	42-- 2%	5 2%	18 2%	37 3%	13 5%
At least weekly	433 18%	392 18%	39 16%	24 18%	12 17%	301++B 20%	124- 15%	84- 15%	327 19%	127+b 21%	296- 17%	25-- 9%	93-- 12%	233++AB 21%	83++ABC 30%
At least monthly	442 18%	393 18%	39 16%	16 12%	11 16%	325++B 22%	108-- 13%	101 18%	322 19%	128+b 21%	307- 17%	17-- 6%	125A 17%	249++AB 23%	51A 18%
Less often	380 16%	325 15%	48 19%	23 17%	18++A 26%	238 16%	132 16%	106 19%	259 15%	104 17%	272 15%	36 13%	123 16%	177 16%	43 16%
I've not watched this in the last 3 months	1038 43%	927d 44%	98 39%	58 43%	21- 30%	561-- 37%	445++A 53%	249 44%	749 43%	192-- 32%	839++A 47%	201++BCD 70%	378++CD 50%	381-- 35%	79-- 29%
I don't know	40 2%	28-- 1%	12++A 5%	5a 4%	4++A 6%	26 2%	10 1%	6 1%	31 2%	18++B 3%	20-- 1%	2 1%	14 2%	19 2%	5 2%
NET: At least weekly	506 21%	451 21%	53 21%	32 24%	15 21%	352++B 23%	143-- 17%	103 18%	377 22%	155++B 26%	337-- 19%	30-- 10%	110-- 15%	270++AB 25%	96++ABC 35%
NET: Less often/ not watched	1274 53%	1116 53%	140 56%	81 61%	39 57%	788 52%	444 53%	315 56%	914 53%	296 50%	967+ 54%	150 52%	452++CD 60%	550- 50%	122-- 44%

95% lower case or +, 99% UPPER CASE or ++

Table 131 (continuation)

Zlbr2. How often in the past 3 months have you watched films or programmes through the following services?.....ITV Hub

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	73 3%	10 3%	10+ 7%	13+++AhIJ 12%	7++aij 9%	20+++aIJ 8%	14++ 7%	9++ 7%	30++ 5%	45 4%	50 4%
At least weekly	433 18%	83+++ij 27%	41+ 26%	36+++IJ 34%	24++ 31%	77+++IJ 32%	61+++ij 29%	45+++IJ 35%	146+++ij 27%	253++ 21%	287++ 21%
At least monthly	442 18%	53 17%	31 20%	17 16%	18 22%	46 19%	44 21%	23 18%	107 20%	238 20%	274+ 20%
Less often	380 16%	46 15%	24 16%	15 14%	11 14%	35 14%	29 14%	19 15%	83 15%	204 17%	223 16%
I've not watched this in the last 3 months	1038 43%	105---cdeG 35%	43-- 28%	21-- 20%	14-- 18%	61-- 25%	61-- 29%	28-- 21%	169---cdg 31%	441 --CDEfGh 37%	510--bCDEfGh 37%
I don't know	40 2%	7 2%	5 3%	5+ 5%	4+ei 5%	3 1%	3 2%	5+ 4%	12 2%	22 2%	26 2%
NET: At least weekly	506 21%	94+++j 31%	51+++j 33%	49+++ahIJ 46%	31+++IJ 40%	97+++ahIJ 40%	75+++IJ 35%	55+++ahIJ 42%	176+++IJ 32%	299++ 25%	336++ 25%
NET: Less often/ not watched	1274 53%	142-bcd 47%	53-- 34%	36-- 33%	25-- 31%	96-- 40%	90-- 42%	47-- 36%	237-- 43%	613 BCDEfGH 51%	688--BCDEGH 50%

95% lower case or +, 99% UPPER CASE or ++

Table 131 (continuation)

Zlbr2. How often in the past 3 months have you watched films or programmes through the following services?.....ITV Hub

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	73 3%	7 5%	4 12%	4 14%	3 12%	11+++ij 8%	6 4%	2 6%	18++ 6%	33 3%	40 4%	- -%	4 14%	2 8%	2 10%	3 5%	27++B 5%	46-- 2%
At least weekly	433 18%	41+++ij 32%	15 44%	14 45%	11 46%	46+++ij 32%	40+++ij 30%	19+++hIJ 46%	92+++IJ 30%	216++ 21%	238++ 22%	21+ 31%	8 26%	11 38%	15 65%	18 26%	111+b 22%	322-- 17%
At least monthly	442 18%	19 15%	5 14%	2 7%	3 12%	30 21%	25 19%	7 17%	62 20%	206+ 21%	223+ 20%	9 12%	5 17%	6 19%	2 9%	11 16%	100 20%	342 18%
Less often	380 16%	22 17%	4 12%	2 5%	5 20%	18 13%	15 12%	5 12%	42 14%	171 17%	186 17%	15 23%	4 13%	3 9%	1 6%	9 12%	76 15%	305 16%
I've not watched this in the last 3 months	1038 43%	39--g 30%	6 18%	6 20%	1 6%	37-- 25%	42-g 32%	6-- 14%	88-- 29%	367--eGh 36%	398--eGh 36%	23 34%	9 30%	7 23%	1 5%	28 41%	181-- 36%	858++A 45%
I don't know	40 2%	1 1%	- -%	3 9%	1 4%	1 1%	2 2%	2ij 5%	6 2%	12 1%	15 1%	* *%	- -%	1 3%	1 4%	* *%	4 1%	37 2%
NET: At least weekly	506 21%	47+++IJ 37%	19 56%	18 59%	14 58%	57+++IJ 40%	46+++ij 35%	21+++IJ 52%	110+++IJ 36%	249++ 25%	278++ 25%	21 31%	12 40%	14 46%	18 76%	21 31%	138++B 28%	368-- 19%
NET: Less often/ not watched	1274 53%	61g 47%	9 28%	8 25%	6 26%	55-- 38%	58g 44%	11-- 26%	130-- 42%	515EGh 51%	562eGh 51%	39 56%	13 42%	9 32%	3 11%	37 53%	238-- 48%	1037+a 54%

95% lower case or +, 99% UPPER CASE or ++

Table 131 (continuation)

Zlbr2. How often in the past 3 months have you watched films or programmes through the following services?.....ITV Hub
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	73 3%	- -%	17 2%	25 3%	30 4%	39d 4%	22 3%	6 3%	5- 1%	25d 4%	19 3%	5 3%	23- 2%	32 4%	17 2%
At least weekly	433 18%	--- -%	138A 18%	153+A 21%	137A 18%	211++cD 21%	163++CD 22%	27d 13%	32-- 7%	110d 19%	137++acD 25%	27 16%	153-- 14%	175+ 20%	125 17%
At least monthly	442 18%	--- -%	134A 18%	158++A 22%	147A 19%	201D 20%	150D 20%	42D 20%	47-- 11%	117d 20%	108 20%	38d 24%	174- 16%	161 19%	133 18%
Less often	380 16%	--- -%	124A 17%	116A 16%	133A 17%	132-- 13%	132a 18%	49++Ad 23%	66 16%	76 13%	88 16%	38++Abd 23%	175 16%	125 15%	121 16%
I've not watched this in the last 3 months	1038 43%	144++BCD 100%	313 42%	266-- 37%	302- 40%	415b 41%	268-- 36%	77 37%	270++ABC 64%	240bC 42%	188-- 35%	48-- 29%	557++ABC 51%	352 41%	346 46%
I don't know	40 2%	- -%	20+C 3%	4- 1%	15c 2%	8- 1%	14 2%	8+AD 4%	3 1%	5 1%	2- *%	7+AB 4%	19 2%	10 1%	12 2%
NET: At least weekly	506 21%	--- -%	154A 21%	178+A 25%	167A 22%	251++CD 25%	184+cD 25%	33d 16%	37-- 9%	136D 24%	156++cD 29%	32 19%	176-- 16%	206+b 24%	142 19%
NET: Less often/ not watched	1274 53%	--- -%	438++Ac 59%	382A 53%	436+A 57%	444-- 44%	380a 51%	126Ab 60%	314++ABC 74%	257-- 45%	260- 48%	86 53%	663++AB 60%	448 52%	386 51%

95% lower case or +, 99% UPPER CASE or ++

Table 132
Z1br3. How often in the past 3 months have you watched films or programmes through the following services?.....STV Player
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	27 1%	27+b 1%	*- *%	16 1%	10 1%	22++BC 3%	4 1%	*-- *%	12 2%	6 1%	7 2%	2 *%	21 1%	5+ 3%	- -%	* 1%	25 1%	2 *%
At least weekly	97 4%	90++B 5%	7-- 1%	62++B 5%	34-- 3%	50++bC 7%	34C 4%	12-- 1%	31 5%	26 3%	21 5%	19 4%	68-- 3%	25++ACD 13%	1- 1%	2 3%	89 4%	8 2%
At least monthly	94 4%	83 4%	11 2%	58+b 5%	36- 3%	48++bC 6%	30 4%	16-- 2%	18 3%	36 5%	24 5%	15 3%	60-- 3%	28++ACD 14%	3 3%	3 4%	83 4%	11 3%
Less often	174 7%	149+b 8%	24- 5%	99 8%	75 6%	80++C 11%	65C 8%	29-- 4%	48 8%	60 8%	35 8%	31 6%	127-- 6%	37++ACD 19%	6 5%	3 4%	162+b 8%	12- 3%
I've not watched this in the last 3 months	1935 80%	1455-- 77%	481++A 91%	916-- 78%	1012++A 83%	520-- 69%	677A 81%	738++AB 91%	509 80%	621 80%	344- 76%	462+C 84%	1678++B 83%	97-- 49%	103++B 89%	56B 84%	1622-- 79%	310++A 88%
I don't know	80 3%	75++B 4%	5-- 1%	29- 2%	50a 4%	34+c 5%	30 4%	16- 2%	16 2%	28 4%	20 4%	17 3%	69 3%	4 2%	3 2%	2 3%	71 3%	9 3%
NET: At least weekly	124 5%	117++B 6%	7-- 1%	79++B 7%	45-- 4%	72++BC 10%	39C 5%	12-- 1%	42 7%	32 4%	28 6%	22 4%	89--c 4%	31++ACD 16%	1- 1%	2 4%	114 6%	9 3%
NET: Less often/ not watched	1965 82%	1604++B 85%	361-- 68%	945 80%	1012 83%	600 80%	727++AC 87%	638- 79%	536+C 85%	646C 83%	333-- 74%	450C 82%	1698++BD 84%	119-- 60%	95B 82%	50B 76%	1693+b 82%	269- 77%

95% lower case or +, 99% UPPER CASE or ++

Table 132 (continuation)

Zlbr3. How often in the past 3 months have you watched films or programmes through the following services?.....STV Player

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	27 1%	20- 1%	7+a 3%	4 3%	2 2%	22 1%	4 1%	7 1%	16 1%	12b 2%	13-- 1%	2 1%	4 *%	10 1%	12++aBC 4%
At least weekly	97 4%	87 4%	7 3%	3 2%	3 4%	70 5%	26 3%	23 4%	63 4%	36++B 6%	49-- 3%	5 2%	12-- 2%	58+aB 5%	22++AB 8%
At least monthly	94 4%	78 4%	12 5%	10+a 8%	1 2%	70+b 5%	22- 3%	26 5%	65 4%	40++B 7%	49-- 3%	5 2%	11-- 1%	60++aB 5%	19+aB 7%
Less often	174 7%	135-- 6%	34++A 13%	17+A 13%	10++A 15%	127+b 8%	45- 5%	47 8%	113 7%	61++B 10%	112- 6%	5-- 2%	52a 7%	92A 8%	24A 9%
I've not watched this in the last 3 months	1935 80%	1745+++BCD 82%	172-- 69%	89-- 67%	47-- 68%	1169-- 78%	712++A 85%	436 77%	1432++a 82%	427-- 72%	1496++A 84%	267++bCD 93%	649++CD 86%	839--D 77%	181-- 66%
I don't know	80 3%	60-- 3%	19++A 7%	10++A 7%	6++A 9%	46 3%	29 3%	25 4%	48- 3%	21 4%	56 3%	4 1%	23 3%	37 3%	16+a 6%
NET: At least weekly	124 5%	107 5%	14 6%	7 5%	4 6%	92+b 6%	31- 4%	31 5%	79 5%	48++B 8%	62-- 3%	7 2%	15-- 2%	68B 6%	34++ABC 12%
NET: Less often/ not watched	1965 82%	1743 82%	199 80%	106 80%	57 83%	1284++B 85%	624-- 74%	443 79%	1453++a 84%	488 82%	1465 82%	184-- 64%	652++AD 87%	924++AD 84%	205--a 75%

95% lower case or +, 99% UPPER CASE or ++

Table 132 (continuation)

Zlbr3. How often in the past 3 months have you watched films or programmes through the following services?.....STV Player
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	27 1%	12+++ij 4%	12+++hIJ 8%	13+++AfHIJ 13%	10+++AfHIJ 13%	16+++IJ 7%	11+++IJ 5%	11+++hIJ 8%	19+++ij 4%	18 1%	22+ 2%
At least weekly	97 4%	28+++ij 9%	22+++IJ 14%	23 ++AefHIJ 22%	21 ++AbEFHIJ 27%	31+++IJ 13%	26+++IJ 12%	23+++ahIJ 18%	53+++IJ 10%	61+ 5%	69+ 5%
At least monthly	94 4%	19 6%	18+++IJ 11%	14+++aIJ 13%	15 ++AEfgHIJ 20%	19++ 8%	21+++ij 10%	12++ 9%	38++ 7%	61+ 5%	71++ 5%
Less often	174 7%	22 7%	17 11%	8 8%	7 8%	25 10%	22 10%	23+++AchIJ 18%	58++ 11%	101 8%	118++ 9%
I've not watched this in the last 3 months	1935	209 --BCDEFG	75--D	44--d	18--	134--cDG	123--cDG	52--d	351 --BCDeG	908 --aBCDEFG H	1031--aBCDEFGH
	80%	69%	48%	41%	23%	56%	58%	40%	64%	75%	75%
I don't know	80 3%	15 5%	11+ 7%	4 4%	7+ 9%	16++ 7%	9 4%	9+ 7%	28+ 5%	55++ 5%	58+ 4%
NET: At least weekly	124	40+++IJ	34+++ahIJ ++AbEFHIJ	37 ++ABEFgHI	32 J	47+++hIJ	37+++IJ	34+++AHIJ	72+++IJ	79++	91++
	5%	13%	22%	34%	40%	19%	17%	26%	13%	7%	7%
NET: Less often/ not watched	1965	222--BCDG	78--d	52--d	24--	160--BCD	145--BCD	75--D	394--BCDG	977 ABCDEFGH	1104ABCDEFGH
	82%	73%	50%	48%	31%	66%	68%	58%	72%	81%	81%

95% lower case or +, 99% UPPER CASE or ++

Table 132 (continuation)

Zlbr3. How often in the past 3 months have you watched films or programmes through the following services?.....STV Player
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	27 1%	6++ij 5%	3 8%	4 13%	3 13%	7++IJ 5%	3 2%	4++fIJ 9%	9++i 3%	12 1%	15 1%	1 1%	2 8%	3 9%	3 14%	1 2%	15++B 3%	12-- 1%
At least weekly	97 4%	12++i 9%	11 33%	8 25%	9 37%	13++i 9%	14++Ij 11% ++aefHIJ	10 25%	30++IJ 10%	46 5%	54 5%	4 5%	- %	8 28%	8 33%	2 3%	41++B 8%	55-- 3%
At least monthly	94 4%	6 5%	2 6%	5 15%	5 23%	7 5%	8 6%	5++ij 12%	22++ 7%	45 4%	55+ 5%	2 2%	3 11%	1 5%	1 4%	5 8%	30+b 6%	63- 3%
Less often	174 7%	9 7%	1 3%	2 6%	1 6%	17+ 12%	13 10%	4 9%	27 9%	81 8%	89 8%	4 6%	2 7%	2 8%	3 11%	4 6%	51++B 10%	123-- 6%
I've not watched this in the last 3 months	1935 80%	89--G 69%	13 41%	11 36%	2 10%	91--G 64%	91--G 69%	15-- 37%	206--G 67%	785-aEFGH 78%	846--EGH 77%	55 79%	21 69%	13 44%	7 30%	52 76%	342-- 69%	1593++A 83%
I don't know	80 3%	7 5%	3 10%	1 4%	3 11%	7 5%	3 2%	3 7%	14 5%	36 4%	41 4%	4 6%	1 4%	2 5%	2 7%	3 5%	17 3%	63 3%
NET: At least weekly	124 5%	18++IJ 14%	14 41%	12 38%	12 50%	21++IJ 14%	17++Ij 13% ++AEFHIJ	14 34%	39++IJ 13%	58 6%	69+ 6%	4 6%	2 8%	11 37%	11 48%	4 5%	57++B 11%	67-- 4%
NET: Less often/ not watched	1965 82%	97G 76%	14 42%	13 43%	4 16%	109G 75%	104G 79%	19-- 47%	232--G 75%	844+aeGH 84%	913GH 83%	58 85%	23 77%	16 53%	10 41%	57 82%	375-- 75%	1590++A 83%

95% lower case or +, 99% UPPER CASE or ++

Table 132 (continuation)

Zlbr3. How often in the past 3 months have you watched films or programmes through the following services?.....STV Player

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	27 1%	- -%	9 1%	12 2%	6 1%	17d 2%	6 1%	4d 2%	* *%	9d 2%	10D 2%	3 2%	4-- *%	13b 2%	2- *%
At least weekly	97 4%	- -%	29 4%	36 5%	32 4%	40 4%	27 4%	18+++BD 8%	10 2%	25D 4%	41++D 8%	12+D 8%	19-- 2%	52++B 6%	15-- 2%
At least monthly	94 4%	- -%	36 5%	28 4%	30 4%	36 4%	29 4%	14 7%	15 4%	22 4%	32+D 6%	11D 7%	27-- 2%	39 5%	25 3%
Less often	174 7%	-- -%	63a 8%	52a 7%	59a 8%	53-- 5%	60a 8%	25+++A 12%	35 8%	33 6%	40 7%	22++AbD 14%	75 7%	69B 8%	32-- 4%
I've not watched this in the last 3 months	1935 80%	144+++BCD 100%	573-- 77%	578 80%	613 80%	832+C 83%	600C 80%	137-- 65%	353C 83%	475BC 83%	404--c 74%	106-- 65%	942+++BC 85%	656-- 77%	657++A 87%
I don't know	80 3%	- -%	36+c 5%	16 2%	25 3%	27 3%	26 4%	13+ad 6%	9 2%	10- 2%	16 3%	9a 6%	35 3%	23 3%	22 3%
NET: At least weekly	124 5%	- -%	38 5%	48 7%	37 5%	57d 6%	33 4%	21+++aBD 10%	11- 3%	34D 6%	51++D 9%	15+D 9%	23-- 2%	66++B 8%	17-- 2%
NET: Less often/ not watched	1965 82%	--- -%	636+++A 85%	630+++A 87%	672+++A 88%	783-- 78%	640+++AC 86%	161 77%	366+AC 87%	448- 78%	428 79%	127 78%	947+++ABc 86%	696 82%	608 81%

95% lower case or +, 99% UPPER CASE or ++

Table 133
Zlbr4. How often in the past 3 months have you watched films or programmes through the following services?.....S4C Clic
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	33 1%	33+b 2%	-- -%	23+b 2%	10- 1%	28++BC 4%	3- *%	1-- *%	12 2%	11 1%	4 1%	6 1%	27 1%	4 2%	1 1%	- -%	30 1%	3 1%
At least weekly	63 3%	62++B 3%	1-- *%	45++B 4%	18-- 2%	39++BC 5%	16 2%	8-- 1%	18 3%	26d 3%	14 3%	6- 1%	54 3%	3 2%	4 3%	2 3%	59 3%	4 1%
At least monthly	59 2%	55+b 3%	4- 1%	38+b 3%	21- 2%	36++bC 5%	19C 2%	3-- *%	16 3%	19 2%	15 3%	9 2%	50 2%	6 3%	3 2%	1 1%	55 3%	4 1%
Less often	148 6%	131+b 7%	17- 3%	80 7%	68 6%	67++C 9%	55C 7%	25-- 3%	41 6%	44 6%	35 8%	29 5%	120 6%	12 6%	12+ad 11%	3 4%	135 7%	13 4%
I've not watched this in the last 3 months	2014 84%	1516-- 81%	498++A 94%	962- 82%	1043+a 86%	547-- 72%	710A 85%	757++AB 93%	524 83%	650 84%	364 81%	477+c 87%	1698 84%	161 82%	94 81%	58 88%	1697-- 83%	314++A 89%
I don't know	90 4%	82+b 4%	8- 1%	32- 3%	56+a 5%	38+C 5%	36c 4%	16-- 2%	22 3%	27 3%	20 4%	21 4%	74 4%	11 6%	2 2%	2 4%	76 4%	14 4%
NET: At least weekly	96 4%	95++B 5%	1-- *%	67++B 6%	28-- 2%	67++BC 9%	19-- 2%	9-- 1%	30d 5%	37d 5%	18 4%	12- 2%	81 4%	8 4%	5 4%	2 3%	89 4%	7 2%
NET: Less often/ not watched	2018 84%	1647++B 88%	371-- 70%	973 82%	1036 85%	614- 81%	750++AC 89%	653-- 81%	544C 86%	659C 85%	353-- 78%	463c 85%	1712+ 85%	157 80%	93 80%	53 79%	1741+b 85%	275- 78%

95% lower case or +, 99% UPPER CASE or ++

Table 133 (continuation)

Zlbr4. How often in the past 3 months have you watched films or programmes through the following services?.....S4C Clic
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	33 1%	25 1%	8+a 3%	4 3%	2 3%	22 1%	8 1%	9 2%	20 1%	14+B 2%	13-- 1%	3 1%	2- *%	19b 2%	8+B 3%
At least weekly	63 3%	53 3%	10 4%	5 4%	3 5%	44 3%	18 2%	18 3%	38 2%	27++B 4%	27-- 1%	4 1%	4-- *%	30B 3%	26++ABC 9%
At least monthly	59 2%	43-- 2%	16+++A 6%	9+++A 7%	4a 5%	44 3%	14 2%	16 3%	40 2%	18 3%	36 2%	*- *%	12 2%	36+ab 3%	11Ab 4%
Less often	148 6%	111-- 5%	28+++A 11%	19+++A 14%	6 8%	106+b 7%	36- 4%	39 7%	98 6%	68++B 11%	79-- 4%	7- 2%	39 5%	80a 7%	22a 8%
I've not watched this in the last 3 months	2014 84%	1816+++BCD 85%	178-- 71%	92-- 69%	47-- 69%	1218-- 81%	742+++A 89%	457 81%	1484+++a 85%	441-- 74%	1563+++A 88%	268++CD 93%	662++CD 88%	890--D 81%	195-- 71%
I don't know	90 4%	76 4%	12 5%	4 3%	6+++a 9%	68+b 4%	20- 2%	25 4%	57 3%	30 5%	58 3%	5 2%	31 4%	41 4%	12 4%
NET: At least weekly	96 4%	79 4%	17+a 7%	9 7%	6a 8%	67 4%	26 3%	27 5%	58- 3%	40++B 7%	39-- 2%	7 2%	6-- 1%	49B 4%	34++ABC 12%
NET: Less often/ not watched	2018 84%	1791 84%	200 80%	111 83%	53 78%	1313++B 87%	646-- 77%	456- 81%	1489+++a 86%	509 85%	1498 84%	187-- 65%	652+AD 87%	962++AD 88%	216-A 79%

95% lower case or +, 99% UPPER CASE or ++

Table 133 (continuation)

Zlbr4. How often in the past 3 months have you watched films or programmes through the following services?.....S4C Clic
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	33	11++	11++IJ	13++AHIJ ++AbeFHIJ	14 18%	18++IJ	12++IJ	16++AfHIJ	25++IJ	24+	29++
	1%	3%	7%	12%	18%	7%	6%	12%	5%	2%	2%
At least weekly	63	22++ij	22++ahIJ	22++AHIJ ++AefHIJ	18 24%	29++IJ	25++IJ	18++ahIJ	41++IJ	45++	52++
	3%	7%	14%	21%	24%	12%	12%	14%	8%	4%	4%
At least monthly	59	19++ij	21++ahIJ	14++ahIJ ++AefHIJ	14 18%	20++IJ	16++IJ	14++IJ	38++IJ	40+	47++
	2%	6%	13%	13%	18%	8%	8%	11%	7%	3%	3%
Less often	148	21	17+	13+	11++j	24+	18	18++aij	53++	93++	104++
	6%	7%	11%	13%	15%	10%	9%	14%	10%	8%	8%
I've not watched this in the last 3 months	2014	215--BCDEG	80--cD	40--	18--	136--CDG	133--CDG	52--d	359 --BCDeG	952 --ABCDEFH	1080--ABCDEFGH
	84%	71%	51%	38%	23%	56%	63%	40%	66%	79%	79%
I don't know	90	17	5	4	1	15	8	11++ij	30+	49	57
	4%	6%	3%	4%	2%	6%	4%	9%	5%	4%	4%
NET: At least weekly	96	32++IJ	33++AhIJ	35 ++AeFHIJ	33 ++ABEFgHI	47++AhIJ	37++aIJ	34++AHIJ	67++IJ	69++	81++
	4%	11%	21%	32%	42%	19%	17%	26%	12%	6%	6%
NET: Less often/ not watched	2018	227--BCDG	82--d	53--	29--	160--bCDg	151--BCDG	71--d	398 --BCDG	1012 ABCDEFGH	1140ABCDEFGH
	84%	75%	53%	50%	37%	66%	71%	54%	73%	84%	83%

95% lower case or +, 99% UPPER CASE or ++

Table 133 (continuation)

Zlbr4. How often in the past 3 months have you watched films or programmes through the following services?.....S4C Clic
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	33 1%	4 3%	5 16%	6 19%	7 30%	6++i 4%	4 3%	5++afIJ 13%	17++IJ 5%	12 1%	21 2%	- %	1 3%	3 9%	3 11%	- %	22++B 4%	11-- 1%
At least weekly	63 3%	11++Ij 9%	7 22%	6 21%	8 36%	14++IJ 10%	11++ij 8%	8++hIJ 19%	24++IJ 8%	32 3%	39+ 4%	4 6%	2 5%	6 19%	8 34%	2 2%	39++B 8%	24-- 1%
At least monthly	59 2%	6 4%	4 11%	4 12%	5 21%	7 5%	7 5%	5++IJ 11%	19++ij 6%	27 3%	32 3%	- %	2 8%	3 11%	1 4%	4 5%	23++B 5%	36-- 2%
Less often	148 6%	7 5%	2 6%	2 6%	1 4%	16+ 11%	10 8%	7++aij 17%	28+ 9%	75 7%	78 7%	3 4%	1 5%	3 9%	2 10%	3 4%	33 7%	115 6%
I've not watched this in the last 3 months	2014 84%	96--G 74%	13 40%	13 42%	2 10%	92--G 64%	97--G 74%	12-- 30%	208--G 68%	826EfGH 82%	892--EGH 81%	57 83%	23 76%	15 52%	8 34%	59 86%	371-- 75%	1643++A 86%
I don't know	90 4%	6 4%	2 5%	* 1%	- %	9 6%	2 1%	4+fij 10%	13 4%	33 3%	38 3%	5 7%	1 3%	- %	2 7%	2 3%	10 2%	79 4%
NET: At least weekly	96 4%	15++Ij 11%	13 38%	12 40%	16 66%	20++IJ 14%	15++Ij 12%	13 32%	40++IJ 13%	44 4%	60++ 5%	4 6%	2 8%	8 28%	11 45%	2 2%	60++B 12%	36-- 2%
NET: Less often/ not watched	2018 84%	103G 80%	15 45%	15 47%	3 14%	108--G 75%	107G 82%	19-- 47%	236--G 76%	879++aEGH 88%	948+EGH 86%	60 88%	24 81%	18 61%	10 44%	62 90%	385-- 77%	1633++A 86%

95% lower case or +, 99% UPPER CASE or ++

Table 133 (continuation)

Zlbr4. How often in the past 3 months have you watched films or programmes through the following services?.....S4C Clic
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	33 1%	- -%	12 2%	13 2%	8 1%	16 2%	6 1%	7++BD 3%	2 *%	12D 2%	12D 2%	2 1%	4-- *%	21++B 2%	2-- *%
At least weekly	63 3%	- -%	27 4%	16 2%	20 3%	24 2%	22d 3%	14++AbD 7%	3- 1%	15 3%	30++aD 5%	5d 3%	12-- 1%	37++B 4%	2-- *%
At least monthly	59 2%	- -%	22 3%	15 2%	22 3%	15- 2%	20 3%	12++A 6%	11 3%	10 2%	20d 4%	11++AD 6%	16- 1%	25 3%	13 2%
Less often	148 6%	- -%	53a 7%	45 6%	48 6%	51 5%	45 6%	20a 10%	31 7%	28 5%	40 7%	18+AD 11%	59 5%	60b 7%	28-- 4%
I've not watched this in the last 3 months	2014 84%	144++BCD 100%	587-- 79%	616B 85%	642b 84%	869++C 86%	623C 83%	142-- 68%	365C 86%	499+BC 87%	417-- 77%	116-- 72%	975++BC 88%	686-- 80%	676++A 90%
I don't know	90 4%	- -%	46++Cd 6%	17- 2%	25 3%	30 3%	32 4%	14+ad 7%	11 3%	11- 2%	24a 4%	11A 6%	35 3%	25 3%	33 4%
NET: At least weekly	96 4%	- -%	39 5%	29 4%	28 4%	39d 4%	28d 4%	21++ABD 10%	5-- 1%	26D 5%	42++D 8%	7d 5%	17-- 2%	58++B 7%	4-- 1%
NET: Less often/ not watched	2018 84%	--- -%	640A 86%	661++AB 91%	690++Ab 90%	818- 81%	648+aC 86%	161-- 77%	375+AC 89%	467 81%	441 81%	133 82%	965++AB 88%	717 84%	622 83%

95% lower case or +, 99% UPPER CASE or ++

Table 134
Z1br5. How often in the past 3 months have you watched films or programmes through the following services?.....All4
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CAT1 (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	75 3%	72++B 4%	3-- 1%	39 3%	35 3%	44++BC 6%	19 2%	11-- 1%	29+ 5%	22 3%	11 2%	13 2%	63 3%	8 4%	2 2%	1 2%	68 3%	5 1%
At least weekly	348 14%	315++B 17%	32-- 6%	169 14%	177 15%	124C 16%	143+C 17%	80-- 10%	102 16%	122 16%	52 11%	72 13%	298 15%	24 12%	15 13%	11 16%	307 15%	41 12%
At least monthly	370 15%	330++B 18%	40-- 8%	200 17%	169 14%	131 17%	129 15%	110 14%	96 15%	125 16%	77 17%	73 13%	307 15%	29 14%	23 20%	12 17%	322 16%	49 14%
Less often	387 16%	345++B 18%	42-- 8%	188 16%	198 16%	119 16%	162++C 19%	105- 13%	107 17%	129 17%	76 17%	75 14%	329c 16%	38c 19%	11- 10%	8 13%	334 16%	53 15%
I've not watched this in the last 3 months	1181 49%	779-- 41%	402++A 76%	569 48%	608 50%	319-- 42%	367-- 44%	495++AB 61%	289 46%	362 47%	226 50%	304++AB 56%	988 49%	96 49%	61 53%	33 50%	982- 48%	198+a 56%
I don't know	46 2%	38 2%	8 1%	15 1%	30 2%	17 2%	20 2%	9 1%	10 2%	17 2%	10 2%	9 2%	38 2%	2 1%	3 3%	1 1%	39 2%	7 2%
NET: At least weekly	423 18%	387++B 21%	35-- 7%	208 18%	212 17%	168++C 22%	162C 19%	91-- 11%	131+c 21%	143 18%	63 14%	85 16%	361 18%	32 16%	17 15%	12 18%	376b 18%	46- 13%
NET: Less often/ not watched	1424 59%	1123 60%	300 57%	688 58%	731 60%	439 58%	513 61%	472 58%	375 59%	457 59%	255 57%	337 62%	1209cd 60%	119 60%	59- 51%	33- 50%	1224 60%	199 56%

95% lower case or +, 99% UPPER CASE or ++

Table 134 (continuation)

Zlbr5. How often in the past 3 months have you watched films or programmes through the following services?.....All4

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	75 3%	62 3%	12 5%	5 4%	4 6%	57+b 4%	14- 2%	17 3%	52 3%	34++B 6%	34-- 2%	7 2%	13- 2%	35 3%	19++aBC 7%
At least weekly	348 14%	312 15%	34 13%	14 11%	11 17%	244++b 16%	99- 12%	78 14%	251 14%	110++B 18%	231-- 13%	18-- 6%	83-- 11%	187++AB 17%	60++AB 22%
At least monthly	370 15%	331 16%	37 15%	18 14%	12 17%	268++B 18%	92-- 11%	76 13%	284 16%	100 17%	261 15%	20-- 7%	91-- 12%	196++AB 18%	63++AB 23%
Less often	387 16%	331 16%	44 18%	28 21%	11 15%	271++B 18%	109-- 13%	99 17%	269 16%	116+b 19%	270 15%	21-- 7%	123A 16%	206++A 19%	37a 14%
I've not watched this in the last 3 months	1181 49%	1054d 50%	114 45%	63 47%	26 38%	635-- 42%	512++A 61%	283 50%	851 49%	227-- 38%	944++A 53%	219++BCD 76%	422++CD 56%	451--d 41%	90-- 33%
I don't know	46 2%	35- 2%	9+a 4%	5 4%	4++A 6%	28 2%	12 1%	12 2%	30 2%	10 2%	35 2%	2 1%	18 2%	20 2%	5 2%
NET: At least weekly	423 18%	374 18%	46 18%	19 14%	15 22%	301++B 20%	113-- 13%	94 17%	304 17%	144++B 24%	265-- 15%	24-- 8%	97-- 13%	222++AB 20%	79++ABC 29%
NET: Less often/ not watched	1424 59%	1248 59%	152 61%	91+ad 68%	37 54%	894 59%	489 58%	342 61%	1027 59%	343 57%	1070 60%	152 53%	496++ACD 66%	649D 59%	127-- 46%

95% lower case or +, 99% UPPER CASE or ++

Table 134 (continuation)

Zlbr5. How often in the past 3 months have you watched films or programmes through the following services?.....All4

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	75 3%	25+++IJ 8%	15+++IJ 9%	17+++aFHIJ 16%	9+++IJ 11%	23+++IJ 9%	12+ 6%	20+++aFHIJ 15%	36+++IJ 7%	43 4%	48 4%
At least weekly	348 14%	63++ 21%	44+++hIJ 29%	30+++hIJ 28% ++AEFHIJ	30 39%	51++ 21%	46++ 22%	35+++iJ 27%	105++ 19%	209++ 17%	232++ 17%
At least monthly	370 15%	52 17%	18 11%	21 20%	12 15%	55++b 23%	43b 20%	21 16%	105+b 19%	212++ 18%	240++ 17%
Less often	387 16%	39 13%	20 13%	14 14%	13 16%	42 18%	44a 21%	26 20%	99 18%	205 17%	238 17%
I've not watched this in the last 3 months	1181 49%	118--CDeG 39%	56--CDG 36%	21-- 19%	12-- 15%	66--d 27%	65--dg 31%	26-- 20%	189--CDG 35% --CDEFGH	503 42%	575--CDEFGH 42%
I don't know	46 2%	8 2%	3 2%	3 3%	3 3%	5 2%	3 1%	2 2%	13 2%	30 3%	37++ 3%
NET: At least weekly	423 18%	87+++IJ 29%	59+++HIJ 38%	48 44% ++AeFHIJ	39 50% ++AEFHIJ	73+++IJ 30%	58++j 27% ++aeFHIJ	55 42%	140+++ij 26%	252++ 21%	280++ 20%
NET: Less often/ not watched	1424 59%	148--CD 49%	61-- 40%	35-- 32%	24-- 31%	108--d 45%	109-CD 51%	52-- 40%	274--bcd 50% -aBCDEGH	677 56%	768--aBCDEGH 56%

95% lower case or +, 99% UPPER CASE or ++

Table 134 (continuation)

Zlbr5. How often in the past 3 months have you watched films or programmes through the following services?.....All4

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	75	11++Ij	5	6	3	10+i	4	11	21++Ij	28	39	2	4	5	4	4	29++B	46--
	3%	8%	14%	20%	13%	7%	3%	26%	7%	3%	4%	2%	14%	16%	16%	6%	6%	2%
At least weekly	348	37++IJ	14	10	11	26	30+	11+	61++	179++	197++	21++	8	8	12	18+	95++B	253--
	14%	29%	43%	33%	46%	18%	23%	27%	20%	18%	18%	31%	26%	26%	49%	26%	19%	13%
At least monthly	370	28	6	6	6	37++i	25	7	67++	177+	202++	17	6	5	4	12	94+b	276-
	15%	22%	18%	18%	23%	26%	19%	17%	22%	18%	18%	25%	19%	18%	19%	17%	19%	14%
Less often	387	13	1	2	1	26	31+a	7	61a	181	193	5	3	6	2	10	76	310
	16%	10%	3%	7%	6%	18%	24%	17%	20%	18%	18%	7%	9%	19%	7%	14%	15%	16%
I've not watched this in the last 3 months	1181	39--	7	6	2	41--	41--g	6--	92--g	419	448--aeGH	24-	9	6	2	25	199--	983++A
	49%	30%	22%	18%	8%	28%	31%	14%	30%	42%	41%	34%	31%	21%	10%	37%	40%	51%
I don't know	46	*	-	1	1	4	*	-	5	20	22	*	-	-	-	*	5	41
	2%	*%	-%	3%	4%	3%	*%	-%	2%	2%	2%	*%	-%	-%	-%	*%	1%	2%
NET: At least weekly	423	48++eIJ	19	17	14	36+	33+	22++EFHIJ	83++i	208++	235++	23++	12	12	15	22++	124++B	299--
	18%	37%	57%	53%	59%	25%	26%	53%	27%	21%	21%	34%	41%	42%	65%	32%	25%	16%
NET: Less often/ not watched	1424	52--	8	8	3	67--	73aG	13--	152--g	579AeGh	619-AG	28--	12	12	4	35	256--	1167++A
	59%	41%	24%	25%	14%	47%	55%	31%	49%	58%	56%	41%	40%	40%	16%	51%	51%	61%

95% lower case or +, 99% UPPER CASE or ++

Table 134 (continuation)

Zlbr5. How often in the past 3 months have you watched films or programmes through the following services?.....All4

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	75 3%	- -%	16 2%	29 4%	28 4%	44++d 4%	18 2%	7 3%	6 1%	26D 4%	25D 5%	6 4%	18-- 2%	41++b 5%	16 2%
At least weekly	348 14%	--- -%	109A 15%	108A 15%	128A 17%	152D 15%	131+D 18%	28 14%	35-- 8%	83 14%	114++aD 21%	28d 17%	120-- 11%	149++B 17%	86- 11%
At least monthly	370 15%	--- -%	105A 14%	150++ABD 21%	109A 14%	168D 17%	123D 16%	33 16%	43-- 10%	99d 17%	90d 17%	44++ABD 27%	136-- 12%	157++B 18%	89-- 12%
Less often	387 16%	--- -%	142+A 19%	117A 16%	125A 16%	143 14%	138a 18%	44ad 21%	59 14%	80 14%	94 17%	32 20%	173 16%	135 16%	123 16%
I've not watched this in the last 3 months	1181 49%	144++BCD 100%	355 48%	313-- 43%	356 47%	486 48%	321-- 43%	91 43%	275++ABC 65%	284BC 49%	212-- 39%	49-- 30%	629++aABC 57%	360-- 42%	423++A 56%
I don't know	46 2%	- -%	19c 2%	6- 1%	18c 2%	13 1%	16 2%	6 3%	5 1%	3- *%	9 2%	3 2%	25a 2%	12 1%	17 2%
NET: At least weekly	423 18%	--- -%	125A 17%	138A 19%	157+A 20%	196D 19%	149D 20%	35d 17%	41-- 10%	108D 19%	138++aD 26%	34D 21%	139-- 13%	190++B 22%	101-- 13%
NET: Less often/ not watched	1424 59%	--- -%	497++AC 67%	430A 60%	481+A 63%	527-- 52%	440a 59%	134A 64%	313++ABc 74%	304-- 53%	290-- 53%	81- 50%	734++ABC 67%	465-- 54%	465a 62%

95% lower case or +, 99% UPPER CASE or ++

Table 135
Z1br6. How often in the past 3 months have you watched films or programmes through the following services?.....My5
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	45 2%	44+b 2%	1- *%	24 2%	21 2%	28++BC 4%	9 1%	7- 1%	17c 3%	13 2%	3 1%	12 2%	39 2%	5 2%	1 1%	1 1%	42 2%	2 1%
At least weekly	228 9%	210++B 11%	17-- 3%	112 9%	115 9%	89+C 12%	88C 10%	51-- 6%	63 10%	71 9%	48 11%	45 8%	195 10%	17 9%	10 8%	6 9%	204 10%	24 7%
At least monthly	289 12%	261++B 14%	28-- 5%	146 12%	141 12%	85 11%	99 12%	104 13%	75 12%	91 12%	58 13%	64 12%	243 12%	20 10%	16 14%	10 15%	252 12%	37 10%
Less often	394 16%	356++B 19%	38-- 7%	194 16%	199 16%	114 15%	166++ac 20%	115 14%	111 18%	111 14%	88b 19%	85 15%	330 16%	37 19%	18 15%	9 14%	349 17%	44 13%
I've not watched this in the last 3 months	1409 59%	972-- 52%	437++A 83%	688 58%	715 59%	424 56%	457-- 54%	528++AB 65%	358 57%	473 61%	248 55%	330 60%	1181 58%	116 59%	69 60%	40 61%	1166-- 57%	242++A 69%
I don't know	42 2%	36 2%	7 1%	15 1%	26 2%	14 2%	21c 2%	7 1%	8 1%	17 2%	7 2%	11 2%	35 2%	3 2%	2 2%	* 1%	40 2%	2 1%
NET: At least weekly	273 11%	254++B 14%	19-- 4%	136 12%	136 11%	117++bC 16%	97C 12%	58-- 7%	80 13%	85 11%	51 11%	57 10%	234 12%	22 11%	10 9%	7 10%	245b 12%	26- 7%
NET: Less often/ not watched	1659 69%	1328++B 71%	331-- 63%	813 69%	838 69%	538C 71%	607+C 72%	513-- 63%	448c 71%	548c 71%	289- 64%	372 68%	1404d 69%	137 70%	74 64%	41- 61%	1423 69%	234 67%

95% lower case or +, 99% UPPER CASE or ++

Table 135 (continuation)

Zlbr6. How often in the past 3 months have you watched films or programmes through the following services?.....My5

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	45 2%	36 2%	9+a 4%	5 4%	2 2%	31 2%	13 2%	17b 3%	22-- 1%	19+B 3%	22-- 1%	4 1%	6-- 1%	22 2%	13++Bc 5%
At least weekly	228 9%	200 9%	23 9%	11 8%	8 12%	161+b 11%	60-- 7%	54 10%	157 9%	88++B 15%	128-- 7%	5-- 2%	51--a 7%	125++AB 11%	46++ABC 17%
At least monthly	289 12%	259 12%	26 10%	17 13%	6 9%	190 13%	89 11%	81 14%	194 11%	81 14%	203 11%	17-- 6%	69-- 9%	152+AB 14%	51++AB 18%
Less often	394 16%	354 17%	32 13%	20 15%	8 11%	288++B 19%	100-- 12%	84 15%	297 17%	116+b 20%	276 16%	26-- 9%	118a 16%	198A 18%	51A 19%
I've not watched this in the last 3 months	1409 59%	1245 59%	148 59%	76 57%	40 59%	804-- 54%	567++A 68%	316 56%	1042+ 60%	280-- 47%	1119++A 63%	234++BCD 81%	489++CD 65%	579--D 53%	107-- 39%
I don't know	42 2%	30-- 1%	12++A 5%	5+a 4%	4++A 6%	29 2%	9 1%	13 2%	25 1%	13 2%	28 2%	1 *	16 2%	20 2%	5 2%
NET: At least weekly	273 11%	236 11%	32 13%	16 12%	10 15%	192+b 13%	73-- 9%	70 12%	180-- 10%	107++B 18%	150-- 8%	9-- 3%	57--a 8%	147++AB 13%	60++ABC 22%
NET: Less often/ not watched	1659 69%	1463 69%	174 69%	95 71%	48 71%	1081++B 72%	534-- 64%	360-- 64%	1246++A 72%	396 66%	1251+ 70%	173-- 60%	559++AD 74%	769aD 70%	158-- 58%

95% lower case or +, 99% UPPER CASE or ++

Table 135 (continuation)

Zlbr6. How often in the past 3 months have you watched films or programmes through the following services?.....My5

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	45 2%	20++IJ 7%	18+++hIJ 11%	14+++fHIJ 13%	10+++HIJ 13%	18++IJ 7%	13+++iJ 6%	13+++hIJ 10%	28++IJ 5%	29 2%	32 2%
At least weekly	228	45++	37+++aIJ ++AEFHJ	37 ++AbEFgHI	32 J	47++IJ	39+++ij	34+++AhIJ	89+++ij	141++	157++
	9%	15%	24%	35%	41%	19%	18%	26%	16%	12%	11%
At least monthly	289 12%	44 15%	18 11%	13 13%	13 17%	45++ 19%	40++ 19%	24+ 18%	89++ 16%	170++ 14%	193++ 14%
Less often	394 16%	52 17%	21 14%	16 15%	8 11%	36 15%	46 21%	21 16%	102 19%	193 16%	226 17%
I've not watched this in the last 3 months	1409	135--CDfG	61--cD	25--	10--	90--cD	73--D	36--d	230--CDG	645 --ABCDEFH	732--aBCDEFGH
	59%	44%	39%	24%	13%	37%	34%	27%	42%	54%	53%
I don't know	42 2%	9 3%	1 1%	1 1%	3 4%	5 2%	3 1%	3 3%	9 2%	25 2%	29 2%
NET: At least weekly	273	65++IJ	54+++AfHIJ ++AEFHJ	51 ++ABEFgHI	43 J	65++IJ	51++IJ ++AfHIJ	47	117++IJ	170++	190++
	11%	21%	35%	48%	55%	27%	24%	36%	21%	14%	14%
NET: Less often/ not watched	1659	177--BCDG	67--D	41--	18--	126--cD	118--bCDg	56--D	318--BCDG	806 aBCDEFGH	913-aBCDEFGH
	69%	58%	43%	38%	23%	52%	56%	43%	58%	67%	67%

95% lower case or +, 99% UPPER CASE or ++

Table 135 (continuation)

Zlbr6. How often in the past 3 months have you watched films or programmes through the following services?.....My5

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	45 2%	9++IJ 7%	5 16%	4 14%	3 15%	6 4%	5 4%	5+++hIJ 12%	12+i 4%	18 2%	23 2%	3 5%	1 4%	4 13%	5 22%	3 5%	22++B 4%	24-- 1%
At least weekly	228 9%	21+ 17%	10 31%	13 42%	14 57%	25++i 17%	25++ij 19%	16 40%	59++IJ 19%	110 11%	125++ 11%	7 9%	6 19%	9 31%	7 29%	10 15%	78++B 16%	150-- 8%
At least monthly	289 12%	28++ 22%	6 17%	4 13%	3 11%	32++ 22%	23 17%	6 15%	59++ 19%	151++ 15%	170++ 15%	14 20%	7 22%	7 24%	6 24%	15+ 22%	70 14%	219 11%
Less often	394 16%	26 20%	5 14%	3 9%	2 9%	22 15%	27 21%	6 15%	54 18%	171 17%	184 17%	13 20%	6 20%	7 23%	3 14%	14 20%	89 18%	305 16%
I've not watched this in the last 3 months	1409 59%	44-- 34%	8 23%	6 19%	1 4%	56--g 39%	50--g 38%	7-- 18%	119--g 39%	539 54%	579--AEFGH 53%	31 46%	10 35%	2 7%	3 11%	27-- 39%	233-- 47%	1177++A 62%
I don't know	42 2%	1 *%	-- -%	1 3%	1 4%	3 2%	* *%	* 1%	5 2%	16 2%	19 2%	* *%	-- -%	1 2%	-- -%	* *%	7 1%	35 2%
NET: At least weekly	273 11%	30++IJ 23%	15 46%	17 56%	17 72%	31++ij 22%	30++IJ 23%	21 51%	71++IJ 23%	128 13%	148++ 13%	10 15%	7 23%	13 44%	12 51%	13 19%	99++B 20%	174-- 9%
NET: Less often/ not watched	1659 69%	70--g 55%	12 36%	8 27%	3 13%	78--g 54%	77-G 59%	13-- 33%	173--G 56%	688AEGH 69%	741aEGH 67%	45 65%	16 54%	9 30%	6 25%	40 58%	303-- 61%	1356++A 71%

95% lower case or +, 99% UPPER CASE or ++

Table 135 (continuation)

Zlbr6. How often in the past 3 months have you watched films or programmes through the following services?.....My5
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	45 2%	- -%	17 2%	15 2%	13 2%	30++D 3%	11d 1%	4D 2%	--- -%	16d 3%	14d 3%	3 2%	11- 1%	23+ 3%	9 1%
At least weekly	228 9%	-- -%	77a 10%	68a 9%	80a 10%	104D 10%	80D 11%	24D 12%	18-- 4%	36- 6%	87++AD 16%	16 10%	85- 8%	105++B 12%	45-- 6%
At least monthly	289 12%	--- -%	79a 11%	115++AB 16%	95A 12%	138d 14%	84 11%	30d 14%	36- 8%	78d 14%	70d 13%	37++ABD 23%	100-- 9%	107 13%	85 11%
Less often	394 16%	--- -%	133A 18%	140+A 19%	117A 15%	167 17%	140d 19%	31 15%	52- 12%	92 16%	105d 19%	31 19%	161 15%	136 16%	123 16%
I've not watched this in the last 3 months	1409 59%	144++BCD 100%	421 56%	377-- 52%	447c 58%	556- 55%	418 56%	114 54%	313++ABC 74%	350BC 61%	257-- 47%	70-- 43%	725++BC 66%	475 56%	478++A 63%
I don't know	42 2%	- -%	18 2%	9 1%	13 2%	10- 1%	15 2%	6a 3%	4 1%	3- 1%	8 1%	5A 3%	20 2%	9 1%	14 2%
NET: At least weekly	273 11%	--- -%	94A 13%	82A 11%	93A 12%	134+D 13%	92D 12%	29D 14%	18-- 4%	52 9%	102++AD 19%	19 12%	96-- 9%	128++B 15%	54-- 7%
NET: Less often/ not watched	1659 69%	--- -%	555++A 74%	517A 72%	564++A 74%	621-- 62%	538A 72%	145 69%	344++ABC 81%	382 67%	347- 64%	101 62%	818++ABC 74%	581 68%	520 69%

95% lower case or +, 99% UPPER CASE or ++

Table 136
Z1br7. How often in the past 3 months have you watched films or programmes through the following services?.....Netflix
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	498 21%	404 21%	94 18%	214-- 18%	279+a 23%	279++BC 37%	158C 19%	60-- 7%	129 20%	154 20%	111 25%	104 19%	415 21%	51c 26%	20 17%	12 18%	436 21%	60 17%
At least weekly	703 29%	562 30%	142 27%	340 29%	362 30%	255++C 34%	290++C 35%	158-- 19%	199d 31%	247d 32%	120 27%	137- 25%	595 29%	54 27%	34 29%	19 28%	606 30%	96 27%
At least monthly	210 9%	162 9%	48 9%	102 9%	107 9%	81+c 11%	70 8%	59 7%	66d 10%	78d 10%	34 8%	32- 6%	173 9%	19 10%	13 11%	4 6%	182 9%	28 8%
Less often	132 5%	118+b 6%	13- 3%	77 7%	55 5%	43 6%	50 6%	39 5%	36 6%	38 5%	30 7%	28 5%	112 6%	11 6%	5 5%	4 6%	120 6%	12 4%
I've not watched this in the last 3 months	848 35%	617-- 33%	230++A 44%	437 37%	407 33%	91-- 12%	264-A 31%	493++AB 61%	199 31%	254 33%	155 34%	240++ABC 44%	717 35%	60 30%	43 37%	28b 41%	694-- 34%	153++A 44%
I don't know	16 1%	16 1%	* *%	9 1%	7 1%	6 1%	7 1%	3 *%	3 1%	5 1%	2 *%	7 1%	12 1%	3 1%	2 1%	* *%	15 1%	1 *%
NET: At least weekly	1201 50%	965+b 51%	236- 45%	554- 47%	641+a 53%	534++BC 71%	448+C 53%	218-- 27%	328d 52%	401d 52%	231 51%	241-- 44%	1010 50%	105 53%	53 46%	31 47%	1042 51%	156 44%
NET: Less often/ not watched	835 35%	736++B 39%	99-- 19%	445++B 38%	387-- 32%	134-- 18%	298A 36%	402++AB 50%	215 34%	257 33%	138 31%	225++aBC 41%	722+b 36%	55 28%	35 30%	23 34%	721 35%	114 32%

95% lower case or +, 99% UPPER CASE or ++

Table 136 (continuation)

Zlbr7. How often in the past 3 months have you watched films or programmes through the following services?.....Netflix
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	498 21%	423-- 20%	73++A 29%	45++A 33%	16 23%	362++B 24%	124-- 15%	114 20%	361 21%	197++B 33%	296-- 17%	32-- 11%	126-- 17%	260++AB 24%	79++AB 29%
At least weekly	703 29%	609 29%	84 34%	36 27%	30++Ac 43%	498++B 33%	187-- 22%	151 27%	524 30%	222++B 37%	466-- 26%	39-- 14%	214A 29%	360++A 33%	90A 33%
At least monthly	210 9%	190 9%	19 8%	9 7%	7 10%	137 9%	66 8%	38 7%	157 9%	63b 11%	136-- 8%	23 8%	63 8%	101 9%	23 8%
Less often	132 5%	101-- 5%	25++A 10%	19++A 14%	5 7%	91 6%	38 5%	44+b 8%	86 5%	26 4%	105 6%	5-- 2%	44a 6%	66a 6%	16a 6%
I've not watched this in the last 3 months	848 35%	789++BCD 37%	47-- 19%	25-- 19%	12-- 17%	405-- 27%	418++A 50%	214 38%	599 35%	82-- 14%	762++A 43%	185++BCD 65%	297++CD 40%	304-- 28%	62-- 23%
I don't know	16 1%	13 1%	2 1%	-- -%	-- -%	10 1%	5 1%	2 *%	10 1%	7 1%	10 1%	2 1%	6 1%	5 *%	3 1%
NET: At least weekly	1201 50%	1032-- 49%	157++A 63%	81+A 61%	45++A 66%	860++B 57%	311-- 37%	266 47%	885 51%	419++B 70%	762-- 43%	72-- 25%	341--A 45%	619++AB 57%	169++AB 62%
NET: Less often/ not watched	835 35%	754+Bd 35%	66-- 26%	44 33%	16-- 24%	485-- 32%	323+A 39%	219+ 39%	592 34%	108-- 18%	723++A 41%	103 36%	292+cD 39%	362 33%	78-- 28%

95% lower case or +, 99% UPPER CASE or ++

Table 136 (continuation)

Zlbr7. How often in the past 3 months have you watched films or programmes through the following services?.....Netflix

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	498 21%	65 22%	35 22%	24 22%	17 21%	80++AbfiJ 33%	48 23%	41+++a 31%	148++ 27%	306++ 25%	333++ 24%
At least weekly	703 29%	93 31%	45 29%	35 33%	23 29%	72 30%	76+ 36%	52++i 40%	169 31%	370 31%	433+ 32%
At least monthly	210 9%	28 9%	17 11%	18++ij 16% ++aefghiJ	16 21%	25 10%	19 9%	12 9%	57 10%	116 10%	130 10%
Less often	132 5%	24 8%	18++ij 12%	9 8%	13+++ahIJ 16%	26++ij 11%	20+ 9%	15++ij 12%	44++ 8%	81+ 7%	88 6%
I've not watched this in the last 3 months	848 35%	92CDEfGh 30%	37--deG 24%	16--g 15%	7-- 8%	32--g 13%	45--deG 21%	7-- 5%	122--dEG 22%	321--cDEG 27%	375--cDEGh 27%
I don't know	16 1%	1 *%	4+a 2%	5++AIJ 5%	3++AIJ 4%	6++aij 2%	4+ 2%	3+a 2%	8+ 1%	9 1%	11 1%
NET: At least weekly	1201 50%	159 52%	80 51%	59 55%	39 50%	152++ab 63%	125+ 59%	93 71%	316++ 58%	676++ 56%	766++ 56%
NET: Less often/ not watched	835 35%	107ceGh 35%	41- 26%	25- 23%	19 24%	58-- 24%	65G 31%	22-- 17%	151--g 28%	370--G 31%	418--G 31%

95% lower case or +, 99% UPPER CASE or ++

Table 136 (continuation)

Zlbr7. How often in the past 3 months have you watched films or programmes through the following services?.....Netflix
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	498 21%	25 19%	9 28%	8 24%	6 27%	57++AFIJ 40%	28 21%	13 33%	91++ 29%	259++ 26%	275++ 25%	11 16%	8 26%	6 21%	7 30%	12 17%	99 20%	399 21%
At least weekly	703 29%	36 28%	15 44%	11 37%	8 35%	38 26%	48 37%	18+e 44%	94 30%	317 32%	345 31%	24 35%	6 20%	7 23%	9 40%	18 26%	151 30%	553 29%
At least monthly	210 9%	10 8%	1 3%	2 7%	5 21%	12 9%	10 7%	4 9%	29 10%	90 9%	103 9%	6 8%	2 6%	3 10%	2 7%	8 12%	55 11%	155 8%
Less often	132 5%	11 8%	3 9%	2 7%	1 6%	13 9%	9 7%	4 10%	25 8%	56 6%	65 6%	3 5%	3 10%	5 16%	1 6%	6 8%	29 6%	103 5%
I've not watched this in the last 3 months	848 35%	46EGH 36%	4 12%	7 21%	- -%	21-- 14%	36eG 28%	1-- 3%	64--G 21%	277--EGh 28%	304--EGh 28%	25 37%	12 39%	9 31%	4 17%	26 37%	160 32%	687 36%
I don't know	16 1%	* *%	2 5%	1 3%	3 11%	3 2%	- -%	- -%	5+ 2%	5 *%	8 1%	* *%	- -%	- -%	- -%	* *%	5 1%	12 1%
NET: At least weekly	1201 50%	61 48%	24 72%	19 61%	15 62%	95++A 66%	76 58%	32 77%	184++a 60%	576++ 57%	620++ 56%	35 50%	14 46%	13 44%	16 70%	29 43%	249 50%	952 50%
NET: Less often/ not watched	835 35%	57+EGHIj 44%	6 19%	9 28%	1 6%	34- 24%	46g 35%	5-- 13%	88-g 29%	311--g 31%	347--g 32%	28 41%	15 48%	14 47%	5 23%	31 45%	170 34%	665 35%

95% lower case or +, 99% UPPER CASE or ++

Table 136 (continuation)

Zlbr7. How often in the past 3 months have you watched films or programmes through the following services?.....Netflix
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	498 21%	--- -%	117--A 16%	146Ab 20%	227++ABC 30%	154-- 15%	164A 22%	56+A 27%	119++Ab 28%	98- 17%	127ac 23%	25 16%	239 22%	195 23%	147 20%
At least weekly	703 29%	--- -%	220A 30%	225A 31%	247+A 32%	269 27%	267++AD 36%	65 31%	100- 24%	149 26%	172 32%	54 33%	321 29%	255 30%	222 29%
At least monthly	210 9%	-- -%	99++ACD 13%	60a 8%	49- 6%	75 7%	61 8%	27+a 13%	44 10%	49 9%	41 8%	22+b 13%	94 9%	74 9%	63 8%
Less often	132 5%	- -%	51a 7%	32 4%	48 6%	44 4%	32 4%	21++AB 10%	31a 7%	26 4%	29 5%	17++AbD 11%	57 5%	46 5%	30 4%
I've not watched this in the last 3 months	848 35%	144++BCD 100%	250D 34%	258D 36%	187-- 25%	463++BCD 46%	218--C 29%	38-- 18%	127-C 30%	250++BCD 44%	169- 31%	44- 27%	383 35%	283 33%	287 38%
I don't know	16 1%	- -%	8 1%	3 *%	5 1%	2- *%	6 1%	2 1%	2 *%	1 *%	4 1%	- -%	8 1%	2 *%	4 1%
NET: At least weekly	1201 50%	--- -%	337--A 45%	371Ab 51%	474++ABC 62%	423-- 42%	431++A 58%	122+A 58%	219A 52%	247-- 43%	299+A 55%	79 49%	560a 51%	450 53%	369 49%
NET: Less often/ not watched	835 35%	--- -%	302++AD 40%	289++AD 40%	236-A 31%	404++BCd 40%	230- 31%	58- 28%	136 32%	216 38%	182 34%	61 38%	371 34%	299 35%	236- 31%

95% lower case or +, 99% UPPER CASE or ++

Table 137
Z1br8. How often in the past 3 months have you watched films or programmes through the following services?.....NOW TV
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	78 3%	61 3%	18 3%	38 3%	41 3%	36+C 5%	34C 4%	8-- 1%	24 4%	18 2%	14 3%	23 4%	74+ 4%	2 1%	2 1%	1 1%	69 3%	9 3%
At least weekly	202 8%	180++B 10%	22-- 4%	129++B 11%	73-- 6%	95++bC 13%	73C 9%	35-- 4%	63D 10%	75D 10%	36 8%	27-- 5%	172 9%	20 10%	6 5%	3 5%	182 9%	20 6%
At least monthly	97 4%	84 4%	13 2%	55 5%	41 3%	60++BC 8%	23 3%	12-- 1%	17 3%	32 4%	29+a 6%	18 3%	86 4%	5 3%	2 2%	2 3%	85 4%	11 3%
Less often	163 7%	142+b 8%	21- 4%	77 7%	86 7%	83++BC 11%	50 6%	31-- 4%	44 7%	58 8%	28 6%	33 6%	129 6%	22+a 11%	8 7%	4 6%	148 7%	16 4%
I've not watched this in the last 3 months	1819 76%	1366-- 73%	454++A 86%	864- 73%	946+a 78%	462-- 61%	639A 76%	718++AB 89%	473 75%	573 74%	341 75%	433b 79%	1522 75%	144 73%	96+ab 83%	55+ab 83%	1524-- 74%	292++A 83%
I don't know	48 2%	46+b 2%	1- *%	17 1%	30 2%	20c 3%	21c 3%	7- 1%	11 2%	20 3%	4 1%	13 2%	40 2%	5 2%	1 1%	1 2%	45 2%	3 1%
NET: At least weekly	280 12%	241++B 13%	39-- 7%	167++B 14%	114-- 9%	131++bC 17%	107C 13%	43-- 5%	87d 14%	93 12%	50 11%	51 9%	246cd 12%	22 11%	8 7%	4- 6%	251 12%	30 8%
NET: Less often/ not watched	1838 76%	1508++B 80%	330-- 62%	872- 74%	957+a 79%	544-- 72%	673++A 80%	620 76%	496c 78%	596 77%	323- 71%	423 77%	1544 76%	150 76%	91 79%	51 76%	1580 77%	255 73%

95% lower case or +, 99% UPPER CASE or ++

Table 137 (continuation)

Zlbr8. How often in the past 3 months have you watched films or programmes through the following services?.....NOW TV
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	78 3%	69 3%	9 4%	7 5%	1 1%	50 3%	23 3%	21 4%	53 3%	32++B 5%	42-- 2%	5 2%	22 3%	41 4%	10 4%
At least weekly	202 8%	177 8%	16 7%	7 5%	6 9%	156++B 10%	43-- 5%	36 6%	153 9%	76++B 13%	114-- 6%	10-- 3%	40-- 5%	112++AB 10%	39++AB 14%
At least monthly	97 4%	86 4%	10 4%	6 4%	3 5%	73+b 5%	23-- 3%	25 4%	64 4%	30 5%	62 4%	7 2%	24 3%	48 4%	17b 6%
Less often	163 7%	125-- 6%	39++A 15%	24++A 18%	14++A 20%	120++B 8%	38-- 5%	38 7%	119 7%	52 9%	109 6%	10 4%	41 5%	91+ab 8%	21 8%
I've not watched this in the last 3 months	1819 76%	1638++BCD 77%	162-- 65%	82-- 61%	40-- 59%	1074-- 71%	698++A 83%	430 76%	1321 76%	388-- 65%	1421++A 80%	252++bCD 88%	606++CD 81%	782-- 71%	179-- 65%
I don't know	48 2%	30-- 1%	14++A 6%	9++A 7%	5++A 7%	30 2%	14 2%	15 3%	28-- 2%	19+b 3%	26-- 1%	2 1%	16 2%	22 2%	7 3%
NET: At least weekly	280 12%	247 12%	26 10%	13 10%	6 9%	206++B 14%	66-- 8%	57 10%	206 12%	108++B 18%	156-- 9%	15-- 5%	63-- 8%	154++AB 14%	50++AB 18%
NET: Less often/ not watched	1838 76%	1626 77%	194 78%	106 79%	54 79%	1183++B 79%	603-- 72%	427 76%	1347 78%	440 74%	1387++ 78%	175-- 61%	599+Ad 80%	865+Ad 79%	199a 73%

95% lower case or +, 99% UPPER CASE or ++

Table 137 (continuation)

Zlbr8. How often in the past 3 months have you watched films or programmes through the following services?.....NOW TV

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	78 3%	15 5%	9 6%	12++afhIJ 12% 8%	7+ 8%	23++IJ 10%	10 5%	12++IJ 9%	31++ 6%	46 4%	55+ 4%
At least weekly	202 8%	57++IJ 19%	32++IJ 21%	31 ++aEfHIJ ++AbEFHIJ 29% 35%	27 35%	36++ 15%	35++ij 17%	31+++IJ 24%	77++i 14%	123++ 10%	146++ 11%
At least monthly	97 4%	21+ 7%	11 7%	17++AbhIJ 16%	13++abhIJ 17%	24++IJ 10%	22++IJ 10%	19++ahIJ 15%	42++ij 8%	57 5%	68+ 5%
Less often	163 7%	19 6%	16 10%	7 6%	8 10%	19 8%	19 9%	15+ 11%	46 8%	100+ 8%	108+ 8%
I've not watched this in the last 3 months	1819	183--CDG	82--CDG	36--	18--	131--CDG	118--CDG	47--	337--CDG	848 --ABCDEFGH H	961--ABCDEFGH
	76%	60%	53%	33%	24%	54%	56%	36%	62%	70%	70%
I don't know	48 2%	9 3%	6 4%	4 4%	5+j 6%	7 3%	8 4%	7++j 5%	13 2%	30 2%	31 2%
NET: At least weekly	280 12%	72++IJ 24%	41++IJ 26%	43 ++AbEFHIJ ++AbEFHIJ 40%	34 43%	60++IJ 25%	45++ij 21%	43+++fHIJ 33%	108++Ij 20%	169++ 14%	201++ 15%
NET: Less often/ not watched	1838	193--CDG	83--cD	42--	26--	150--CDG	138--bCDG	61--	368--BCDG	915 ABCDEFGH	1025ABCDEFGH
	76%	64%	53%	39%	33%	62%	65%	47%	67%	76%	75%

95% lower case or +, 99% UPPER CASE or ++

Table 137 (continuation)

Zlbr8. How often in the past 3 months have you watched films or programmes through the following services?.....NOW TV
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	78 3%	10+i 8%	3 8%	5 17%	4 17%	14+++fIJ 10%	4 3%	5+++fIJ 13%	19++ 6%	35 4%	44 4%	2 3%	5 18%	2 8%	4 15%	3 5%	26+b 5%	52- 3%
At least weekly	202 8%	21+++ij 16%	9 28%	8 25%	7 30%	17 12%	22+++ij 17%	13+++aEHfIJ 32%	42++ 14%	98 10%	110+ 10%	10 14%	3 9%	9 29%	7 31%	12+ 18%	58+b 12%	144- 8%
At least monthly	97 4%	4 3%	2 5%	4 14%	4 18%	15+++aIJ 10%	5 4%	5+++afij 13%	24+++ij 8%	45 4%	49 4%	- -%	1 2%	4 12%	- -%	4 5%	25 5%	71 4%
Less often	163 7%	9 7%	5 15%	3 11%	3 11%	12 8%	10 7%	3 7%	28 9%	82+ 8%	90+ 8%	5 8%	1 4%	3 9%	3 13%	4 6%	40 8%	123 6%
I've not watched this in the last 3 months	1819 76%	80--G 62%	13 39%	9 31%	3 13%	83--G 57%	89G 68%	13-- 32%	187--G 61%	728--aEGH 72%	786--EGH 71%	48 70%	20 66%	12 41%	8 32%	44- 64%	341-- 68%	1478++A 77%
I don't know	48 2%	4 3%	2 5%	1 3%	3 11%	3 2%	1 1%	1 4%	8 2%	16 2%	21 2%	4 6%	- -%	- -%	2 9%	2 2%	7 1%	40 2%
NET: At least weekly	280 12%	31+++IJ 24%	12 36%	13 41%	11 47%	31+++ij 22%	26++ 20%	18 44%	61+++ij 20%	133 13%	154++ 14%	12 17%	8 27%	11 37%	11 46%	16++ 23%	84++B 17%	196-- 10%
NET: Less often/ not watched	1838 76%	89G 70%	18 53%	13 42%	6 24%	94--G 66%	98G 75%	16-- 39%	215--G 70%	789aEGH 79%	854EGh 78%	53 77%	21 71%	15 51%	11 45%	48 69%	362 73%	1476 77%

95% lower case or +, 99% UPPER CASE or ++

Table 137 (continuation)

Zlbr8. How often in the past 3 months have you watched films or programmes through the following services?.....NOW TV
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	78 3%	- -%	25 3%	27 4%	27 3%	36 4%	24 3%	9 4%	9 2%	22 4%	17 3%	6 3%	33 3%	29 3%	18 2%
At least weekly	202 8%	-- -%	61a 8%	56a 8%	81+a 11%	82 8%	83++D 11%	16 8%	21- 5%	46 8%	70++aD 13%	24++aD 15%	59-- 5%	99++B 12%	47- 6%
At least monthly	97 4%	- -%	28 4%	34 5%	34 5%	23-- 2%	26 3%	23++ABd 11%	24A 6%	10-- 2%	29A 5%	15++AD 9%	40 4%	31 4%	25 3%
Less often	163 7%	-- -%	68++ac 9%	43 6%	50 7%	48-- 5%	63A 8%	18a 9%	32 8%	23- 4%	37 7%	20++ABd 12%	77a 7%	60 7%	43 6%
I've not watched this in the last 3 months	1819 76%	144++BCD 100%	542- 73%	555 77%	558 73%	803++BC 80%	537- 72%	137-- 65%	329bC 78%	470++BC 82%	374--c 69%	94-- 58%	872++BC 79%	617- 72%	610++A 81%
I don't know	48 2%	- -%	23+c 3%	8 1%	14 2%	13 1%	16 2%	7 3%	8 2%	3- *%	14a 3%	5a 3%	20 2%	19 2%	11 1%
NET: At least weekly	280 12%	--- -%	86A 11%	83A 11%	108+A 14%	118d 12%	107+D 14%	24 12%	29-- 7%	68 12%	87++D 16%	29+D 18%	93-- 8%	128++B 15%	65-- 9%
NET: Less often/ not watched	1838 76%	--- -%	609++A 82%	598++A 83%	608+A 80%	749 75%	580 77%	155 74%	340a 80%	434 76%	396 73%	113- 70%	880++BC 80%	647 76%	572 76%

95% lower case or +, 99% UPPER CASE or ++

Table 138
Z1br9. How often in the past 3 months have you watched films or programmes through the following services?.....Amazon Prime Video
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	224 9%	170 9%	54 10%	118 10%	105 9%	112++BC 15%	80C 9%	31-- 4%	60 9%	54- 7%	47 10%	64B 12%	194 10%	14 7%	12 10%	5 8%	203 10%	21 6%
At least weekly	584 24%	479 25%	106 20%	303 26%	281 23%	216++C 29%	251++C 30%	118-- 15%	173d 27%	200d 26%	99 22%	112- 20%	496 25%	51 26%	24 21%	14 21%	504 25%	80 23%
At least monthly	301 13%	255+b 14%	47- 9%	129- 11%	171+a 14%	131++bC 17%	107C 13%	63-- 8%	97+D 15%	99d 13%	59d 13%	46-- 8%	259 13%	22 11%	10 9%	8 12%	259 13%	43 12%
Less often	202 8%	188++B 10%	15-- 3%	90 8%	112 9%	90++BC 12%	58 7%	54 7%	49 8%	67 9%	46 10%	40 7%	168 8%	20 10%	8 7%	6 10%	180 9%	23 6%
I've not watched this in the last 3 months	1071 44%	764-- 41%	307++A 58%	530 45%	535 44%	196-- 26%	333--A 40%	542++AB 67%	251- 40%	347 45%	197 44%	276++A 51%	889 44%	88 45%	60 52%	33 50%	888- 43%	180+a 51%
I don't know	24 1%	24+b 1%	*- *%	9 1%	13 1%	10 1%	11 1%	3 *%	3 1%	9 1%	4 1%	8 2%	18 1%	2 1%	2 2%	* 1%	19 1%	4 1%
NET: At least weekly	808 34%	649 35%	160 30%	421 36%	386 32%	328++C 43%	330++C 39%	149-- 18%	233 37%	254 33%	146 32%	176 32%	689 34%	65 33%	36 31%	19 28%	707 34%	102 29%
NET: Less often/ not watched	1129 47%	952++B 51%	178-- 34%	551 47%	571 47%	286-- 38%	376a 45%	467++AB 58%	279 44%	380 49%	196 43%	274 50%	950 47%	93 47%	54 47%	31 46%	976 48%	151 43%

95% lower case or +, 99% UPPER CASE or ++

Table 138 (continuation)

Zlbr9. How often in the past 3 months have you watched films or programmes through the following services?.....Amazon Prime Video

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	224 9%	195 9%	28 11%	15 11%	6 9%	153 10%	65 8%	50 9%	160 9%	91++B 15%	131-- 7%	16 6%	61 8%	106 10%	40++ABC 15%
At least weekly	584 24%	518 24%	62 25%	25 19%	26++AbC 37%	438++B 29%	134-- 16%	129 23%	430 25%	187++B 31%	380-- 21%	29-- 10%	152--A 20%	310++AB 28%	93++AB 34%
At least monthly	301 13%	259 12%	35 14%	16 12%	13 19%	229++B 15%	65-- 8%	71 13%	208 12%	96++B 16%	202-- 11%	14-- 5%	79a 11%	169++AB 15%	39A 14%
Less often	202 8%	160-- 8%	37++A 15%	26++A 20%	7 10%	129 9%	69 8%	52 9%	147 8%	61 10%	140 8%	17 6%	70 9%	96 9%	20 7%
I've not watched this in the last 3 months	1071 44%	977++BCD 46%	81-- 33%	48- 36%	16-- 24%	543-- 36%	497++A 59%	254 45%	779 45%	157-- 26%	906++A 51%	210++BCD 73%	382++CD 51%	402--d 37%	77-- 28%
I don't know	24 1%	16-- 1%	7++A 3%	3 2%	1 2%	13 1%	9 1%	8 1%	12 1%	5 1%	18 1%	1 *%	6 1%	12 1%	5 2%
NET: At least weekly	808 34%	712 34%	90 36%	40 30%	31+ac 46%	590++B 39%	199-- 24%	179 32%	590 34%	278++B 47%	511-- 29%	46-- 16%	213--A 28%	416++AB 38%	133++ABC 49%
NET: Less often/ not watched	1129 47%	1001d 47%	112 45%	75+bD 56%	23- 33%	660-- 44%	433++A 52%	266 47%	834 48%	218-- 36%	902++A 51%	139D 49%	403++CD 54%	491D 45%	96-- 35%

95% lower case or +, 99% UPPER CASE or ++

Table 138 (continuation)

Zlbr9. How often in the past 3 months have you watched films or programmes through the following services?.....Amazon Prime Video
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	224 9%	49+++ij 16%	31+++IJ 20%	23+++IJ 21%	18+++IJ 23%	37++ 15%	36+++ij 17%	32+++ehIJ 25%	85+++ij 15%	134++ 11%	158++ 12%
At least weekly	584 24%	83 27%	38 24%	35+ 33%	22 28%	81++ 33%	68+ 32%	40 31%	167++ 31%	338++ 28%	373++ 27%
At least monthly	301 13%	48 16%	24 16%	12 11%	13 17%	31 13%	33 15%	24+ 19%	77 14%	193++ 16%	213++ 16%
Less often	202 8%	26 9%	13 8%	11 10%	12+ 15%	34+++ij 14%	24 11%	15 12%	60+ 11%	109 9%	126 9%
I've not watched this in the last 3 months	1071 44%	88--DG 29%	42--dG 27%	21-- 19%	9-- 11%	51--g 21%	45--g 21%	13-- 10%	147--DG 27%	415 --CDEFGH 35%	483--CDEFGH 35%
I don't know	24 1%	9+++ij 3%	6+++ij 4%	5+++IJ 5%	5+++IJ 6%	8+++ij 3%	6+ 3%	5+++ij 4%	10+ 2%	14 1%	16 1%
NET: At least weekly	808 34%	133++ 44%	69++ 45%	58+++IJ 54%	40++ 51%	118+++IJ 49%	104+++IJ 49%	72+++aIJ 55%	252+++IJ 46%	472++ 39%	531++ 39%
NET: Less often/ not watched	1129 47%	105--g 35%	41-- 26%	31-- 29%	20-- 26%	85--g 35%	69--g 33%	29-- 22%	192--G 35%	493 --BcdfGh 41%	565--BcdfGh 41%

95% lower case or +, 99% UPPER CASE or ++

Table 138 (continuation)

Zlbr9. How often in the past 3 months have you watched films or programmes through the following services?.....Amazon Prime Video

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	224 9%	18 14%	9 26%	10 31%	7 31%	22+ 15%	23++ij 18%	13+++ehIJ 31%	48++ij 16%	105 10%	121+ 11%	7 10%	5 16%	7 23%	9 37%	7 9%	64++B 13%	160-- 8%
At least weekly	584 24%	32 25%	9 26%	7 21%	5 21%	48+ 33%	38 29%	11 27%	95++ 31%	288++ 29%	307++ 28%	18 26%	9 30%	6 19%	5 23%	16 23%	144+b 29%	440-- 23%
At least monthly	301 13%	23 18%	6 17%	4 14%	6 27%	17 12%	16 12%	7 18%	42 14%	160++ 16%	174++ 16%	16+ 24%	3 9%	4 15%	3 15%	12 17%	56 11%	245 13%
Less often	202 8%	13 10%	4 11%	* 1%	2 7%	18 13%	11 8%	3 6%	30 10%	91 9%	103 9%	5 8%	3 8%	5 18%	5 22%	7 10%	31 6%	172 9%
I've not watched this in the last 3 months	1071 44%	40--g 31%	5 15%	8 27%	1 4%	36-- 25%	40--g 30%	5-- 11%	85--g 28%	350--eGh 35%	381--eGh 35%	23 33%	9 30%	8 26%	1 4%	26 38%	198-- 40%	873+a 46%
I don't know	24 1%	2 2%	2 5%	2 5%	2 10%	3 2%	3 2%	3++IJ 7%	8+ 2%	11 1%	14 1%	* *%	2 7%	-- -%	-- -%	2 3%	4 1%	20 1%
NET: At least weekly	808 34%	50 39%	17 52%	16 52%	12 52%	70++ij 49%	62++ 47%	23++ij 57%	143++ij 47%	393++ 39%	427++ 39%	24 35%	14 46%	12 41%	14 60%	22 32%	208++B 42%	600-- 31%
NET: Less often/ not watched	1129 47%	53G 41%	8 24%	9 28%	3 11%	54-g 37%	50g 38%	7-- 18%	114--g 37%	419--G 42%	462--G 42%	28 41%	12 39%	13 44%	6 26%	33 48%	211-- 42%	918+a 48%

95% lower case or +, 99% UPPER CASE or ++

Table 138 (continuation)

Zlbr9. How often in the past 3 months have you watched films or programmes through the following services?.....Amazon Prime Video
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	224 9%	-- -%	49-- 7%	78aB 11%	95++AB 12%	82 8%	73 10%	24 11%	44 10%	64 11%	44 8%	14 8%	101 9%	96+b 11%	56 7%
At least weekly	584 24%	--- -%	151--A 20%	190Ab 26%	235++AB 31%	213- 21%	223++AD 30%	55 26%	92 22%	128 22%	150 28%	47 29%	253 23%	222 26%	163 22%
At least monthly	301 13%	--- -%	104A 14%	90A 12%	100A 13%	92-- 9%	102a 14%	40++A 19%	63A 15%	48-- 8%	71a 13%	28A 17%	151A 14%	111 13%	90 12%
Less often	202 8%	-- -%	88++AC 12%	41-- 6%	72ac 9%	69- 7%	57 8%	25a 12%	47a 11%	37 6%	52 10%	20a 12%	88 8%	67 8%	57 8%
I've not watched this in the last 3 months	1071 44%	144++BCD 100%	345D 46%	318D 44%	254-- 33%	543++BCD 54%	285--c 38%	61-- 29%	174C 41%	296++BC 52%	219c 40%	49-- 30%	503C 46%	348- 41%	379++A 50%
I don't know	24 1%	- -%	9 1%	5 1%	9 1%	6 1%	8 1%	5a 2%	4 1%	1 *%	6 1%	5++AD 3%	5- *%	10 1%	9 1%
NET: At least weekly	808 34%	--- -%	200--A 27%	268+AB 37%	330++ABc 43%	295-- 29%	296++Ad 40%	79a 38%	136 32%	191 33%	194 36%	61 37%	354 32%	318+B 37%	219-- 29%
NET: Less often/ not watched	1129 47%	--- -%	433++ACD 58%	359Ad 50%	326-A 43%	510++Bc 51%	322- 43%	86 41%	199 47%	273 48%	256 47%	68 42%	522 47%	386 45%	355 47%

95% lower case or +, 99% UPPER CASE or ++

Table 139
Zlbr10. How often in the past 3 months have you watched films or programmes through the following services?.....Disney+
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	123 5%	101 5%	22 4%	53 4%	70 6%	79++BC 10%	41C 5%	3-- *%	41b 6%	29 4%	23 5%	31 6%	113+b 6%	4- 2%	3 3%	3 4%	117+b 6%	6- 2%
At least weekly	303 13%	253 13%	50 9%	168+b 14%	131- 11%	145++bC 19%	118C 14%	40-- 5%	81 13%	95 12%	68 15%	59 11%	253 12%	28 14%	13 11%	9 13%	268 13%	36 10%
At least monthly	204 8%	167 9%	37 7%	96 8%	108 9%	120++BC 16%	68C 8%	15-- 2%	47 7%	78d 10%	44 10%	34 6%	171 8%	18 9%	11 9%	4 7%	186+b 9%	17- 5%
Less often	151 6%	138++B 7%	13-- 3%	70 6%	80 7%	72++BC 10%	46 6%	33-- 4%	44 7%	49 6%	22 5%	37 7%	126 6%	16 8%	4 4%	4 6%	134 7%	17 5%
I've not watched this in the last 3 months	1591 66%	1186-- 63%	405++A 77%	781 66%	807 66%	323-- 43%	553A 66%	716++AB 88%	415 66%	509 66%	290 64%	377 69%	1334 66%	127 64%	83 71%	45 68%	1320-- 64%	268++A 76%
I don't know	35 1%	34+b 2%	1- *%	12 1%	22 2%	16c 2%	14 2%	5- 1%	4 1%	16 2%	5 1%	9 2%	27 1%	4 2%	1 1%	1 2%	28 1%	7 2%
NET: At least weekly	426 18%	354+b 19%	72- 14%	221 19%	201 17%	224++BC 30%	159C 19%	43-- 5%	122 19%	124 16%	90 20%	90 16%	366 18%	32 16%	16 14%	12 17%	385++b 19%	42- 12%
NET: Less often/ not watched	1598 66%	1324++B 70%	274-- 52%	781 66%	811 67%	395-- 52%	584+A 69%	619++AB 76%	439C 69%	523C 67%	266-- 59%	371c 68%	1353 67%	128 65%	74 64%	40 61%	1362 66%	233 66%

95% lower case or +, 99% UPPER CASE or ++

Table 139 (continuation)

Zlbr10. How often in the past 3 months have you watched films or programmes through the following services?.....Disney+
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	123 5%	105 5%	17 7%	8 6%	6 9%	88 6%	31- 4%	28 5%	88 5%	81++B 14%	39-- 2%	7 3%	20-- 3%	63B 6%	33++ABC 12%
At least weekly	303 13%	265 12%	38 15%	19 14%	10 14%	214++B 14%	80-- 10%	72 13%	220 13%	129++B 22%	162-- 9%	16-- 6%	91a 12%	145A 13%	51++Abc 19%
At least monthly	204 8%	175 8%	24 10%	11 9%	7 9%	153++B 10%	49-- 6%	53 9%	134 8%	86++B 14%	110-- 6%	10- 3%	59a 8%	103a 9%	33+A 12%
Less often	151 6%	121-- 6%	26++A 10%	16++A 12%	8a 11%	107b 7%	39- 5%	36 6%	106 6%	40 7%	110 6%	7- 2%	50a 7%	77a 7%	17 6%
I've not watched this in the last 3 months	1591 66%	1438++BCD 68%	134-- 54%	74-- 55%	36-- 53%	918-- 61%	632++A 75%	368 65%	1166 67%	251-- 42%	1330++A 75%	246++BCD 86%	521+cD 69%	689--D 63%	135-- 49%
I don't know	35 1%	22-- 1%	11++A 4%	5+A 4%	2a 4%	24 2%	8 1%	7 1%	23 1%	10 2%	24 1%	1 *%	11 1%	18 2%	5 2%
NET: At least weekly	426 18%	370 17%	55 22%	27 20%	16 23%	302++B 20%	112-- 13%	100 18%	308 18%	210++B 35%	201-- 11%	23-- 8%	111-a 15%	209Ab 19%	84++ABC 31%
NET: Less often/ not watched	1598 66%	1422 67%	154 61%	90 67%	44 64%	1013 67%	538 64%	364 64%	1179+ 68%	291-- 49%	1296++A 73%	165- 58%	521AD 69%	759+AD 69%	152-- 56%

95% lower case or +, 99% UPPER CASE or ++

Table 139 (continuation)

Zlbrl0. How often in the past 3 months have you watched films or programmes through the following services?.....Disney+
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	123 5%	25+ 8%	21+++ij 13%	14+++ij 13%	14+++aIJ 17%	30+++ij 12%	24++ 11%	19+++IJ 15%	56+++ij 10%	84++ 7%	97++ 7%
At least weekly	303 13%	40 13%	25 16%	25+++aij 23%	17+ 22%	50+++aij 21%	32 15%	27+++ai 21%	102+++ij 19%	170+ 14%	199++ 15%
At least monthly	204 8%	37+ 12%	29+++IJ 18%	24+++aIJ 22%	24+++AeHIJ 30%	40+++ij 17%	39+++IJ 18%	35+++AeHIJ 27%	78+++ij 14%	125++ 10%	143++ 10%
Less often	151 6%	19 6%	13 8%	9 8%	7 8%	23+ 10%	18 8%	11 9%	45+ 8%	79 7%	85 6%
I've not watched this in the last 3 months	1591 66%	176 --BCDEFGH 58%	64--DG 41%	33-- 31%	13-- 17%	90--Dg 37%	94--cDG 44%	31-- 24%	255--CDeG 47%	726 --BCDEFGH 60%	824--BCDEFGH 60%
I don't know	35 1%	7 2%	4 3%	3 3%	4+ 5%	9+++j 4%	5 2%	6+++ij 5%	10 2%	19 2%	22 2%
NET: At least weekly	426 18%	65 21%	46+++ij 30%	39+++AIJ 36%	31+++AfIJ 40%	80+++AIJ 33%	56++ 26%	47+++AIJ 36%	158+++aIJ 29%	254++ 21%	297++ 22%
NET: Less often/ not watched	1598 66%	186BCDEGH 61%	62--d 40%	41-- 38%	19-- 25%	113--Dg 47%	112--bcDG 53%	43-- 33%	286--bcDG 52%	773 BCDEFGH 64%	864--BCDEfGH 63%

95% lower case or +, 99% UPPER CASE or ++

Table 139 (continuation)

Zlbr10. How often in the past 3 months have you watched films or programmes through the following services?.....Disney+
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	123 5%	8 6%	5 15%	5 17%	7 30%	16++ 11%	12+ 9%	4 10%	30++ 10%	66+ 7%	74++ 7%	1 1%	6 19%	2 6%	2 10%	5 7%	41++B 8%	82-- 4%
At least weekly	303 13%	24 19%	9 26%	7 22%	8 33%	33++ij 23%	23 18%	10+ 24%	61++ 20%	146+ 15%	167++ 15%	13 18%	4 15%	7 24%	11 47%	9 13%	60 12%	243 13%
At least monthly	204 8%	10 8%	7 21%	5 17%	7 30%	22++i 15%	11 9%	11++AFhIJ 26%	42++i 14%	87 9%	106 10%	6 9%	- -	4 14%	4 16%	4 5%	53 11%	151 8%
Less often	151 6%	3 2%	3 10%	1 3%	1 4%	10 7%	10 7%	3 8%	23 7%	67 7%	69 6%	1 1%	1 4%	1 4%	- -	1 2%	29 6%	122 6%
I've not watched this in the last 3 months	1591 66%	82EGH 64%	9 27%	12 37%	- -	57--g 40%	73-eG 56%	9-- 22%	143--G 47%	627--EGH 62%	668--EGH 61%	48 70%	19 62%	16 52%	6 24%	50 73%	309 62%	1283 67%
I don't know	35 1%	1 1%	- -	1 3%	1 4%	5 3%	1 1%	4++AFhIJ 10%	9 3%	11 1%	16 1%	1 1%	- -	- -	1 4%	* *	5 1%	29 2%
NET: At least weekly	426 18%	32+ 25%	14 42%	12 39%	15 62%	50++IJ 35%	35+ 27%	14++ 34%	91++Ij 29%	212++ 21%	242++ 22%	13 19%	10 34%	9 30%	13 57%	14 20%	102 20%	325 17%
NET: Less often/ not watched	1598 66%	85EGh 66%	12 36%	13 41%	1 4%	68-- 47%	83eG 63%	12-- 30%	166--G 54%	672EGH 67%	715EGH 65%	49 71%	20 66%	17 56%	6 24%	51 74%	319 64%	1279 67%

95% lower case or +, 99% UPPER CASE or ++

Table 139 (continuation)

Zlbr10. How often in the past 3 months have you watched films or programmes through the following services?.....Disney+
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	123 5%	- -%	37 5%	42 6%	41 5%	48 5%	44 6%	15 7%	14 3%	32 6%	35d 6%	12 7%	43- 4%	41 5%	28 4%
At least weekly	303 13%	--- -%	94A 13%	95A 13%	111A 14%	82-- 8%	118++A 16%	34A 16%	67A 16%	49-- 8%	95++AD 17%	28A 17%	129 12%	114 13%	80 11%
At least monthly	204 8%	-- -%	81+aC 11%	43- 6%	78aC 10%	50-- 5%	71A 9%	32++Ab 15%	51+A 12%	41 7%	47 9%	25++AbD 16%	87 8%	77 9%	57 8%
Less often	151 6%	- -%	58a 8%	39 5%	54a 7%	57 6%	43 6%	22+ab 10%	28 7%	23- 4%	36 7%	15a 9%	75 7%	52 6%	51 7%
I've not watched this in the last 3 months	1591 66%	144++BCD 100%	463- 62%	498bD 69%	467-- 61%	759++BCD 75%	461--C 62%	100-- 48%	261C 62%	427++BCd 74%	324--C 60%	77-- 47%	754BC 68%	558 65%	528+ 70%
I don't know	35 1%	- -%	14 2%	6 1%	13 2%	8 1%	11 1%	7+AD 3%	2 *%	2- *%	5 1%	5A 3%	15 1%	13 1%	10 1%
NET: At least weekly	426 18%	--- -%	130A 17%	136A 19%	152A 20%	131-- 13%	163++A 22%	49+A 23%	81A 19%	81- 14%	130++AD 24%	40+AD 25%	172- 16%	155 18%	108- 14%
NET: Less often/ not watched	1598 66%	--- -%	521+A 70%	537++Ad 74%	521A 68%	714++bCd 71%	484 65%	121- 58%	268 63%	391c 68%	345 64%	92- 57%	760+C 69%	580 68%	498 66%

95% lower case or +, 99% UPPER CASE or ++

Table 140
Z1br11. How often in the past 3 months have you watched films or programmes through the following services?.....YouTube
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	572 24%	503++B 27%	70-- 13%	321++B 27%	247-- 20%	322++BC 43%	183C 22%	67-- 8%	134 21%	178 23%	116 26%	145 26%	489c 24%	44 23%	20-- 17%	16 24%	524++B 26%	48-- 14%
At least weekly	533 22%	444+b 24%	89-- 17%	286+b 24%	245-- 20%	205++C 27%	205C 24%	124-- 15%	162+cd 26%	175 23%	88 19%	108 20%	455 22%	45 23%	19 16%	14 21%	466 23%	65 19%
At least monthly	263 11%	197 10%	65 12%	130 11%	130 11%	75 10%	121++aC 14%	67-- 8%	79 12%	80 10%	52 11%	52 9%	220 11%	22 11%	13 11%	7 11%	216 11%	47 13%
Less often	227 9%	193+b 10%	34-- 6%	89-- 8%	137++A 11%	51-- 7%	85a 10%	91A 11%	70d 11%	77 10%	43 10%	36-- 7%	186 9%	22 11%	15d 13%	3 5%	194 9%	33 9%
I've not watched this in the last 3 months	792 33%	523-- 28%	269++A 51%	342-- 29%	449++A 37%	97-- 13%	238--A 28%	457++AB 56%	184-- 29%	261 34%	148 33%	199a 36%	655 32%	63 32%	48+a 42%	26 38%	635-- 31%	157++A 45%
I don't know	21 1%	19 1%	2 *%	11 1%	9 1%	6 1%	9 1%	6 1%	5 1%	4 1%	5 1%	7 1%	18 1%	1 1%	1 1%	1 1%	19 1%	2 1%
NET: At least weekly	1105 46%	947++B 50%	158-- 30%	607++B 51%	492-- 40%	526++BC 70%	388C 46%	190-- 23%	295 47%	353 45%	204 45%	253 46%	944C 47%	89c 45%	39-- 33%	30c 45%	990++B 48%	113-- 32%
NET: Less often/ not watched	874 36%	716++B 38%	158-- 30%	362-- 31%	510++A 42%	148-- 20%	308A 37%	419++AB 52%	233 37%	304c 39%	145 32%	193 35%	734 36%	69 35%	50d 44%	20 30%	737 36%	137 39%

95% lower case or +, 99% UPPER CASE or ++

Table 140 (continuation)

Zlbr11. How often in the past 3 months have you watched films or programmes through the following services?.....YouTube
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	572 24%	421-- 20%	143++A 57%	82++A 61%	42++A 61%	376 25%	178 21%	148 26%	398 23%	192++B 32%	371-- 21%	37-- 13%	159a 21%	289+Ab 26%	88++AB 32%
At least weekly	533 22%	472 22%	58 23%	31 24%	16 24%	370++B 25%	149-- 18%	143 25%	368 21%	147 25%	373- 21%	36-- 12%	151a 20%	278++Ab 25%	68A 25%
At least monthly	263 11%	235 11%	18- 7%	9 6%	5 7%	194++B 13%	61-- 7%	54 10%	194 11%	96++B 16%	158-- 9%	17- 6%	75 10%	147++Ab 13%	24 9%
Less often	227 9%	211+Bcd 10%	9-- 4%	5- 4%	2- 3%	164++B 11%	58-- 7%	31-- 6%	185++A 11%	57 10%	170 10%	16 5%	76 10%	110 10%	26 9%
I've not watched this in the last 3 months	792 33%	770++BCD 36%	18-- 7%	5-- 4%	2-- 3%	388-- 26%	387++A 46%	183 32%	578 33%	102-- 17%	687++A 39%	180++BCD 63%	280++CD 37%	267-- 24%	65-- 24%
I don't know	21 1%	15 1%	4 1%	2 1%	1 2%	11 1%	6 1%	5 1%	15 1%	3 *	18 1%	2 1%	10 1%	5 *	3 1%
NET: At least weekly	1105 46%	893-- 42%	202++A 81%	113++A 85%	58++A 85%	745++B 50%	327-- 39%	291++B 52%	766- 44%	339++B 57%	743-- 42%	72-- 25%	310--A 41%	567++AB 52%	156++AB 57%
NET: Less often/ not watched	874 36%	845++BCD 40%	22-- 9%	10-- 7%	4-- 6%	541 36%	312 37%	174-- 31%	669++A 39%	159-- 27%	713++A 40%	108 38%	307++Cd 41%	369- 34%	90 33%

95% lower case or +, 99% UPPER CASE or ++

Table 140 (continuation)

Zlbrll. How often in the past 3 months have you watched films or programmes through the following services?.....YouTube

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	572	101++	51+	36+	24	83++	71++ ++AbodeFH IJ	63 49%	184++	366++	402++
	24%	33%	33%	33%	31%	35%	33%	49%	34%	30%	29%
At least weekly	533	65	34	35+a	27+ah	68+	53	33	126	303++	346++
	22%	21%	22%	33%	35%	28%	25%	25%	23%	25%	25%
At least monthly	263	43	14	12	10	34	33+	14	70	160++	178++
	11%	14%	9%	11%	13%	14%	15%	11%	13%	13%	13%
Less often	227	28	13	12	9	25	26	11	59	97-	118
	9%	9%	9%	12%	11%	10%	12%	8%	11%	8%	9%
I've not watched this in the last 3 months	792	64--cdeG	42CDEFG	11--	7--	30--	30--	9--	106--cdeG	267 --CdEFG	313--CDEFG
	33%	21%	27%	10%	9%	12%	14%	7%	19%	22%	23%
I don't know	21	3	1	1	1	1	-	-	2	11	12
	1%	1%	*%	1%	1%	1%	-%	-%	*%	1%	1%
NET: At least weekly	1105	166++	85+	71++j	51++	152++j	124++	96	310++	669++	748++
	46%	54%	55%	66%	66%	63%	58% ++ABeFHIJ	74%	57%	56%	55%
NET: Less often/ not watched	874	83--g	41-g	23--	15--	54--	56--g	20--	150--G	331--G	387--G
	36%	27%	26%	21%	19%	23%	26%	15%	27%	28%	28%

95% lower case or +, 99% UPPER CASE or ++

Table 140 (continuation)

Zlbrll. How often in the past 3 months have you watched films or programmes through the following services?.....YouTube
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	572 24%	43+ 34%	16 47%	8 26%	8 36%	53++ 37%	39 30%	21++afhIJ 52%	98++ 32%	296++ 29%	316++ 29%	21 30%	13 42%	10 33%	9 38%	24 35%	121 24%	452 24%
At least weekly	533 22%	27 21%	9 27%	13 41%	8 32%	33 23%	33 25%	11 26%	71 23%	260++ 26%	288++ 26%	11 16%	7 25%	9 29%	9 37%	10 15%	124 25%	409 21%
At least monthly	263 11%	20 15%	6 17%	4 13%	6 24%	22 16%	20 15%	3 8%	50++ 16%	131+ 13%	146++ 13%	14+ 21%	3 8%	3 10%	4 19%	11 16%	66 13%	196 10%
Less often	227 9%	11 8%	1 3%	2 8%	1 4%	12 8%	15 12%	2 5%	30 10%	80 8%	96 9%	6 9%	2 6%	3 10%	1 6%	4 6%	38 8%	189 10%
I've not watched this in the last 3 months	792 33%	26-- 20%	2 6%	4 13%	1 4%	22-- 15%	24-- 19%	4-- 9%	57-- 18%	229--g 23%	244-- 22%	15 22%	6 19%	5 18%	-- -%	18 26%	145 29%	647 34%
I don't know	21 1%	2 1%	-- -%	-- -%	-- -%	1 1%	-- -%	-- -%	1 *%	9 1%	10 1%	2 2%	-- -%	-- -%	-- -%	2 2%	5 1%	16 1%
NET: At least weekly	1105 46%	70 54%	25 74%	21 66%	16 68%	86++ 60%	72 55%	32 78%	169++ 55%	556++ 55%	604++ 55%	32 46%	20 66%	18 62%	18 75%	34 50%	245 49%	860 45%
NET: Less often/ not watched	874 36%	37 29%	3 8%	6 21%	2 8%	34-- 24%	39 30%	6-- 14%	87-- 28%	288-- 29%	318--g 29%	21 31%	8 25%	8 28%	1 6%	22 32%	163 33%	711 37%

95% lower case or +, 99% UPPER CASE or ++

Table 140 (continuation)

Zlbr11. How often in the past 3 months have you watched films or programmes through the following services?.....YouTube
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	572 24%	--- -%	140--A 19%	169Ab 23%	251++ABC 33%	181-- 18%	177a 24%	66+Ab 32%	145++AB 34%	105-- 18%	127 23%	43a 27%	285A 26%	225b 26%	151- 20%
At least weekly	533 22%	--- -%	154A 21%	169A 23%	201++Ab 26%	196- 20%	187a 25%	57a 27%	91 22%	110 19%	148++AD 27%	56++AD 34%	214- 19%	211B 25%	133-- 18%
At least monthly	263 11%	--- -%	102++Ad 14%	86A 12%	74a 10%	94 9%	96 13%	33+ad 16%	36 9%	60 10%	82++aD 15%	27+D 16%	91-- 8%	99 12%	80 11%
Less often	227 9%	-- -%	90++Ad 12%	72a 10%	60a 8%	103 10%	70 9%	16 8%	35 8%	57 10%	53 10%	9 6%	104 9%	71 8%	78 10%
I've not watched this in the last 3 months	792 33%	144++BCD 100%	250D 34%	225D 31%	170-- 22%	426++BCD 42%	212--C 28%	37-- 18%	111--c 26%	239++BCd 42%	130-- 24%	27-- 16%	395+BC 36%	243-- 28%	305++A 41%
I don't know	21 1%	- -%	9c 1%	1- *%	8c 1%	5 1%	8 1%	1 *%	5 1%	2 *%	3 *%	1 *%	13 1%	6 1%	5 1%
NET: At least weekly	1105 46%	--- -%	294--A 39%	338AB 47%	452++ABC 59%	377-- 38%	364A 49%	123++Ab 59%	236++Ab 56%	215-- 37%	275+A 51%	99++AbD 61%	499a 45%	436++B 51%	284-- 38%
NET: Less often/ not watched	874 36%	--- -%	340++AD 46%	297++AD 41%	230--A 30%	426++BCD 42%	261c 35%	52-- 25%	124-- 29%	237+BC 41%	167--c 31%	36-- 22%	430+BC 39%	284- 33%	303+a 40%

95% lower case or +, 99% UPPER CASE or ++

Table 141
Z1bri12. How often in the past 3 months have you watched films or programmes through the following services?.....BritBox
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	39 2%	37+b 2%	2- *%	24 2%	14 1%	28++BC 4%	9 1%	2-- *%	19++b 3%	8 1%	5 1%	6 1%	36 2%	3 1%	- -%	* 1%	37 2%	2 *%
At least weekly	96 4%	87+b 5%	10- 2%	66++B 6%	30-- 3%	59++BC 8%	27c 3%	10-- 1%	27 4%	39 5%	14 3%	15 3%	87d 4%	7 4%	2 2%	*- 1%	86 4%	10 3%
At least monthly	67 3%	62+b 3%	5- 1%	44+b 4%	23- 2%	44++BC 6%	18c 2%	4-- 1%	18 3%	18 2%	22+bD 5%	8 2%	58 3%	5 3%	1 1%	2 3%	62 3%	4 1%
Less often	125 5%	111+b 6%	14- 3%	63 5%	63 5%	62++C 8%	49C 6%	15-- 2%	24 4%	44 6%	29 6%	29 5%	105 5%	12 6%	6 5%	2 3%	118+b 6%	8- 2%
I've not watched this in the last 3 months	2021 84%	1525-- 81%	496++A 94%	963-- 82%	1050++A 86%	539-- 71%	712A 85%	771++AB 95%	533 84%	645 83%	371 82%	472 86%	1687 83%	167 85%	105+a 90%	61+a 91%	1697-- 83%	322++A 92%
I don't know	58 2%	57++B 3%	1-- *%	20 2%	37 3%	24c 3%	26c 3%	9- 1%	11 2%	22 3%	10 2%	15 3%	50 2%	4 2%	3 2%	1 1%	52 3%	6 2%
NET: At least weekly	135 6%	124++B 7%	11-- 2%	90++B 8%	44-- 4%	87++BC 12%	36C 4%	12-- 1%	46d 7%	48 6%	19 4%	22 4%	123+cd 6%	10 5%	2- 2%	1- 1%	123 6%	12 3%
NET: Less often/ not watched	2002 83%	1636++B 87%	366-- 69%	957- 81%	1038+a 85%	600-- 80%	745++AC 89%	657 81%	536c 85%	654c 84%	353-- 78%	459 84%	1686 83%	163 83%	97 84%	54 82%	1722 84%	277 79%

95% lower case or +, 99% UPPER CASE or ++

Table 141 (continuation)

Zlbr12. How often in the past 3 months have you watched films or programmes through the following services?.....BritBox

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	39 2%	32 2%	7 3%	3 2%	3 4%	27 2%	12 1%	10 2%	25 1%	18++B 3%	16-- 1%	2 1%	3-- *%	19b 2%	15++ABC 6%
At least weekly	96 4%	76-- 4%	16a 6%	11+a 8%	2 3%	66 4%	30 4%	29 5%	59- 3%	32b 5%	55-- 3%	5 2%	18- 2%	56+B 5%	18+aB 7%
At least monthly	67 3%	50-- 2%	13+a 5%	4 3%	5+a 7%	49 3%	14- 2%	20 4%	39- 2%	28++B 5%	34-- 2%	4 1%	16 2%	36 3%	11 4%
Less often	125 5%	93-- 4%	29++A 11%	20++A 15%	7+a 10%	100++B 7%	21-- 3%	26 5%	90 5%	48++B 8%	75-- 4%	6 2%	27- 4%	69+ab 6%	22+aB 8%
I've not watched this in the last 3 months	2021 84%	1833+++BCD 86%	170-- 68%	89-- 67%	46-- 68%	1222-- 81%	744++A 89%	464 82%	1490++ 86%	449-- 75%	1560++A 88%	269++CD 94%	667++CD 89%	891--D 81%	194-- 71%
I don't know	58 2%	41-- 2%	16++A 6%	6a 5%	6++A 9%	39 3%	16 2%	16 3%	34- 2%	22b 4%	35- 2%	2 1%	20 3%	24 2%	13+ac 5%
NET: At least weekly	135 6%	108-- 5%	23+a 9%	13+a 10%	4 6%	93 6%	43 5%	38 7%	84- 5%	50++B 8%	71-- 4%	6- 2%	20-- 3%	75+aB 7%	34++ABC 12%
NET: Less often/ not watched	2002 83%	1790++B 84%	193-- 77%	109 82%	53 78%	1310++B 87%	632-- 75%	450- 80%	1487++A 86%	497 83%	1492 84%	188-- 65%	646+Ad 86%	953++AD 87%	216A 79%

95% lower case or +, 99% UPPER CASE or ++

Table 141 (continuation)

Zlbr12. How often in the past 3 months have you watched films or programmes through the following services?.....BritBox
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	39 2%	18++IJ 6%	14++IJ 9%	15++afHIJ 14%	11++afHIJ 14%	17++IJ 7%	12++ij 5%	15++afHIJ 12%	25++ij 5%	26 2%	33++ 2%
At least weekly	96 4%	24++ 8%	21++IJ 14%	19++AhIJ 18%	23 29%	31++IJ 13%	24++IJ 11%	28 22%	57++IJ 10%	64++ 5%	78++ 6%
At least monthly	67 3%	18++ 6%	22++AHIJ 14%	15++ahIJ 14%	16 21%	20++IJ 8%	23++IJ 11%	11++ij 8%	36++ij 7%	50++ 4%	53++ 4%
Less often	125 5%	23 8%	13 8%	12+ 11%	5 6%	20+ 8%	15 7%	17++iJ 13%	46++ 8%	83++ 7%	90++ 7%
I've not watched this in the last 3 months	2021	215--BCDEG	80--cDg	39--	19--	141--CDG	131--CDG	50--	363 --BCDeG	947 --ABCDEFH	1078--ABCDEFGH
	84%	71%	52%	36%	24%	58%	62%	38%	66%	79%	79%
I don't know	58 2%	6 2%	5 3%	7+aij 7%	4 6%	11+ 5%	9 4%	9++aiJ 7%	20 4%	33 3%	37 3%
NET: At least weekly	135 6%	42++IJ 14%	35++ahIJ 23%	34 32%	34 43%	49++IJ 20%	35++IJ 17%	44 33%	82++IJ 15%	90++ 7%	111++ 8%
NET: Less often/ not watched	2002 83%	228--BCDG	78--D	50--d	23--	161--BCDG	146--BCDG	67--D	394--BCDG ABCDEFGH	998 83%	1124aBCDEFGH 82%

95% lower case or +, 99% UPPER CASE or ++

Table 141 (continuation)

Zlbr12. How often in the past 3 months have you watched films or programmes through the following services?.....BritBox

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	39	7+++	4	5	5	7+++	3	8	14+++	18	25	2	1	3	4	2	18+++B	21--
	2%	5%	13%	15%	19%	5%	3%	++AEFHIJ 21%	4%	2%	2%	4%	3%	11%	17%	2%	4%	1%
At least weekly	96	10+	7	7	6	14++IJ	12++i	10	30++IJ	40	53	2	2	6	7	3	43+++B	54--
	4%	8%	22%	23%	27%	10%	9%	++AefHIJ 24%	10%	4%	5%	3%	7%	21%	28%	4%	9%	3%
At least monthly	67	3	7	3	8	9+	8+	1	18++	36	40+	1	-	2	1	-	29+++B	38--
	3%	3%	20%	10%	33%	6%	6%	4%	6%	4%	4%	2%	-%	7%	6%	-%	6%	2%
Less often	125	10	3	4	2	14+	10	5+	28++	64	68	4	4	1	1	6	29	96
	5%	8%	8%	13%	6%	10%	7%	13%	9%	6%	6%	7%	14%	5%	4%	9%	6%	5%
I've not watched this in the last 3 months	2021	96--G	12	11	2	93--G	96--G	12--	208--G	825EfGH	890--EGH	57	23	17	9	58	367--	1654++A
	84%	75%	36%	35%	10%	65%	73%	30%	67%	82%	81%	83%	75%	56%	38%	84%	74%	87%
I don't know	58	2	*	1	1	7	2	4+++afIJ	10	20	24	2	-	-	2	*	12	47
	2%	1%	1%	4%	4%	5%	1%	9%	3%	2%	2%	2%	-%	-%	7%	*%	2%	2%
NET: At least weekly	135	17++IJ	12	12	11	22++IJ	15++i	18	43++IJ	59	78+	4	3	10	11	5	61+++B	75--
	6%	13%	35%	38%	46%	15%	12%	++AEFHIJ 45%	14%	6%	7%	6%	10%	32%	46%	7%	12%	4%
NET: Less often/ not watched	2002	106G	14	15	4	106--G	106G	18--	236--G	868++EGH	936+EGH	61	27	18	10	64+	377--	1625++A
	83%	83%	43%	48%	16%	74%	81%	43%	77%	86%	85%	89%	90%	61%	41%	93%	76%	85%

95% lower case or +, 99% UPPER CASE or ++

Table 141 (continuation)

Zlbr12. How often in the past 3 months have you watched films or programmes through the following services?.....BritBox
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	39 2%	- -%	11 1%	15 2%	11 1%	19 2%	15 2%	2 1%	2 1%	16+d 3%	14d 3%	- -%	9- 1%	22+B 3%	2-- *%
At least weekly	96 4%	- -%	46++D 6%	32 4%	19- 2%	36 4%	28 4%	16++ab 8%	16 4%	18 3%	34++aD 6%	19++AbD 12%	24-- 2%	51++B 6%	13-- 2%
At least monthly	67 3%	- -%	19 3%	15 2%	32+c 4%	13-- 1%	25a 3%	20++ABD 10%	8 2%	7- 1%	26++AD 5%	14++AD 8%	17-- 2%	32b 4%	11- 1%
Less often	125 5%	- -%	46 6%	31 4%	48 6%	34-- 3%	50A 7%	19+A 9%	21 5%	21 4%	31 6%	14+a 9%	56 5%	50 6%	31 4%
I've not watched this in the last 3 months	2021 84%	144++BCD 100%	601-- 81%	618b 85%	634 83%	884++BC 88%	616C 82%	144-- 69%	365C 86%	507++BC 88%	423--C 78%	108-- 67%	975++BC 88%	681-- 80%	684++A 91%
I don't know	58 2%	- -%	23 3%	12 2%	20 3%	19 2%	15 2%	7 3%	11 3%	6- 1%	14 3%	7A 4%	21 2%	18 2%	14 2%
NET: At least weekly	135 6%	- -%	57+aD 8%	47d 7%	30- 4%	56 6%	43 6%	18d 9%	18 4%	33d 6%	48++D 9%	19++aD 12%	33-- 3%	73++B 9%	14-- 2%
NET: Less often/ not watched	2002 83%	--- -%	647++A 87%	649++A 90%	682++A 89%	815- 81%	646+aC 86%	163- 78%	365ac 86%	468 82%	439 81%	122-- 75%	962++ABC 87%	702 82%	634 84%

95% lower case or +, 99% UPPER CASE or ++

Table 142

Z1b. How often in the past 3 months have you watched films or programmes through the following services?

by .

Base: All respondents

	BBC iPlayer	ITV Hub	STV Player	S4C Clic	All4	My5	Netflix	NOW TV	Amazon Prime Video	Disney+	YouTube	BritBox
Unweighted row	2407	2407	2407	2407	2407	2407	2407	2407	2407	2407	2407	2407
Effective sample size	1812	1812	1812	1812	1812	1812	1812	1812	1812	1812	1812	1812
Weighted Total	2407	2407	2407	2407	2407	2407	2407	2407	2407	2407	2407	2407
At least daily	171 7%	73 3%	27 1%	33 1%	75 3%	45 2%	498 21%	78 3%	224 9%	123 5%	572 24%	39 2%
At least weekly	716 30%	433 18%	97 4%	63 3%	348 14%	228 9%	703 29%	202 8%	584 24%	303 13%	533 22%	96 4%
At least monthly	426 18%	442 18%	94 4%	59 2%	370 15%	289 12%	210 9%	97 4%	301 13%	204 8%	263 11%	67 3%
Less often	318 13%	380 16%	174 7%	148 6%	387 16%	394 16%	132 5%	163 7%	202 8%	151 6%	227 9%	125 5%
I've not watched this in the last 3 months	755 31%	1038 43%	1935 80%	2014 84%	1181 49%	1409 59%	848 35%	1819 76%	1071 44%	1591 66%	792 33%	2021 84%
I don't know	21 1%	40 2%	80 3%	90 4%	46 2%	42 2%	16 1%	48 2%	24 1%	35 1%	21 1%	58 2%
NET: At least weekly	887 37%	506 21%	124 5%	96 4%	423 18%	273 11%	1201 50%	280 12%	808 34%	426 18%	1105 46%	135 6%
NET: Less often/ not watched	1073 45%	1274 53%	1965 82%	2018 84%	1424 59%	1659 69%	835 35%	1838 76%	1129 47%	1598 66%	874 36%	2002 83%

Table 143

Z1crl. How often in the past 3 months have you listened to the following radio stations?.....Any BBC Radio station (including BBC Sounds)

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CAT1 (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	574 24%	389-- 21%	185+++ 35%	326++B 28%	245-- 20%	110-- 15%	183A 22%	282++AB 35%	206++BCD 33%	191D 25%	93 21%	84-- 15%	486 24%	41 21%	34 29%	14 21%	463-- 23%	110++A 31%
At least weekly	542 23%	461++B 25%	81-- 15%	293+b 25%	250- 21%	161 21%	196 23%	184 23%	166+D 26%	166 21%	116D 26%	95-- 17%	450 22%	47 24%	27 24%	18 27%	436-- 21%	105++A 30%
At least monthly	162 7%	150++B 8%	13-- 2%	89 8%	73 6%	75++bC 10%	55 6%	33-- 4%	40 6%	57 7%	24 5%	41 8%	137 7%	11 6%	10 8%	4 7%	142 7%	20 6%
Less often	183 8%	161+b 9%	22- 4%	80 7%	104 9%	71+c 9%	66 8%	46- 6%	41 7%	62 8%	35 8%	46 8%	154 8%	18 9%	9 7%	3 5%	160 8%	23 7%
I've not listened to this in the last 3 months	919 38%	693 37%	226 43%	379-- 32%	532++A 44%	322++C 43%	331c 39%	266-- 33%	175-- 28%	291A 38%	181A 40%	272++ABC 50%	775 38%	79 40%	36 31%	26 40%	827++B 40%	92-- 26%
I don't know	26 1%	26+b 1%	*- *%	13 1%	13 1%	16++C 2%	10c 1%	1-- *%	4 1%	10 1%	4 1%	9 2%	22 1%	1 *%	1 1%	1 1%	25 1%	2 1%
NET: At least weekly	1116 46%	850 45%	266 50%	619++B 52%	494-- 41%	271-- 36%	379A 45%	465++AB 57%	371++BCD 59%	357D 46%	209D 46%	180-- 33%	936 46%	88 45%	61 53%	32 47%	899-- 44%	215++A 61%
NET: Less often/ not listened	1102 46%	853 45%	249 47%	459-- 39%	636++A 52%	393++C 52%	397C 47%	313-- 39%	217-- 34%	353A 45%	215A 48%	317++ABC 58%	929 46%	96c 49%	44 38%	30 44%	987++B 48%	115-- 33%

95% lower case or +, 99% UPPER CASE or ++

Table 143 (continuation)

Z1crl. How often in the past 3 months have you listened to the following radio stations?.....Any BBC Radio station (including BBC Sounds)

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	574 24%	532++BCd 25%	36-- 14%	14-- 10%	9-- 13%	355 24%	209 25%	109-- 19%	438+a 25%	117-- 20%	450+a 25%	77 27%	195 26%	239 22%	63 23%
At least weekly	542 23%	490 23%	44-- 17%	27 20%	11 16%	372++B 25%	155-- 18%	126 22%	394 23%	135 23%	396 22%	45-- 16%	140-- 19%	275+AB 25%	83++AB 30%
At least monthly	162 7%	137 6%	26+a 10%	16+a 12%	5 8%	108 7%	52 6%	47 8%	108 6%	60++B 10%	97-- 5%	9 3%	56a 8%	82a 7%	15 6%
Less often	183 8%	147-- 7%	30++A 12%	14 11%	12++A 17%	127 8%	52 6%	48 8%	124 7%	55 9%	126 7%	12 4%	39-- 5%	104++aB 10%	28aB 10%
I've not listened to this in the last 3 months	919 38%	804 38%	106 42%	59 44%	27 39%	528-- 35%	358++A 43%	228 40%	657 38%	223 37%	688 39%	143++bCD 50%	309cD 41%	382-- 35%	84-- 31%
I don't know	26 1%	16-- 1%	9++A 4%	4+A 3%	5++A 7%	12 1%	13 2%	7 1%	16 1%	7 1%	19 1%	1 *%	12 2%	13 1%	1 *%
NET: At least weekly	1116 46%	1022++BCD 48%	79-- 32%	40-- 30%	20-- 29%	728+b 48%	364 43%	235-- 42%	832+a 48%	251-- 42%	846a 48%	122 42%	335 45%	514 47%	146+ab 53%
NET: Less often/ not listened	1102 46%	951-- 45%	136++A 54%	73+a 55%	38a 56%	655-- 44%	410+a 49%	275 49%	781 45%	279 47%	813 46%	155+cd 54%	348 46%	487 44%	112 41%

95% lower case or +, 99% UPPER CASE or ++

Table 143 (continuation)

Z1crl. How often in the past 3 months have you listened to the following radio stations?.....Any BBC Radio station (including BBC Sounds)
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	574 24%	67 22%	43d 28%	24 22%	11 15%	54 22%	47 22%	24 18%	135 25%	289 24%	332 24%
At least weekly	542 23%	82 27%	37 24%	33+ 31% ++abfgHIJ	31 40%	75++ 31%	51 24%	34 26%	130 24%	304++ 25%	334+ 24%
At least monthly	162 7%	32++ 11%	19+ 12%	15++j 14%	11+ 14%	26+ 11%	28++ij 13%	21++IJ 16%	58++ 11%	101++ 8%	109+ 8%
Less often	183 8%	34+ 11%	13 9%	10 10%	11 14%	22 9%	30++ij 14%	18++ 14%	60++ 11%	108+ 9%	123+ 9%
I've not listened to this in the last 3 months	919 38%	85--d 28%	38-- 25%	20-- 19%	10-- 13%	60--d 25%	52--d 25%	28-- 21%	154--D 28%	386 32% --CDefg	456--CDefG
I don't know	26 1%	4 1%	4 3%	4+ 4%	4++ij 5%	5 2%	4 2%	6++aIJ 5%	10 2%	16 1%	16 1%
NET: At least weekly	1116 46%	149 49%	81 52%	57 54%	43 55%	129+ 53%	98 46%	58 44%	265 49%	593+ 49%	666+ 49%
NET: Less often/ not listened	1102 46%	118- 39%	51-- 33%	30-- 28%	21-- 26%	82-- 34%	82 39%	46- 35%	214--d 39%	494--cd 41%	579--cde 42%

95% lower case or +, 99% UPPER CASE or ++

Table 143 (continuation)

Zlcr1. How often in the past 3 months have you listened to the following radio stations?.....Any BBC Radio station (including BBC Sounds)

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	574 24%	32 25%	7 20%	10 33%	7 28%	35 24%	41 31%	15 37%	86 28%	256 25%	275 25%	15 22%	8 28%	8 27%	7 30%	13 19%	136 27%	438 23%
At least weekly	542 23%	46+++fhi 36%	13 41%	10 32%	8 33%	42 29%	28 22%	12 28%	74 24%	258++ 26%	275+ 25%	26++ 38%	12 39%	8 28%	12 50%	22 32%	131+b 26%	411- 22%
At least monthly	162 7%	9 7%	5 15%	3 10%	3 14%	14 10%	12 9%	8++aIj 20%	36++i 12%	76 8%	88+ 8%	2 3%	1 4%	6 20%	3 12%	5 7%	50++B 10%	112-- 6%
Less often	183 8%	16+ 13%	1 4%	3 10%	3 13%	11 8%	19++i 14%	1 3%	31 10%	83 8%	96 9%	7 10%	5 17%	4 14%	- -%	12++ 18%	39 8%	145 8%
I've not listened to this in the last 3 months	919 38%	24-- 19%	5 15%	3 11%	1 4%	39- 27%	31-- 23%	5-- 13%	77-- 25%	323--Agh 32%	355--AGh 32%	18 26%	4 12%	3 10%	1 5%	17- 24%	138-- 28%	780++A 41%
I don't know	26 1%	1 1%	1 4%	1 3%	2 8%	2 2%	1 *%	- -%	4 1%	10 1%	10 1%	1 1%	- -%	- -%	1 4%	* *%	4 1%	23 1%
NET: At least weekly	1116 46%	78++j 61%	20 61%	20 65%	15 61%	77 54%	69 53%	27+ 65%	160 52%	513++ 51%	550++ 50%	41 60%	20 68%	17 56%	19 80%	36 52%	267++B 54%	850-- 44%
NET: Less often/ not listened	1102 46%	41-- 32%	6 19%	6 21%	4 17%	50-g 35%	49g 38%	6-- 16%	108--g 35%	406--G 40%	451--G 41%	25 36%	9 29%	7 24%	1 5%	29 42%	177-- 36%	925++A 48%

95% lower case or +, 99% UPPER CASE or ++

Table 143 (continuation)

Z1crl. How often in the past 3 months have you listened to the following radio stations?.....Any BBC Radio station (including BBC Sounds)

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	574 24%	60++BD 41%	175D 23%	203++D 28%	134-- 18%	354++BCD 35%	149--cD 20%	25-- 12%	44-- 11%	574++BCD 100%	--- -%	--- -%	--- -%	246++B 29%	159 21%
At least weekly	542 23%	16- 11%	178a 24%	182a 25%	165 22%	273++CD 27%	191+cD 25%	35-d 17%	42-- 10%	--- -%	542++ACD 100%	--- -%	--- -%	194 23%	144- 19%
At least monthly	162 7%	* *%	65+a 9%	47 7%	49 6%	48-- 5%	67+AD 9%	31++ABd 15%	15- 4%	--- -%	--- -%	162++ABD 100%	--- -%	56 7%	35- 5%
Less often	183 8%	2 2%	61 8%	48 7%	64 8%	43-- 4%	55a 7%	36++ABd 17%	45+A 11%	--- -%	--- -%	--- -%	183++ABC 17%	70 8%	49 6%
I've not listened to this in the last 3 months	919 38%	66 46%	258- 35%	237-- 33%	341++BC 45%	285-- 28%	283A 38%	75 36%	267++ABC 63%	--- -%	--- -%	--- -%	919++ABC 83%	284-- 33%	360++A 48%
I don't know	26 1%	* *%	9 1%	5 1%	12 2%	3-- *%	4 1%	7++AB 3%	10+Ab 2%	-- -%	-- -%	- -%	--- -%	5 1%	7 1%
NET: At least weekly	1116 46%	75 52%	353D 47%	385++bD 53%	299-- 39%	626++BCD 62%	340CD 45%	60--d 29%	87-- 20%	574++CD 100%	542++CD 100%	--- -%	--- -%	440++B 51%	303-- 40%
NET: Less often/ not listened	1102 46%	69 48%	319 43%	285-- 39%	405++BC 53%	328-- 33%	338A 45%	111+A 53%	311++ABC 74%	--- -%	--- -%	--- -%	1102++ABC 100%	354-- 41%	408++A 54%

95% lower case or +, 99% UPPER CASE or ++

Table 144
Z1cr2. How often in the past 3 months have you listened to the following radio stations?.....Any Heart radio station
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	186 8%	138 7%	48 9%	79 7%	106 9%	74+C 10%	77C 9%	35-- 4%	34- 5%	58 7%	41a 9%	53a 10%	171++BD 8%	5-- 3%	9bD 8%	--- -%	168 8%	18 5%
At least weekly	329 14%	285++B 15%	45-- 8%	169 14%	160 13%	138++C 18%	137+C 16%	53-- 7%	76 12%	110d 14%	89++AbD 20%	54-- 10%	287D 14%	19 10%	19bD 17%	3-- 5%	286 14%	43 12%
At least monthly	213 9%	186++B 10%	26-- 5%	120+ 10%	92 8%	86++C 11%	73 9%	54- 7%	62 10%	77 10%	35 8%	39 7%	187 9%	10 5%	11 10%	4 6%	187 9%	25 7%
Less often	218 9%	201++B 11%	17-- 3%	104 9%	114 9%	84+b 11%	66 8%	68 8%	59 9%	67 9%	41 9%	51 9%	179 9%	23 11%	13 11%	4 6%	195 10%	22 6%
I've not listened to this in the last 3 months	1435 60%	1043-- 56%	392++A 74%	696 59%	730 60%	360-- 48%	476A 57%	599++AB 74%	395c 62%	454 59%	241-- 53%	345C 63%	1179-- 58%	138++AC 70%	62 54%	53++AbC 80%	1190-- 58%	242++A 69%
I don't know	26 1%	26+b 1%	*- *%	12 1%	14 1%	13C 2%	10c 1%	1-- *%	6 1%	10 1%	5 1%	5 1%	20 1%	2 1%	1 1%	2 3%	26 1%	* *%
NET: At least weekly	515 21%	422 22%	93 18%	248 21%	266 22%	212++C 28%	214++C 26%	89-- 11%	110- 17%	168 22%	130++AbD 29%	107 20%	459++BD 23%	25--d 13%	29BD 25%	3-- 5%	454 22%	61 17%
NET: Less often/ not listened	1653 69%	1244-- 66%	409++A 77%	800 68%	844 69%	444-- 59%	542--a 65%	667++AB 82%	454C 72%	522 67%	282-- 62%	396C 72%	1357-- 67%	160++AC 81%	75 65%	57++AC 86%	1386- 68%	265+a 75%

95% lower case or +, 99% UPPER CASE or ++

Table 144 (continuation)

Z1cr2. How often in the past 3 months have you listened to the following radio stations?.....Any Heart radio station
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	186 8%	162 8%	23 9%	12 9%	8 11%	129b 9%	50- 6%	38 7%	135 8%	81++B 13%	102-- 6%	20 7%	48 6%	84 8%	34++Bc 12%
At least weekly	329 14%	280 13%	41 16%	23 18%	11 16%	252++B 17%	69-- 8%	84 15%	223 13%	138++B 23%	177-- 10%	13-- 4%	84-A 11%	175++Ab 16%	57++AB 21%
At least monthly	213 9%	189 9%	21 8%	9 7%	6 9%	158++B 10%	49-- 6%	49 9%	155 9%	64 11%	143- 8%	15 5%	50- 7%	120++aB 11%	27 10%
Less often	218 9%	179-- 8%	33+a 13%	19+a 14%	10a 15%	153+b 10%	56- 7%	64 11%	148 9%	54 9%	163 9%	10-- 4%	59 8%	124++Ab 11%	24a 9%
I've not listened to this in the last 3 months	1435 60%	1298++BcD 61%	124-- 50%	67- 50%	28-- 41%	798-- 53%	604++A 72%	324 57%	1061+ 61%	253-- 42%	1173++A 66%	228++BCD 80%	497++CD 66%	579-- 53%	130-- 48%
I don't know	26 1%	16-- 1%	8++A 3%	2 2%	5++Ac 8%	13 1%	10 1%	5 1%	14- 1%	8 1%	18 1%	* *%	12 2%	12 1%	2 1%
NET: At least weekly	515 21%	442 21%	63 25%	36 27%	19 27%	381++B 25%	119-- 14%	123 22%	359 21%	218++B 37%	279-- 16%	33-- 12%	132-- 18%	259+AB 24%	90++ABC 33%
NET: Less often/ not listened	1653 69%	1477+bD 70%	158- 63%	86 64%	38- 56%	951-- 63%	660++A 79%	387 69%	1210 70%	307-- 51%	1336++A 75%	239++bCD 83%	556++CD 74%	704--d 64%	155-- 56%

95% lower case or +, 99% UPPER CASE or ++

Table 144 (continuation)

Zlcr2. How often in the past 3 months have you listened to the following radio stations?.....Any Heart radio station
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	186 8%	28 9%	17 11%	17+++ij 16%	11 14%	36+++ij 15%	19 9%	14 11%	57+ 10%	110+ 9%	125+ 9%
At least weekly	329 14%	51 17%	33+ 21%	33+++AIJ 31%	22+++aij 28%	65+++AIJ 27%	49+++ij 23%	37+++AIJ 29%	118+++ij 22%	193++ 16%	220++ 16%
At least monthly	213 9%	37 12%	20 13%	14 14%	15+++ij 19%	27 11%	32++ 15%	18+ 14%	63+ 12%	133++ 11%	150++ 11%
Less often	218 9%	33 11%	13 8%	9 8%	14+ 17%	29 12%	34++ 16%	21++ 16%	69++ 13%	138++ 11%	150++ 11%
I've not listened to this in the last 3 months	1435 60%	149--CDEFG 49%	68--cDG 44%	30-- 28%	12-- 15%	82--D 34%	74--D 35%	33-- 26%	229--cDG 42%	609 --CDEFGH 51%	704--CDEFGH 51%
I don't know	26 1%	6 2%	4 3%	4+ 4%	5+++aehIJ 7%	4 2%	5 2%	6+++ij 5%	10 2%	20+ 2%	20 1%
NET: At least weekly	515 21%	79 26%	50++ 32%	50 ++AbfHIJ 47%	33+++aIJ 42%	100+++AhIJ 42%	68++ 32%	52+++AIJ 40%	175+++IJ 32%	303++ 25%	346++ 25%
NET: Less often/ not listened	1653 69%	182--CDEG 60%	81--cD 52%	39-- 36%	25-- 32%	111-- 46%	108--cd 51%	55-- 42%	298--CDeg 55%	748 --bCDEFGH 62%	855--bCDEFGH 62%

95% lower case or +, 99% UPPER CASE or ++

Table 144 (continuation)

Zlcr2. How often in the past 3 months have you listened to the following radio stations?.....Any Heart radio station
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	186 8%	8 6%	5 14%	5 17%	4 16%	22++aij 16%	13 10%	5 13%	34+ 11%	92 9%	101+ 9%	2 2%	4 12%	2 8%	2 8%	2 3%	44 9%	142 7%
At least weekly	329 14%	22 17%	14 43%	13 41%	7 29%	42++aIJ 29%	29++ 22%	17++AfhiJ 42%	79++IJ 26%	161+ 16%	180++ 16%	9 14%	3 11%	10 32%	10 43%	8 12%	82 17%	247 13%
At least monthly	213 9%	21++ 16%	3 9%	1 4%	5 23%	12 9%	17 13%	4 10%	34 11%	114++ 11%	126++ 11%	14++ 20%	3 11%	3 11%	3 12%	14++ 20%	61++B 12%	151-- 8%
Less often	218 9%	18 14%	* 1%	5 17%	5 21%	15 11%	17 13%	9++ij 21%	39+ 13%	112++ 11%	121++ 11%	11 16%	3 10%	4 13%	2 8%	8 11%	45 9%	173 9%
I've not listened to this in the last 3 months	1435 60%	59--G 46%	10 30%	5 17%	2 7%	51--G 35%	54--G 42%	5-- 13%	120--G 39%	514--EGH 51%	560--EGH 51%	32-- 46%	17 56%	10 35%	6 25%	37 54%	260-- 52%	1175++A 62%
I don't know	26 1%	1 1%	1 2%	1 4%	1 4%	1 1%	1 *%	* 1%	2 1%	12 1%	12 1%	1 1%	- -%	- -%	1 4%	* *%	5 1%	21 1%
NET: At least weekly	515 21%	30 23%	19 57%	18 58%	11 45%	64++AIJ 45%	43++ 33%	23 55%	113++aIJ 37%	252++ 25%	281++ 26%	11 16%	7 23%	12 41%	12 51%	10 15%	126+b 25%	389- 20%
NET: Less often/ not listened	1653 69%	77-eG 60%	11 32%	10 34%	7 28%	66-- 46%	71--g 54%	14-- 34%	159--g 52%	627--EGH 62%	681--EGH 62%	43 62%	20 66%	14 48%	8 33%	45 65%	305-- 61%	1348++A 71%

95% lower case or +, 99% UPPER CASE or ++

Table 144 (continuation)

Zlcr2. How often in the past 3 months have you listened to the following radio stations?.....Any Heart radio station

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	186 8%	6 4%	59 8%	61 8%	56 7%	97++bd 10%	49 7%	17 8%	22 5%	55 10%	35 6%	10 6%	83 8%	64 7%	58 8%
At least weekly	329 14%	1-- 1%	95a 13%	135+++ABD 19%	94a 12%	135 13%	124+d 17%	26 13%	44 10%	73d 13%	128++AD 24%	29d 18%	99-- 9%	126 15%	84- 11%
At least monthly	213 9%	*- *%	86+++ 12%	61a 8%	65a 8%	78 8%	75 10%	30++AD 14%	29 7%	32- 6%	69++AD 13%	44++ABD 27%	66-- 6%	87b 10%	49- 7%
Less often	218 9%	-- -%	76a 10%	68a 9%	70a 9%	82 8%	64 9%	23 11%	41 10%	49 9%	52 10%	25++abD 16%	91 8%	87 10%	65 9%
I've not listened to this in the last 3 months	1435 60%	137++BCD 95%	419- 56%	394-- 54%	468c 61%	606c 60%	433 58%	108- 52%	280++bC 66%	364BC 63%	253--C 47%	51-- 31%	760++BC 69%	486 57%	491++A 65%
I don't know	26 1%	- -%	10 1%	5 1%	11 1%	7 1%	4 *%	5+ab 3%	6 1%	1- *%	5 1%	3ad 2%	4-- *%	5 1%	7 1%
NET: At least weekly	515 21%	7-- 5%	155A 21%	196+++ABD 27%	151A 20%	232D 23%	173D 23%	44 21%	67-- 16%	128d 22%	162++aD 30%	40d 24%	181-- 16%	190 22%	142 19%
NET: Less often/ not listened	1653 69%	137++BCD 95%	495 66%	461-- 64%	538c 70%	688 68%	497 66%	131 62%	321++aBC 76%	413BC 72%	306--c 56%	76-- 47%	851++aBC 77%	573 67%	556++a 74%

95% lower case or +, 99% UPPER CASE or ++

Table 145

Z1cr3. How often in the past 3 months have you listened to the following radio stations?.....Classic FM

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	97 4%	88+b 5%	9- 2%	65++B 6%	32-- 3%	28 4%	24 3%	45+b 6%	39++cD 6%	33 4%	13 3%	13- 2%	87 4%	3 2%	4 3%	3 4%	82 4%	15 4%
At least weekly	197 8%	175++B 9%	22-- 4%	136++B 12%	61-- 5%	77+c 10%	64 8%	56 7%	70++bD 11%	57 7%	40 9%	30- 5%	173C 9%	17c 9%	3-- 2%	5c 7%	176 9%	21 6%
At least monthly	156 6%	140++B 7%	17-- 3%	98++B 8%	58-- 5%	52 7%	47 6%	57 7%	47d 7%	53 7%	34 7%	23- 4%	134 7%	7 4%	12+aBd 11%	3 4%	133 6%	23 6%
Less often	229 10%	222++B 12%	7-- 1%	97 8%	133+ 11%	83 11%	71 9%	75 9%	59 9%	71 9%	51 11%	48 9%	186 9%	25 13%	12 11%	5 7%	208+b 10%	21- 6%
I've not listened to this in the last 3 months	1693 70%	1220-- 65%	473++A 90%	767-- 65%	917++A 75%	496-- 66%	621+A 74%	577a 71%	412-- 65%	548 71%	311 69%	422++ABc 77%	1417 70%	141 71%	83 72%	50 76%	1424- 69%	267+a 76%
I don't know	34 1%	34+b 2%	*- *%	17 1%	16 1%	19++C 3%	13c 2%	2-- *%	5 1%	14 2%	3 1%	12 2%	27 1%	4 2%	1 1%	1 2%	29 1%	5 1%
NET: At least weekly	294 12%	263++B 14%	31-- 6%	202++B 17%	93-- 8%	105 14%	88 10%	100 12%	109++BcD 17%	90d 12%	53 12%	43-- 8%	260+C 13%	20 10%	7- 6%	8c 12%	258 13%	36 10%
NET: Less often/ not listened	1922 80%	1443-- 77%	480++A 91%	863-- 73%	1050++A 86%	578- 77%	692+A 82%	652 80%	471-- 75%	620a 80%	362 80%	469++ABc 86%	1603 79%	166 84%	96 83%	55 83%	1632 80%	288 82%

95% lower case or +, 99% UPPER CASE or ++

Table 145 (continuation)

Zlcr3. How often in the past 3 months have you listened to the following radio stations?.....Classic FM

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	97 4%	85 4%	12 5%	6 5%	4 6%	65 4%	30 4%	26 5%	67 4%	20 3%	73 4%	11 4%	19- 3%	51b 5%	15b 6%
At least weekly	197 8%	164- 8%	28 11%	16 12%	9 12%	132 9%	60 7%	54 10%	128- 7%	64+B 11%	123-- 7%	13 4%	45- 6%	106+ab 10%	33+AB 12%
At least monthly	156 6%	135 6%	17 7%	6 5%	8 11%	105 7%	49 6%	39 7%	107 6%	42 7%	108 6%	11 4%	41 5%	79 7%	25ab 9%
Less often	229 10%	194 9%	33+a 13%	19 14%	11a 16%	153 10%	70 8%	69+b 12%	153 9%	61 10%	166 9%	11-- 4%	64a 9%	115A 10%	40++AB 15%
I've not listened to this in the last 3 months	1693 70%	1522++BcD 72%	153-- 61%	83- 62%	35-- 51%	1027- 68%	619+a 74%	363-- 64%	1268++A 73%	403 68%	1277+ 72%	241++bCD 84%	569++CD 76%	726--d 66%	157-- 57%
I don't know	34 1%	25- 1%	7 3%	4 3%	3+a 4%	20 1%	11 1%	12b 2%	15-- 1%	6 1%	27 2%	1 *%	12 2%	18 2%	2 1%
NET: At least weekly	294 12%	249- 12%	40 16%	22 16%	12 18%	197 13%	90 11%	81 14%	195- 11%	84 14%	196-- 11%	24 8%	65-- 9%	157+aB 14%	49++AB 18%
NET: Less often/ not listened	1922 80%	1716++bD 81%	187- 74%	102 76%	45-- 66%	1180 79%	689 82%	432- 77%	1421++a 82%	464 78%	1444++ 81%	251++CD 88%	633++CD 84%	840-- 77%	198-- 72%

95% lower case or +, 99% UPPER CASE or ++

Table 145 (continuation)

Zlcr3. How often in the past 3 months have you listened to the following radio stations?.....Classic FM

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	97 4%	24++ 8%	17+++ij 11%	17+++aHIJ 15%	9+++ij 12%	19++ 8%	21+++ij 10%	14+++ij 11%	39++ 7%	66++ 6%	76++ 6%
At least weekly	197 8%	46+++ij 15%	29+++IJ 19%	24+++hIJ 23% ++AbEFHIJ	26 33%	37+++ij 15%	37+++IJ 17%	29+++hIJ 23%	78+++ij 14%	125++ 10%	136++ 10%
At least monthly	156 6%	31+ 10%	16 10%	15++ 14%	17+++abhIJ 22%	29++ 12%	28++ 13%	19+++ij 15%	58++ 11%	111++ 9%	124++ 9%
Less often	229 10%	30 10%	16 10%	12 11%	7 9%	30 12%	31+ 14%	20+ 15%	62 11%	143++ 12%	151+ 11%
I've not listened to this in the last 3 months	1693 70%	167--CDfG 55%	72--cDG 47%	34--d 32%	12-- 15%	121--CDG 50%	92--Dg 43%	39--d 30%	298--CDfG 54% --BCDEFGh	735 61%	858--aBCDEFGH 63%
I don't know	34 1%	5 2%	5+ 3%	5+ 4%	6++AefHIJ 8%	5 2%	4 2% ++aefhIJ	9 7%	12 2%	23 2%	24 2%
NET: At least weekly	294 12%	70+++IJ 23%	46+++IJ 30%	41+++AEHIJ 38% ++AbEFHIJ	35 45%	56+++IJ 23%	58+++IJ 27%	43+++aHIJ 33%	117+++IJ 21%	191++ 16%	212++ 15%
NET: Less often/ not listened	1922 80%	197--CDG 65%	88--D 57%	47--d 44%	20-- 25%	151--CDG 62%	123--cDg 58%	59--D 45%	359--CDG 66% --aBCDEFGH	878 73%	1009--aBCDEFGH 74%

95% lower case or +, 99% UPPER CASE or ++

Table 145 (continuation)

Zlcr3. How often in the past 3 months have you listened to the following radio stations?.....Classic FM

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	97 4%	13++ 10%	7 23%	7 22%	5 20%	8 6%	15++ij 11%	10+++aEHij 24%	26++ 9%	59++ 6%	67++ 6%	6 9%	3 10%	4 13%	1 4%	9++ 13%	32++B 6%	65-- 3%
At least weekly	197 8%	30+++efhij 23%	10 31%	10 32%	8 34%	18 13%	16 12%	13+++EFHij 32%	44++i 14%	95 9%	113++ 10%	12+ 18%	8 26%	10 33%	12 51%	13++ 18%	62++B 12%	135-- 7%
At least monthly	156 6%	11 9%	4 12%	3 8%	7 28%	15 11%	17++ 13%	5 12%	38++ 12%	98++ 10%	109++ 10%	4 6%	5 17%	2 5%	4 19%	5 7%	54++B 11%	103-- 5%
Less often	229 10%	12 9%	2 7%	2 7%	2 7%	19 13%	16 12%	3 8%	33 11%	116+ 12%	121 11%	4 6%	1 2%	7 23%	1 6%	7 11%	66++B 13%	163-- 9%
I've not listened to this in the last 3 months	1693 70%	64--G 50%	9 26%	8 27%	1 4%	82--G 57%	67--G 51%	8-- 20%	163--G 53%	622--afGh 62%	677--afGh 62%	42 61%	14 46%	8 26%	5 21%	35-- 51%	275-- 55%	1419++A 74%
I don't know	34 1%	* *%	1 2%	1 3%	2 8%	2 1%	1 *%	2a 4%	4 1%	15 1%	15 1%	* *%	- -%	- -%	- -%	* *%	9 2%	25 1%
NET: At least weekly	294 12%	42+++eIJ 33%	18 53%	17 54%	13 54%	27+ 18%	31++i 24%	23 56%	70++Ij 23%	154++ 15%	180++ 16%	18++ 26%	11 35%	14 46%	13 54%	22++ 31%	94++B 19%	200-- 10%
NET: Less often/ not listened	1922 80%	75--G 59%	11 33%	11 34%	3 11%	101--G 70%	82--G 63%	11-- 28%	196--G 64%	738--AfGH 73%	797--AfGH 72%	46- 67%	14 48%	15 49%	6 27%	42-- 61%	341-- 68%	1582++A 83%

95% lower case or +, 99% UPPER CASE or ++

Table 145 (continuation)

Zlcr3. How often in the past 3 months have you listened to the following radio stations?.....Classic FM

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	97 4%	- -%	35 5%	35 5%	27 4%	50 5%	28 4%	7 3%	12 3%	45++bcD 8%	23 4%	4 2%	25-- 2%	52++B 6%	18- 2%
At least weekly	197 8%	-- -%	77+ad 10%	65a 9%	54a 7%	85d 8%	74D 10%	18 8%	19-- 4%	57D 10%	89++AD 16%	20+D 13%	30-- 3%	89++B 10%	30-- 4%
At least monthly	156 6%	7 5%	64+d 9%	47 7%	38 5%	70 7%	36 5%	26++aBD 12%	22 5%	39D 7%	48+D 9%	33++ABD 20%	34-- 3%	72+b 8%	35- 5%
Less often	229 10%	2- 1%	90++a 12%	65 9%	71a 9%	93 9%	70 9%	28 13%	34 8%	52 9%	58 11%	31++ABD 19%	87- 8%	97B 11%	50-- 7%
I've not listened to this in the last 3 months	1693 70%	136++BCD 94%	468-- 63%	508B 70%	555B 73%	701C 70%	533C 71%	124-- 59%	326++aC 77%	381-bC 66%	317--C 58%	72-- 44%	916++ABC 83%	533-- 62%	614++A 81%
I don't know	34 1%	- -%	11 1%	3- *%	19++C 3%	7- 1%	8 1%	7+Ab 3%	9a 2%	--- -%	8a 1%	2a 1%	10 1%	11 1%	6 1%
NET: At least weekly	294 12%	--- -%	112+Ad 15%	100A 14%	81a 11%	134D 13%	102D 14%	25 12%	31-- 7%	102++D 18%	112++D 21%	24D 15%	55-- 5%	141++B 17%	48-- 6%
NET: Less often/ not listened	1922 80%	138++BCd 95%	559-- 75%	572 79%	626B 82%	794 79%	602c 80%	152-- 72%	360++aC 85%	433-bC 75%	375-- 69%	103-- 64%	1003++ABC 91%	630-- 74%	664++A 88%

95% lower case or +, 99% UPPER CASE or ++

Table 146
Z1cr4. How often in the past 3 months have you listened to the following radio stations?.....Any Capital radio station
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CAT1 (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	116 5%	93 5%	22 4%	51 4%	65 5%	67++BC 9%	36C 4%	13-- 2%	33 5%	28 4%	24 5%	30 6%	100d 5%	9 5%	6 5%	1-- 1%	109+b 5%	6-- 2%
At least weekly	212 9%	194++B 10%	18-- 3%	118 10%	94 8%	110++BC 15%	81C 10%	21-- 3%	54 9%	70 9%	51d 11%	36 7%	186d 9%	12 6%	11d 9%	2-- 3%	195+b 10%	16-- 5%
At least monthly	192 8%	178++B 9%	14-- 3%	97 8%	95 8%	100++BC 13%	66C 8%	26-- 3%	48 8%	68 9%	37 8%	38 7%	168d 8%	12 6%	10d 8%	2-- 3%	176+b 9%	15-- 4%
Less often	207 9%	198++B 11%	9-- 2%	96 8%	112 9%	81+c 11%	66 8%	60 7%	59 9%	69 9%	47d 10%	33-- 6%	169 8%	22 11%	10 9%	5 8%	179 9%	29 8%
I've not listened to this in the last 3 months	1647 68%	1182-- 63%	465++A 88%	805 68%	832 68%	383-- 51%	576A 69%	689++AB 85%	434 69%	527 68%	288-- 64%	398+C 73%	1373 68%	139 71%	78 68%	55++AbC 82%	1362-- 66%	283++A 81%
I don't know	34 1%	34+b 2%	*-- *%	13 1%	21 2%	15C 2%	16C 2%	2-- *%	3 *%	15a 2%	5 1%	11a 2%	28 1%	2 1%	1 1%	2 3%	32 2%	2 1%
NET: At least weekly	327 14%	287++B 15%	40-- 8%	169 14%	158 13%	176++BC 23%	116C 14%	34-- 4%	88 14%	98 13%	75 17%	66 12%	286D 14%	22d 11%	16D 14%	3-- 4%	304++B 15%	23-- 6%
NET: Less often/ not listened	1855 77%	1380-- 73%	474++A 90%	901 76%	943 78%	464-- 61%	642A 76%	749++AB 92%	493 78%	595 77%	334 74%	432 79%	1542-- 76%	161 82%	89 76%	60++AbC 90%	1540-- 75%	312++A 89%

95% lower case or +, 99% UPPER CASE or ++

Table 146 (continuation)

Zlcr4. How often in the past 3 months have you listened to the following radio stations?.....Any Capital radio station
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	116 5%	88-- 4%	27++A 11%	13++A 10%	12++A 17%	91++B 6%	24-- 3%	24 4%	87 5%	60++B 10%	53-- 3%	8 3%	22-- 3%	63b 6%	23++aB 8%
At least weekly	212 9%	173-- 8%	32+a 13%	17 12%	9 13%	159++B 11%	48-- 6%	50 9%	143 8%	93++B 16%	106-- 6%	5-- 2%	41-- 5%	131++AB 12%	34+AB 12%
At least monthly	192 8%	172 8%	18 7%	8 6%	6 9%	144++B 10%	44-- 5%	53 9%	130 7%	71++B 12%	117-- 7%	8-- 3%	49 7%	107++Ab 10%	28A 10%
Less often	207 9%	166-- 8%	38++A 15%	21++A 16%	11+A 16%	148+B 10%	51-- 6%	54 9%	148 9%	65+b 11%	140 8%	12-- 4%	49-- 7%	109ab 10%	37++AB 14%
I've not listened to this in the last 3 months	1647 68%	1502++BCD 71%	128-- 51%	71--d 53%	27-- 39%	940-- 63%	661++A 79%	376 67%	1209 70%	302-- 51%	1332++A 75%	254++BCD 89%	575++CD 77%	669-- 61%	149-- 55%
I don't know	34 1%	24-- 1%	7+a 3%	4 3%	4++A 5%	21 1%	11 1%	7 1%	20 1%	6 1%	27 2%	* *%	15 2%	16 1%	2 1%
NET: At least weekly	327 14%	261-- 12%	59++A 24%	29++A 22%	21++A 30%	250++B 17%	72-- 9%	74 13%	230 13%	153++B 26%	159-- 9%	13-- 4%	63-- 8%	194++AB 18%	57++AB 21%
NET: Less often/ not listened	1855 77%	1668++BcD 78%	166-- 66%	92-d 69%	38-- 55%	1088-- 72%	711++A 85%	430 76%	1358 78%	367-- 62%	1472++A 83%	266++BCD 93%	624++CD 83%	778-- 71%	187-- 68%

95% lower case or +, 99% UPPER CASE or ++

Table 146 (continuation)

Zlcr4. How often in the past 3 months have you listened to the following radio stations?.....Any Capital radio station
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	116 5%	15 5%	19+++aIJ 12%	9 8%	10+++aij 12%	27+++aIJ 11%	15 7%	13++ 10%	39++ 7%	66 6%	76 6%
At least weekly	212 9%	46++ 15%	29+++j 19%	29+++ahIJ 27%	22+++ahIJ 28%	47+++iJ 19%	39+++ij 19%	35+++AhIJ 27%	95+++ij 17%	153++ 13%	168++ 12%
At least monthly	192 8%	37++ 12%	19 12%	15+ 14%	13+ 16%	34++ 14%	34++ 16%	17+ 13%	73++ 13%	132++ 11%	148++ 11%
Less often	207 9%	26 9%	13 8%	13 12%	13+ 16%	31+ 13%	33+++aj 16%	22+++abij 17%	65++ 12%	128++ 11%	136+ 10%
I've not listened to this in the last 3 months	1647 68%	175 --bCDEFGH 58%	70--DG 45%	38--d 35%	15-- 20%	98--Dg 40%	86--Dg 41%	37-- 28%	262--cDG 48%	703 --BCDEFGH 58%	819--BCDEFGH 60%
I don't know	34 1%	4 1%	6+ 4%	3 3%	6+++AhIJ 7%	6 2%	4 2%	7+++aIJ 5%	13 2%	20 2%	22 2%
NET: At least weekly	327 14%	61++ 20%	48+++aIJ 31%	38+++AhIJ 35%	32+++AfHIJ 41%	73+++aIJ 30%	55+++ij 26%	48 +++AfHIJ 37%	134+++IJ 25%	219++ 18%	244++ 18%
NET: Less often/ not listened	1855 77%	202 --bCDEFG 66%	82--d 53%	50-- 47%	28-- 36%	128--d 53%	120--D 56%	59-- 45%	327--cDG 60%	831 --BCDEFGH 69%	955--BCDEFGH 70%

95% lower case or +, 99% UPPER CASE or ++

Table 146 (continuation)

Zlcr4. How often in the past 3 months have you listened to the following radio stations?.....Any Capital radio station by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	116 5%	10 8%	7 21%	3 9%	3 13%	11 8%	6 5%	7+++fIJ 17%	24+ 8%	54 5%	64 6%	3 4%	4 12%	3 11%	4 18%	4 5%	37++B 7%	78-- 4%
At least weekly	212 9%	21++ 16%	9 28%	13 41%	10 41%	26++ 18%	21++ 16%	13+++afhIJ 32%	52++ 17%	129++ 13%	140++ 13%	7 10%	6 20%	8 27%	8 32%	8 12%	65++B 13%	147-- 8%
At least monthly	192 8%	14 11%	5 14%	1 2%	4 15%	22++ 15%	19+ 15%	5 12%	45++ 15%	106++ 11%	119++ 11%	7 11%	3 10%	3 11%	3 12%	6 9%	46 9%	146 8%
Less often	207 9%	13 10%	1 3%	5 18%	5 19%	20+ 14%	19+ 14%	8+ 20%	40++ 13%	107++ 11%	113+ 10%	6 8%	3 9%	5 15%	4 18%	8 11%	49 10%	159 8%
I've not listened to this in the last 3 months	1647 68%	71--G 55%	9 28%	8 26%	2 7%	60--G 42%	64--G 49%	8-- 18%	139--G 45%	594--EFGH 59%	650--EFGH 59%	46 67%	15 49%	10 35%	5 20%	44 63%	299-- 60%	1349++A 71%
I don't know	34 1%	* *%	2 5%	1 4%	1 4%	4 3%	2 1%	* 1%	6 2%	14 1%	15 1%	* *%	- -%	- -%	* 1%	* *%	3 1%	31 2%
NET: At least weekly	327 14%	31++ 24%	16 49%	16 50%	13 54%	37++ 26%	27+ 21%	20 49%	77++ij 25%	183++ 18%	204++ 19%	10 14%	10 33%	11 39%	12 49%	12 17%	102++B 20%	225-- 12%
NET: Less often/ not listened	1855 77%	84--G 65%	10 31%	14 44%	6 26%	80-- 56%	83--G 63%	16-- 38%	180--g 58%	701--EGH 70%	763--EGH 69%	51 75%	17 58%	15 50%	9 38%	51 74%	347-- 70%	1507++A 79%

95% lower case or +, 99% UPPER CASE or ++

Table 146 (continuation)

Zlcr4. How often in the past 3 months have you listened to the following radio stations?.....Any Capital radio station
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	116 5%	1 1%	30 4%	42 6%	42 5%	53 5%	39 5%	8 4%	16 4%	41+d 7%	29 5%	5 3%	41- 4%	39 5%	33 4%
At least weekly	212 9%	-- -%	59a 8%	82+Ab 11%	68a 9%	92 9%	75d 10%	20 10%	25- 6%	42 7%	96++AcD 18%	17D 11%	55-- 5%	99++B 12%	53 7%
At least monthly	192 8%	*- *%	76+a 10%	56a 8%	59a 8%	62- 6%	69a 9%	32++AbD 15%	28 7%	31- 5%	65++AD 12%	48++ABD 30%	46-- 4%	73 9%	50 7%
Less often	207 9%	-- -%	74a 10%	68a 9%	64a 8%	72 7%	64 9%	31++AbD 15%	32 8%	45 8%	40 7%	26++ABD 16%	95 9%	80 9%	48- 6%
I've not listened to this in the last 3 months	1647 68%	143++BCD 99%	492 66%	469- 65%	520 68%	720+bC 72%	494C 66%	112-- 54%	311+bC 74%	416BC 72%	305--C 56%	63-- 39%	858++aBC 78%	556- 65%	560++A 74%
I don't know	34 1%	- -%	15 2%	7 1%	12 2%	7- 1%	9 1%	6a 3%	10a 2%	1- *%	7 1%	3A 2%	6-- 1%	8 1%	10 1%
NET: At least weekly	327 14%	1-- 1%	89a 12%	124++Ab 17%	110A 14%	145d 14%	113d 15%	28 13%	41- 10%	82D 14%	126++AcD 23%	22d 14%	96-- 9%	138+b 16%	86 11%
NET: Less often/ not listened	1855 77%	143++BCD 99%	566 76%	537 74%	584 76%	792C 79%	557 74%	144-- 69%	343bC 81%	460BC 80%	345-- 64%	89-- 55%	954++ABC 87%	635- 74%	608+a 81%

95% lower case or +, 99% UPPER CASE or ++

Table 147
Z1cr5. How often in the past 3 months have you listened to the following radio stations?.....Any Smooth radio station
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	95 4%	70 4%	25 5%	47 4%	49 4%	30 4%	28 3%	37 5%	23 4%	31 4%	19 4%	22 4%	92++bcd 5%	2 1%	1- 1%	1 1%	89 4%	6 2%
At least weekly	219 9%	198++B 11%	20-- 4%	124+b 11%	95- 8%	79C 10%	95+C 11%	45-- 5%	65d 10%	79d 10%	41 9%	32- 6%	194+D 10%	17d 9%	6 5%	2-- 2%	198+b 10%	20 6%
At least monthly	190 8%	174++B 9%	16-- 3%	117++B 10%	73-- 6%	71 9%	63 7%	56 7%	51 8%	60 8%	47d 10%	32 6%	158d 8%	21D 11%	10d 9%	2- 2%	169 8%	21 6%
Less often	226 9%	211++B 11%	15-- 3%	100 8%	127 10%	94++bc 12%	74 9%	59- 7%	48 8%	69 9%	48 11%	60 11%	196 10%	18 9%	8 7%	4 5%	202 10%	24 7%
I've not listened to this in the last 3 months	1646 68%	1195-- 64%	451++A 85%	775- 66%	861+a 71%	465-- 62%	568a 68%	613++AB 76%	439 69%	527 68%	291 64%	389 71%	1359-- 67%	136 69%	90+A 78%	58++ABc 87%	1364-- 66%	279++A 79%
I don't know	31 1%	31+b 2%	*- *%	18 1%	13 1%	16+C 2%	13c 2%	2-- *%	5 1%	9 1%	5 1%	11 2%	25 1%	2 1%	1 1%	2 2%	30 1%	1 *%
NET: At least weekly	314 13%	268++B 14%	46-- 9%	171 14%	143 12%	109c 14%	123c 15%	82-- 10%	89 14%	110d 14%	61 13%	55- 10%	285++CD 14%	20d 10%	7-- 6%	2-- 3%	287++B 14%	26-- 8%
NET: Less often/ not listened	1872 78%	1406-- 75%	466++A 88%	875-- 74%	987++A 81%	558-- 74%	642 76%	671++AB 83%	487 77%	596 77%	339 75%	449+bc 82%	1555- 77%	154 78%	98+a 85%	61++ABc 92%	1566-- 76%	303++A 86%

95% lower case or +, 99% UPPER CASE or ++

Table 147 (continuation)

Zlcr5. How often in the past 3 months have you listened to the following radio stations?.....Any Smooth radio station
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	95 4%	84 4%	12 5%	5 4%	7+++Ac 10%	64 4%	30 4%	20 4%	69 4%	25 4%	68 4%	8 3%	24 3%	48 4%	16 6%
At least weekly	219 9%	181- 9%	31a 12%	13 10%	11+a 16%	161++B 11%	51-- 6%	52 9%	154 9%	80++B 13%	124-- 7%	9-- 3%	43-- 6%	129++AB 12%	37+AB 13%
At least monthly	190 8%	162 8%	21 8%	10 8%	7 11%	138++b 9%	50- 6%	53 9%	125 7%	63+b 10%	123-- 7%	9- 3%	45- 6%	104+Ab 9%	32+AB 12%
Less often	226 9%	201 9%	22 9%	11 8%	9 13%	165++B 11%	56-- 7%	58 10%	156 9%	65 11%	160 9%	17 6%	60 8%	117 11%	32 12%
I've not listened to this in the last 3 months	1646 68%	1477++bD 70%	155-d 62%	88D 66%	32-- 46%	960-- 64%	638++A 76%	370 66%	1218++ 70%	359-- 60%	1275++A 72%	242++bCD 84%	564++CD 75%	685-- 63%	154-- 56%
I don't know	31 1%	20-- 1%	9++A 4%	6++A 5%	2a 4%	14 1%	13 2%	11 2%	16- 1%	5 1%	25 1%	1 *%	15 2%	12 1%	3 1%
NET: At least weekly	314 13%	265- 12%	43a 17%	18 14%	18+++Ac 26%	225++B 15%	82-- 10%	72 13%	223 13%	105++B 18%	192-- 11%	17-- 6%	67-- 9%	177++AB 16%	53++AB 19%
NET: Less often/ not listened	1872 78%	1678++BD 79%	178--d 71%	99d 74%	41-- 59%	1125-- 75%	694++A 83%	428 76%	1374+ 79%	424-- 71%	1435++A 81%	260++bCD 91%	624++CD 83%	803-- 73%	186-- 68%

95% lower case or +, 99% UPPER CASE or ++

Table 147 (continuation)

Zlcr5. How often in the past 3 months have you listened to the following radio stations?.....Any Smooth radio station
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	95 4%	21+ 7%	15+++ij 10%	12+++IJ 11%	7+ 9%	22+++ij 9%	18+++ij 8%	12+++ij 9%	35++ 6%	54 5%	64 5%
At least weekly	219 9%	38+ 13%	27+++j 17%	29 27% ++AefHIJ	20+++ahIJ 26%	39+++j 16%	36+++ij 17%	27+++aIJ 21%	81+++j 15%	137++ 11%	152++ 11%
At least monthly	190 8%	38++ 13%	20+ 13%	18++ 17%	16+++ij 20%	39+++j 16%	35+++j 16%	25+++iJ 19%	75++ 14%	135++ 11%	147++ 11%
Less often	226 9%	35 11%	13 8%	10 9% ++abcehi	17 22%	26 11%	32++ 15%	19+ 15%	64 12%	137++ 11%	151++ 11%
I've not listened to this in the last 3 months	1646 68%	168--CDefG 55%	75--cDg 48%	34-- 32%	16-- 20%	112--cDg 46%	89--D 42%	43-- 33%	283--CDfG 52%	721 60% --bCDEFGH	837--BCDEFGH 61%
I don't know	31 1%	3 1%	5 3%	4+ 4%	3 3%	4 2%	3 1%	4+ 3%	8 2%	19 2%	19 1%
NET: At least weekly	314 13%	59++ 19%	42+++IJ 27%	41 38% ++AefHIJ	27+++ahIJ 34%	61+++IJ 25%	53+++IJ 25%	39+++ahIJ 30%	116+++ij 21%	191++ 16%	216++ 16%
NET: Less often/ not listened	1872 78%	203--CDefG 67%	88--c 57%	44-- 41%	33-- 42%	138--cd 57%	121--cd 57%	62-- 48%	347--CDG 63%	858 71% --BCDEFGH	988--BCDEFGH 72%

95% lower case or +, 99% UPPER CASE or ++

Table 147 (continuation)

Zlcr5. How often in the past 3 months have you listened to the following radio stations?.....Any Smooth radio station
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	95 4%	8 6%	6 18%	5 16%	4 17%	12++ 9%	11+ 9%	6++IJ 16%	25++ij 8%	46 5%	52 5%	1 2%	2 8%	4 14%	3 14%	3 5%	34++B 7%	62-- 3%
At least weekly	219 9%	22++ 17%	13 39%	10 31%	5 20%	17 12%	23++i 18%	14 34%	51++ij 17%	110+ 11%	127++ 12%	10 15%	5 17%	6 22%	9 37%	10 14%	69++B 14%	150-- 8%
At least monthly	190 8%	18+ 14%	5 14%	4 14%	5 21%	24++ 17%	13 10%	5 11%	41++ 13%	114++ 11%	123++ 11%	10 15%	6 20%	1 5%	3 13%	5 8%	63++B 13%	127-- 7%
Less often	226 9%	18 14%	2 5%	4 11%	8 34%	14 10%	18 14%	7 17%	37 12%	115+ 11%	125++ 11%	10 15%	1 5%	6 22%	2 10%	13+ 19%	56 11%	170 9%
I've not listened to this in the last 3 months	1646 68%	61--G 47%	6 18%	7 23%	1 4%	75--G 52%	64--G 49%	9-- 21%	151--G 49%	609--afGH 61%	661--afGH 60%	35-- 51%	15 50%	11 38%	6 25%	36- 52%	270-- 54%	1376++A 72%
I don't know	31 1%	2 1%	2 5%	1 4%	1 4%	2 1%	1 1%	* 1%	3 1%	11 1%	12 1%	2 3%	- -%	- -%	* 1%	2 2%	6 1%	25 1%
NET: At least weekly	314 13%	30++ 23%	19 57%	15 47%	9 38%	29+ 20%	35++IJ 27%	21 50%	76++IJ 25%	156++ 16%	179++ 16%	11 17%	8 25%	11 36%	12 51%	13 19%	102++B 21%	212-- 11%
NET: Less often/ not listened	1872 78%	79--g 62%	8 23%	11 35%	9 38%	89--g 62%	82--G 63%	16-- 38%	188--G 61%	724 72%	786--aeGH 71%	45- 66%	16 55%	18 60%	8 34%	49 71%	326-- 66%	1545++A 81%

95% lower case or +, 99% UPPER CASE or ++

Table 147 (continuation)

Zlcr5. How often in the past 3 months have you listened to the following radio stations?.....Any Smooth radio station
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	95 4%	* *%	29 4%	37 5%	27 4%	56++b 6%	20 3%	7 3%	13 3%	29 5%	21 4%	6 3%	40 4%	43 5%	27 4%
At least weekly	219 9%	-- -%	77a 10%	78a 11%	62a 8%	101D 10%	75D 10%	24D 12%	17-- 4%	59D 10%	87++aD 16%	19D 12%	52-- 5%	100++B 12%	47-- 6%
At least monthly	190 8%	7 5%	74+ 10%	57 8%	53 7%	74 7%	65 9%	21 10%	31 7%	28-- 5%	73++AD 14%	37++ABD 23%	53-- 5%	88++B 10%	31-- 4%
Less often	226 9%	*- *%	77a 10%	70a 10%	77a 10%	74- 7%	84a 11%	26a 12%	38 9%	47 8%	60 11%	24+ad 15%	93 8%	80 9%	61 8%
I've not listened to this in the last 3 months	1646 68%	137++BCD 95%	476-- 64%	475 66%	533b 70%	697c 69%	498 66%	127- 61%	313+bC 74%	412BC 72%	297--c 55%	73-- 45%	858++aBC 78%	533-- 62%	581++A 77%
I don't know	31 1%	- -%	13 2%	5 1%	12 2%	4-- *%	7 1%	5A 3%	11+A 3%	--- -%	4 1%	5AbD 3%	7- 1%	10 1%	7 1%
NET: At least weekly	314 13%	*-- *%	107A 14%	115+Ad 16%	89A 12%	157++D 16%	95D 13%	31D 15%	30-- 7%	88D 15%	108++D 20%	25D 15%	92-- 8%	144++B 17%	74-- 10%
NET: Less often/ not listened	1872 78%	137++BCD 95%	552-- 74%	545 75%	610b 80%	771 77%	582 78%	153 73%	350+aC 83%	459BC 80%	357-- 66%	96-- 59%	951++ABC 86%	613-- 72%	642++A 85%

95% lower case or +, 99% UPPER CASE or ++

Table 148
Z1cr6. How often in the past 3 months have you listened to the following radio stations?.....Any Kiss radio station
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	83 3%	65 3%	17 3%	39 3%	44 4%	54++BC 7%	24C 3%	3-- *%	18 3%	22 3%	19 4%	24 4%	77+ 4%	2 1%	4 3%	* 1%	77 4%	5 1%
At least weekly	154 6%	142++B 8%	12-- 2%	81 7%	72 6%	82++BC 11%	63C 8%	8-- 1%	38 6%	60d 8%	31 7%	25 4%	134 7%	7 4%	11bd 9%	2 3%	135 7%	18 5%
At least monthly	156 6%	147++B 8%	9-- 2%	93+b 8%	63- 5%	74++C 10%	58C 7%	24-- 3%	47 7%	42 5%	39 9%	29 5%	137 7%	8 4%	7 6%	3 4%	140 7%	15 4%
Less often	230 10%	217++B 12%	13-- 2%	111 9%	118 10%	88+C 12%	89c 11%	53-- 7%	56 9%	86 11%	44 10%	44 8%	194 10%	22 11%	10 8%	5 7%	206 10%	24 7%
I've not listened to this in the last 3 months	1756 73%	1279-- 68%	477++A 90%	845 72%	902 74%	444-- 59%	593A 71%	719++AB 89%	468 74%	558 72%	313 69%	417c 76%	1458- 72%	156a 79%	83 72%	55++Ac 83%	1467-- 71%	286++A 81%
I don't know	29 1%	29+b 2%	*- *%	11 1%	18 1%	14c 2%	12 1%	3- *%	5 1%	8 1%	7 2%	9 2%	24 1%	2 1%	1 1%	1 2%	27 1%	3 1%
NET: At least weekly	236 10%	207++B 11%	29-- 6%	119 10%	116 10%	136++BC 18%	88C 10%	12-- 1%	57 9%	82 11%	49 11%	48 9%	210+bd 10%	9- 5%	14Bd 12%	3- 4%	213 10%	24 7%
NET: Less often/ not listened	1986 82%	1496-- 80%	490++A 93%	957 81%	1020 84%	532-- 70%	682A 81%	772++AB 95%	524 83%	644 83%	357 79%	461 84%	1652- 82%	178++AC 90%	93 80%	60+ac 90%	1673- 82%	310+a 88%

95% lower case or +, 99% UPPER CASE or ++

Table 148 (continuation)

Zlcr6. How often in the past 3 months have you listened to the following radio stations?.....Any Kiss radio station
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	83 3%	64-- 3%	18++A 7%	11++A 8%	6++A 9%	67++B 4%	11-- 1%	17 3%	57 3%	33++B 6%	43-- 2%	6 2%	16-- 2%	43 4%	17+aB 6%
At least weekly	154 6%	118-- 6%	32++A 13%	13 9%	13++A 18%	115++B 8%	34-- 4%	36 6%	110 6%	74++B 12%	69-- 4%	8-- 3%	42 6%	77a 7%	27+Ab 10%
At least monthly	156 6%	133 6%	19 8%	12 9%	4 6%	116++B 8%	36-- 4%	47b 8%	99-- 6%	54+B 9%	98-- 6%	11 4%	32-- 4%	88+B 8%	25aB 9%
Less often	230 10%	189-- 9%	35+a 14%	20+a 15%	11+a 16%	180++B 12%	44-- 5%	52 9%	165 9%	75++b 13%	153-- 9%	9-- 3%	62a 8%	125+Ab 11%	34A 12%
I've not listened to this in the last 3 months	1756 73%	1603++BCD 75%	137-- 55%	74-- 56%	31-- 45%	1012-- 67%	698++A 83%	402 71%	1292+ 74%	353-- 59%	1392++A 78%	251++bCD 87%	587++CD 78%	751--d 69%	167-- 61%
I don't know	29 1%	18-- 1%	9++A 4%	4a 3%	4++A 5%	13 1%	15 2%	10 2%	15-- 1%	7 1%	22 1%	3 1%	11 2%	11 1%	4 2%
NET: At least weekly	236 10%	182-- 9%	50++A 20%	24++A 18%	19++A 27%	182++B 12%	45-- 5%	53 9%	167 10%	107++B 18%	112-- 6%	13-- 5%	58-- 8%	120ab 11%	44++ABc 16%
NET: Less often/ not listened	1986 82%	1792++BCD 84%	172-- 69%	95-- 71%	42-- 61%	1192-- 79%	742++A 88%	454 81%	1456+ 84%	429-- 72%	1544++A 87%	260++CD 91%	649++CD 86%	877--d 80%	200-- 73%

95% lower case or +, 99% UPPER CASE or ++

Table 148 (continuation)

Zlcr6. How often in the past 3 months have you listened to the following radio stations?.....Any Kiss radio station
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	83 3%	17+ 6%	12+ 8%	14+++afhIJ 13%	11+++afhIJ 14%	29+++afhIJ 12%	11 5%	14+++IJ 11%	36+ 7%	54+ 5%	63+ 5%
At least weekly	154 6%	30+ 10%	25+++IJ 16%	17+++ij 16%	18+++AfhiJ 23%	35+++IJ 14%	26+ 12%	22+++aIJ 17%	69+++iJ 13%	100+ 8%	113+ 8%
At least monthly	156 6%	35+ 11%	24+++ij 16%	22+++aIJ 21%	18+++ahIJ 23%	38+++iJ 16%	36+++IJ 17%	26+++ahIJ 20%	69+++j 13%	118+ 10%	127+ 9%
Less often	230 10%	40+ 13%	10 7%	11 10%	10 13%	34+b 14%	33+++b 15%	24+++BiJ 18%	67+ 12%	140+ 12%	152+ 11%
I've not listened to this in the last 3 months	1756 73%	180--CDEfG 59%	78--cDG 50%	38-- 36%	17-- 22%	102--Dg 42%	103--DG 48%	39-- 30%	295--CDEG 770 54% --BCDEFGH	64% 64%	895--BCDEFGH 65%
I don't know	29 1%	2 1%	5+ 3%	4+ 4%	5+++AhiJ 6%	4 2%	3 2%	5+a 4%	9 2%	20 2%	20 1%
NET: At least weekly	236 10%	47+ 16%	37+++IJ 24%	31+++AfhiJ 29%	29+++AFHIJ 37%	64+++AfhiJ 26%	37+ 18%	37 28%	106+++IJ 19%	155+ 13%	176+ 13%
NET: Less often/ not listened	1986 82%	220--BCDEG 72%	89--D 57%	50-- 46%	27-- 34%	136--D 56%	136--CDG 64%	63-- 48%	363--CDeG 910 66% --BCDEFGH	910 76%	1047--BCDEFGH 76%

95% lower case or +, 99% UPPER CASE or ++

Table 148 (continuation)

Zlcr6. How often in the past 3 months have you listened to the following radio stations?.....Any Kiss radio station
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	83 3%	3 2%	4 12%	4 12%	3 13%	15+++aIj 11%	5 4%	6+++AfIJ 14%	26+++aij 8%	45+ 4%	54++ 5%	- -%	1 2%	3 9%	2 7%	1 1%	32++B 6%	51-- 3%
At least weekly	154 6%	13 10%	6 19%	7 23%	6 24%	19+++ij 13%	14 11%	11+++afHIJ 27%	34++ 11%	76 8%	86+ 8%	5 7%	3 8%	6 20%	7 31%	3 4%	45+b 9%	109- 6%
At least monthly	156 6%	17++ 13%	9 27%	7 22%	7 31%	17+ 12%	14 11%	8+++ij 21%	40++ 13%	100++ 10%	111++ 10%	10+ 14%	4 14%	3 11%	3 13%	10+ 15%	45+b 9%	111- 6%
Less often	230 10%	26+++IJ 20%	2 7%	3 10%	4 18%	25++ 17%	18 14%	5 12%	41+ 13%	112 11%	125+ 11%	16++ 23%	5 18%	5 17%	7 29%	14++ 20%	52 10%	178 9%
I've not listened to this in the last 3 months	1756 73%	68--G 53%	9 27%	9 28%	2 10%	66--g 46%	79--eG 60%	9-- 23%	163--G 53%	660--aEGH 66%	712--aEGH 65%	38-- 56%	17 57%	13 43%	4 18%	41- 60%	323-- 65%	1433++A 75%
I don't know	29 1%	* *%	3 8%	1 4%	1 4%	2 1%	1 *%	1 3%	4 1%	12 1%	13 1%	* *%	- -%	- -%	* 1%	* *%	2 *%	27 1%
NET: At least weekly	236 10%	16 13%	10 31%	11 36%	9 37%	34+++aIJ 24%	19 14%	17 41%	59+++IJ 19%	121++ 12%	139++ 13%	5 7%	3 10%	9 29%	9 39%	3 5%	77++B 15%	160-- 8%
NET: Less often/ not listened	1986 82%	95-G 74%	11 34%	12 38%	7 28%	91--G 63%	97-G 74%	14-- 35%	204--G 66%	771--EGH 77%	836--EGH 76%	54 79%	23 75%	18 60%	11 47%	55 80%	375-- 75%	1611++A 84%

95% lower case or +, 99% UPPER CASE or ++

Table 148 (continuation)

Zlcr6. How often in the past 3 months have you listened to the following radio stations?.....Any Kiss radio station
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	83 3%	1 1%	22 3%	32 4%	27 4%	37 4%	22 3%	10 5%	14 3%	31+D 5%	19 3%	7 4%	26- 2%	34 4%	21 3%
At least weekly	154 6%	- -%	53a 7%	55a 8%	43 6%	59d 6%	57D 8%	23+++aD 11%	13-- 3%	33d 6%	60++AD 11%	25++AD 15%	33-- 3%	63 7%	41 5%
At least monthly	156 6%	5 3%	63+ 8%	40 6%	47 6%	45-- 4%	58a 8%	29+++AbD 14%	23 6%	18-- 3%	59++AD 11%	29+++AbD 18%	49-- 4%	69+b 8%	38 5%
Less often	230 10%	-- -%	71a 10%	88+A 12%	69a 9%	94 9%	67 9%	25 12%	40 9%	43 7%	61 11%	26++AD 16%	96 9%	85B 10%	44-- 6%
I've not listened to this in the last 3 months	1756 73%	139++BCD 96%	529 71%	502- 69%	565 74%	763+C 76%	539C 72%	116-- 56%	325C 77%	446+BC 78%	337--C 62%	74-- 45%	894++BC 81%	596- 70%	602++A 80%
I don't know	29 1%	- -%	9 1%	5 1%	15 2%	8 1%	5 1%	7+AB 3%	8 2%	3 1%	6d 1%	3d 2%	3-- *%	8 1%	8 1%
NET: At least weekly	236 10%	1- 1%	75a 10%	87+a 12%	70a 9%	96 10%	80d 11%	33+++aD 16%	26- 6%	64D 11%	79++D 15%	32++AD 20%	59-- 5%	97 11%	61 8%
NET: Less often/ not listened	1986 82%	139++BCd 96%	600 80%	590 82%	633 83%	857++bC 85%	606C 81%	141-- 67%	365+bC 86%	489BC 85%	398--C 73%	99-- 61%	991++aBC 90%	681- 80%	646+A 86%

95% lower case or +, 99% UPPER CASE or ++

Table 149
Z1cr7. How often in the past 3 months have you listened to the following radio stations?.....Any Absolute radio station
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	72 3%	63 3%	8 2%	37 3%	35 3%	28 4%	29 3%	15 2%	26 4%	19 2%	14 3%	14 2%	65 3%	3 2%	3 3%	1 1%	60 3%	11 3%
At least weekly	199 8%	179++B 10%	20-- 4%	136++B 12%	61-- 5%	76+C 10%	87+C 10%	34-- 4%	46 7%	62 8%	53++ad 12%	38 7%	169 8%	19 10%	5 4%	5 8%	180b 9%	18-- 5%
At least monthly	176 7%	172++B 9%	4-- 1%	108++B 9%	68-- 6%	68+C 9%	70C 8%	37-- 5%	47 7%	53 7%	39 9%	36 7%	146 7%	17 9%	9 8%	3 5%	160 8%	15 4%
Less often	231 10%	215++B 11%	16-- 3%	111 9%	119 10%	83 11%	81 10%	67 8%	59 9%	77 10%	43 9%	52 9%	194 10%	19 10%	11 9%	5 8%	205 10%	25 7%
I've not listened to this in the last 3 months	1690 70%	1211-- 64%	479++A 91%	768-- 65%	915++A 75%	483-- 64%	555-- 66%	653++AB 80%	446 70%	552 71%	295-- 65%	398c 73%	1417 70%	135 68%	86 75%	50 75%	1411-- 69%	278++A 79%
I don't know	40 2%	40+b 2%	*- *%	20 2%	19 2%	17c 2%	18c 2%	5- 1%	10 2%	13 2%	8 2%	10 2%	32 2%	4 2%	2 1%	2 3%	36 2%	4 1%
NET: At least weekly	271 11%	242++B 13%	28-- 5%	173++B 15%	96-- 8%	104+C 14%	116+C 14%	49-- 6%	71 11%	81 10%	67+d 15%	52 9%	234 12%	22 11%	8 7%	6 9%	241 12%	29 8%
NET: Less often/ not listened	1921 80%	1425-- 76%	495++A 94%	879-- 74%	1035++A 85%	566-- 75%	635-- 76%	719++AB 89%	505 80%	629c 81%	337-- 75%	449c 82%	1611 80%	154 78%	97 84%	55 83%	1616-- 79%	303++A 86%

95% lower case or +, 99% UPPER CASE or ++

Table 149 (continuation)

Zlcr7. How often in the past 3 months have you listened to the following radio stations?.....Any Absolute radio station
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	72 3%	60 3%	11 4%	6 5%	3 4%	55+b 4%	15- 2%	20 4%	49 3%	28+B 5%	40-- 2%	6 2%	11- 2%	35b 3%	19++aBc 7%
At least weekly	199 8%	174 8%	23 9%	14 10%	6 9%	159++B 11%	37-- 4%	48 8%	133 8%	73++B 12%	116-- 7%	14 5%	43-- 6%	111++aB 10%	31aB 11%
At least monthly	176 7%	158 7%	10- 4%	5 4%	3 4%	131++B 9%	43-- 5%	54+b 10%	106-- 6%	53 9%	118 7%	5-- 2%	40- 5%	101++AB 9%	29+AB 11%
Less often	231 10%	194 9%	31 12%	15 12%	9 13%	162+b 11%	63- 8%	49 9%	171 10%	60 10%	169 10%	14- 5%	63 8%	115a 10%	39+Ab 14%
I've not listened to this in the last 3 months	1690 70%	1509+ 71%	167 67%	89 67%	43 63%	974-- 65%	667++A 80%	380 67%	1254++ 72%	370-- 62%	1307++A 74%	244++bCD 85%	578++CD 77%	713--d 65%	154-- 56%
I don't know	40 2%	29-- 1%	9+a 4%	4 3%	5++A 7%	21 1%	13 2%	12 2%	24 1%	14 2%	26 1%	3 1%	15 2%	19 2%	2 1%
NET: At least weekly	271 11%	234 11%	34 14%	20 15%	9 13%	214++B 14%	53-- 6%	68 12%	182 10%	100++B 17%	157-- 9%	20 7%	55-- 7%	146++aB 13%	50++AB 18%
NET: Less often/ not listened	1921 80%	1704 80%	197 79%	105 78%	52 76%	1136-- 76%	730++A 87%	430- 76%	1425++A 82%	430-- 72%	1476++A 83%	258++CD 90%	641++CD 85%	828-- 76%	193-- 71%

95% lower case or +, 99% UPPER CASE or ++

Table 149 (continuation)

Zlcr7. How often in the past 3 months have you listened to the following radio stations?.....Any Absolute radio station
by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	72 3%	15 5%	15+++IJ 10%	13+++afHIJ 12%	9+++hIJ 11%	16+++ij 7%	10 5%	12+++IJ 9%	25+ 5%	37 3%	45 3%
At least weekly	199 8%	40++ 13%	30+++IJ 19%	26+++aHIJ 24%	19+++ahIJ 24%	39+++ij 16%	32++ 15%	33 25%	73++ 13%	126++ 10%	138++ 10%
At least monthly	176 7%	36++ 12%	14 9%	16+++i 15%	19 25%	31++ 13%	37+++bIJ 18%	22+++IJ 17%	73+++Ij 13%	102 8%	127++ 9%
Less often	231 10%	37 12%	14 9%	8 8%	9 11%	33+ 14%	31+ 14%	16 12%	64 12%	142++ 12%	154++ 11%
I've not listened to this in the last 3 months	1690 70%	170--CDfG 56%	77--cDG 49%	38-- 35%	17-- 22%	116--DG 48%	97--DG 46%	39-- 30%	297--CDG 54%	771 64%	881--aBCDEFGH 64%
I don't know	40 2%	6 2%	5 4%	6+++ij 6%	5+++aiJ 7%	8 3%	6 3%	8+++ahIJ 6%	15+ 3%	25 2%	26 2%
NET: At least weekly	271 11%	55++ 18%	45+++aHIJ 29%	39 36%	28 36%	54+++IJ 23%	41+++ij 19%	45 35%	98+++ij 18%	163++ 14%	183++ 13%
NET: Less often/ not listened	1921 80%	207--CDG 68%	91--cDg 58%	46-- 43%	26-- 33%	149--CDG 62%	128--CDG 60%	54-- 42%	361--CDG 66%	913 76%	1035--aBCDEFGH 76%

95% lower case or +, 99% UPPER CASE or ++

Table 149 (continuation)

Zlcr7. How often in the past 3 months have you listened to the following radio stations?.....Any Absolute radio station by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	72 3%	6 5%	6 18%	6 21%	4 15%	11+++ij 8%	7 5%	6+++hIJ 14%	17+ 6%	31 3%	37 3%	- -%	1 3%	5 18%	5 21%	- -%	21 4%	51 3%
At least weekly	199 8%	14 11%	9 27%	6 20%	4 17%	12 8%	15 12%	16 39% ++AEFHIJ	41++ 13%	100+ 10%	111+ 10%	8 12%	3 10%	3 10%	4 17%	10 15%	65++B 13%	134-- 7%
At least monthly	176 7%	21+++ij 16%	6 19%	7 24%	7 28%	22+++i 15%	22++Ij 17%	6 14%	46++Ij 15%	89+ 9%	102++ 9%	12++ 17%	3 9%	7 22%	6 25%	9 13%	48 10%	128 7%
Less often	231 10%	20+ 15%	- -%	4 12%	3 12%	21 15%	17 13%	5 12%	35 11%	118++ 12%	131++ 12%	8 12%	6 21%	5 18%	3 13%	12 17%	58 12%	173 9%
I've not listened to this in the last 3 months	1690 70%	65--G 51%	9 28%	6 19%	4 17%	75--G 52%	69--G 53%	8-- 21%	162--G 53%	652 65% --AEfGH	704--AefGH 64%	39- 56%	17 56%	9 31%	5 23%	37-- 53%	298-- 60%	1392++A 73%
I don't know	40 2%	2 1%	2 7%	1 4%	3 11%	4 3%	1 *% 3%	* 1% 1%	6 2%	14 1%	16 1%	2 3%	- -%	- -%	* 1%	2 2%	9 2%	31 2%
NET: At least weekly	271 11%	21 16%	15 45%	13 40%	7 32%	23 16%	22+ 17% ++AEFHIJ	22 53%	59+++ij 19%	131+ 13%	148++ 13%	8 12%	4 13%	8 28%	9 37%	10 15%	85++B 17%	186-- 10%
NET: Less often/ not listened	1921 80%	85--G 66%	9 28%	10 32%	7 29%	96--G 66%	86--G 66%	13-- 33%	197--G 64%	771 77% --aefGH	834--aefGH 76%	47- 68%	23 77%	15 50%	9 36%	48 70%	356-- 71%	1565++A 82%

95% lower case or +, 99% UPPER CASE or ++

Table 149 (continuation)

Zlcr7. How often in the past 3 months have you listened to the following radio stations?.....Any Absolute radio station
by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	72 3%	- -%	20 3%	30+ 4%	21 3%	38 4%	21 3%	7 3%	6 2%	27+D 5%	22d 4%	2 1%	20-- 2%	40++B 5%	12- 2%
At least weekly	199 8%	5 3%	65 9%	59 8%	70 9%	90D 9%	73D 10%	18d 9%	17-- 4%	42 7%	85++AD 16%	20D 13%	50-- 5%	85B 10%	35-- 5%
At least monthly	176 7%	*- *%	62a 8%	56a 8%	56a 7%	65 6%	60 8%	24+ad 11%	26 6%	30 5%	68++AD 13%	35++ABD 21%	41-- 4%	85++B 10%	32-- 4%
Less often	231 10%	-- -%	78a 10%	85+A 12%	66a 9%	91 9%	72 10%	29 14%	38 9%	45 8%	67+ad 12%	21 13%	96 9%	92 11%	69 9%
I've not listened to this in the last 3 months	1690 70%	140++BCD 97%	505 68%	484- 67%	539 71%	710C 71%	515c 69%	125-- 60%	327++aBC 77%	426+BC 74%	296-- 55%	78-- 48%	886++aBC 80%	542-- 63%	597++A 79%
I don't know	40 2%	- -%	17 2%	9 1%	12 2%	11 1%	8 1%	7ab 3%	9 2%	4 1%	5 1%	5abD 3%	8-- 1%	11 1%	8 1%
NET: At least weekly	271 11%	5 3%	85 11%	89a 12%	91 12%	127D 13%	94D 13%	25d 12%	23-- 6%	69D 12%	107++AD 20%	23D 14%	70-- 6%	124++B 15%	47-- 6%
NET: Less often/ not listened	1921 80%	140++BCD 97%	582 78%	569 79%	605 79%	802 80%	587 78%	154- 73%	365++aBC 86%	471BC 82%	363-- 67%	100-- 61%	983++ABC 89%	634-- 74%	667++A 88%

95% lower case or +, 99% UPPER CASE or ++

Table 150

Z1cr8. How often in the past 3 months have you listened to the following radio stations?.....Any other community or local radio station

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	182 8%	128 7%	53 10%	93 8%	88 7%	57 8%	65 8%	59 7%	47 7%	49 6%	45b 10%	41 8%	131-- 6%	27++A 14%	9 8%	15++AbC 22%	159 8%	23 6%
At least weekly	277 12%	231 12%	47 9%	166++B 14%	112-- 9%	86 11%	102 12%	89 11%	70 11%	90 12%	60 13%	57 10%	225 11%	22 11%	16 14%	14++Ab 21%	233 11%	45 13%
At least monthly	136 6%	123++B 7%	13-- 2%	85++B 7%	50-- 4%	55+ 7%	42 5%	39 5%	38 6%	48 6%	24 5%	26 5%	116 6%	9 5%	6 5%	3 5%	122 6%	13 4%
Less often	238 10%	221++B 12%	17-- 3%	113 10%	124 10%	85 11%	86 10%	65 8%	61 10%	86 11%	47 10%	44 8%	207d 10%	17 8%	12d 10%	3- 4%	213 10%	25 7%
I've not listened to this in the last 3 months	1540 64%	1141-- 61%	399++A 75%	706-- 60%	827++A 68%	458- 61%	530 63%	552+A 68%	412 65%	492 63%	268 59%	368c 67%	1316+D 65%	120D 61%	70d 60%	31-- 46%	1293 63%	244 69%
I don't know	35 1%	35+b 2%	*- *%	18 1%	17 1%	13 2%	15 2%	7 1%	5 1%	12 2%	7 2%	11 2%	29 1%	2 1%	2 2%	1 2%	33 2%	2 1%
NET: At least weekly	459 19%	359 19%	100 19%	259++B 22%	199-- 16%	144 19%	167 20%	148 18%	117 19%	138 18%	105+b 23%	99 18%	356-- 18%	49+a 25%	26 22%	29++ABC 43%	392 19%	67 19%
NET: Less often/ not listened	1778 74%	1363- 73%	415+a 79%	819-- 69%	951++A 78%	544 72%	616 73%	617 76%	473 75%	578 74%	315 70%	412 75%	1523++D 75%	137D 69%	82D 71%	33-- 50%	1507 73%	269 76%

95% lower case or +, 99% UPPER CASE or ++

Table 150 (continuation)

Zlcr8. How often in the past 3 months have you listened to the following radio stations?.....Any other community or local radio station
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	182 8%	167 8%	13 5%	7 6%	2 3%	119 8%	57 7%	45 8%	131 8%	51 9%	126 7%	10- 4%	53 7%	87a 8%	31+Ab 11%
At least weekly	277 12%	247 12%	30 12%	15 11%	9 13%	195+b 13%	80 10%	88++B 16%	177-- 10%	85+b 14%	182-- 10%	18- 6%	55-- 7%	150++aB 14%	54++ABc 20%
At least monthly	136 6%	119 6%	14 6%	9 7%	4 6%	93 6%	39 5%	32 6%	86- 5%	42 7%	89- 5%	5- 2%	34 5%	76+a 7%	20a 7%
Less often	238 10%	201 9%	29 12%	18 13%	8 12%	173++B 12%	57-- 7%	62 11%	167 10%	71 12%	165 9%	11-- 4%	75a 10%	122A 11%	30A 11%
I've not listened to this in the last 3 months	1540 64%	1364 64%	157 63%	82 61%	41 61%	902-- 60%	594++A 71%	326-- 58%	1158++A 67%	340-- 57%	1187++A 67%	241++BCD 84%	519++CD 69%	645--d 59%	135-- 49%
I don't know	35 1%	26- 1%	7a 3%	3 2%	4++A 6%	21 1%	11 1%	11 2%	19- 1%	8 1%	27 2%	1 *%	14 2%	16 1%	3 1%
NET: At least weekly	459 19%	414 19%	43 17%	22 17%	11 16%	314+b 21%	137- 16%	133++B 24%	309- 18%	136+B 23%	309-- 17%	29-- 10%	108-- 14%	237+AB 22%	85++ABC 31%
NET: Less often/ not listened	1778 74%	1566 74%	186 74%	100 75%	49 72%	1075-- 72%	651++A 78%	388-- 69%	1325++A 76%	412-- 69%	1351++A 76%	252++bCD 88%	594++CD 79%	766--D 70%	166-- 60%

95% lower case or +, 99% UPPER CASE or ++

Table 150 (continuation)

Zlcr8. How often in the past 3 months have you listened to the following radio stations?.....Any other community or local radio station by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	182 8%	36++ 12%	17 11%	14 13%	8 10%	27+ 11%	20 10%	19++ij 15%	51 9%	102 9%	124++ 9%
At least weekly	277 12%	56++ 18%	43++aehIJ 28%	27++IJ 25% ++AEFGHIJ	30 38%	43++ 18%	44++ij 21%	28++ij 21%	102++ij 19%	168++ 14%	191++ 14%
At least monthly	136 6%	31++ 10%	21++ij 13%	18++hIJ 17%	12++ij 15%	28++ 12%	24++ 11%	16++ 12%	54++ 10%	93++ 8%	104++ 8%
Less often	238 10%	37 12%	12 8%	10 9%	14+ 17%	35+ 14%	40++Bcij 19%	16 12%	77++ 14%	150++ 12%	163++ 12%
I've not listened to this in the last 3 months	1540 64%	139--cDg 46%	58--D 38%	33--d 31%	13-- 16%	106--cD 44%	79--D 37%	45--D 34%	252--CDfg 46% --ABCDEFGH	666 55% H	762--ABCDEFGH 56%
I don't know	35 1%	5 1%	3 2%	6++ej 5%	3 3%	3 1%	4 2%	6++aehij 5%	10 2%	24+ 2%	26 2%
NET: At least weekly	459 19%	92++ij 30%	60++hIJ 39%	40++IJ 38% ++AEfHIJ	38 48%	70++ 29%	65++ij 31%	47++IJ 36%	153++ij 28%	270++ 22%	315++ 23%
NET: Less often/ not listened	1778 74%	176--bCDg 58%	71-- 46%	43-- 40%	26-- 34%	141--bCDg 58%	119--cD 56%	61-- 47%	330--BCDG 60% --ABCDeFGH	816 68% H	926--ABCDeFGH 68%

95% lower case or +, 99% UPPER CASE or ++

Table 150 (continuation)

Zlcr8. How often in the past 3 months have you listened to the following radio stations?.....Any other community or local radio station by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	182	13	4	5	6	16	11	11	30	82	94	4	6	3	4	6	49	132
	8%	10%	13%	15%	24%	11%	8%	26%	10%	8%	9%	6%	21%	9%	18%	9%	10%	7%
At least weekly	277	27++	13	9	10	21	32++IJ	14++EhIJ	58++	144++	160++	13	5	9	7	15+	81++B	196--
	12%	21%	39%	27%	44%	14%	24%	34%	19%	14%	15%	19%	17%	31%	31%	21%	16%	10%
At least monthly	136	18++ij	8	4	2	17++	12	4	36++i	71+	87++	6	7	5	4	7	50++B	86--
	6%	14%	24%	12%	10%	12%	9%	11%	12%	7%	8%	9%	24%	15%	16%	11%	10%	4%
Less often	238	17	1	5	4	19	24++	4	47++	127++	135++	11	1	5	3	11	53	185
	10%	13%	3%	17%	18%	13%	18%	10%	15%	13%	12%	16%	2%	18%	12%	17%	11%	10%
I've not listened to this in the last 3 months	1540	54--G	6	8	-	71--G	52--g	7--	134--G	563--AFGH	607--aFGH	35-51%	1135%	828%	522%	29--42%	260--52%	1280++A67%
I don't know	35	*%	1	1	1	1	1	1	2	18	18	*%	-%	-%	*%	*%	51%	302%
NET: At least weekly	459	40++	17	13	16	36	42++ij	24	88++i	226++	254++	17	12	12	11	21+	130++B	329--
	19%	31%	52%	43%	68%	25%	32% ++AEFHIJ	60%	29%	22%	23%	25%	39%	39%	48%	30%	26%	17%
NET: Less often/ not listened	1778	70--G	7	13	4	90--G	76--G	11--	181--G	690--AFGH	742--aGh	4566%	1138%	1345%	834%	41-59%	313--63%	1465++A77%

95% lower case or +, 99% UPPER CASE or ++

Table 150 (continuation)

Zlcr8. How often in the past 3 months have you listened to the following radio stations?.....Any other community or local radio station

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	182 8%	15 10%	53 7%	63 9%	47 6%	93+C 9%	51 7%	6- 3%	29 7%	62++Cd 11%	42 8%	5- 3%	72 7%	74 9%	43 6%
At least weekly	277 12%	7 5%	90 12%	94 13%	87 11%	139++D 14%	88D 12%	25d 12%	25-- 6%	71D 12%	114++AD 21%	24D 15%	67-- 6%	110 13%	79 11%
At least monthly	136 6%	* *%	57+a 8%	40 6%	38 5%	53 5%	44 6%	18 8%	20 5%	26 4%	51++AD 9%	28++ABD 17%	27-- 2%	56 7%	31 4%
Less often	238 10%	2- 1%	77a 10%	77a 11%	80a 11%	96 10%	83 11%	25 12%	32 7%	51 9%	71+D 13%	31++AD 19%	84-- 8%	94 11%	59- 8%
I've not listened to this in the last 3 months	1540 64%	121++BCD 84%	456 61%	441 61%	498 65%	613- 61%	474 63%	129 61%	313++ABC 74%	364BC 63%	256-- 47%	69-- 42%	845++ABC 77%	509-- 60%	533++A 71%
I don't know	35 1%	- -%	13 2%	7 1%	14 2%	12 1%	9 1%	7+a 3%	4 1%	--- -%	8a 1%	5+AD 3%	8- 1%	13 1%	8 1%
NET: At least weekly	459 19%	21 15%	143 19%	157 22%	134 18%	232++bcd 23%	139d 19%	31 15%	54-- 13%	133+D 23%	156++CD 29%	29 18%	139-- 13%	184+b 22%	122- 16%
NET: Less often/ not listened	1778 74%	123bc 85%	533 71%	519 72%	578 76%	709-- 71%	557 74%	153 73%	345++Abc 82%	416Bc 72%	327-- 60%	100-- 62%	928++ABC 84%	602- 70%	592++A 79%

95% lower case or +, 99% UPPER CASE or ++

Table 151

Z1cr9. How often in the past 3 months have you listened to the following radio stations?.....Any other leading speech radio stations (including LBC and Talk Radio)
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
At least daily	109 5%	95 5%	14 3%	73++B 6%	36-- 3%	19-- 2%	40a 5%	50+A 6%	51++BD 8%	19-- 2%	24b 5%	15-- 3%	96 5%	7 4%	3 3%	2 4%	102+b 5%	7-- 2%
At least weekly	156 6%	134 7%	22 4%	115++B 10%	40-- 3%	66++C 9%	56 7%	34-- 4%	34 5%	62d 8%	33 7%	26 5%	137 7%	8 4%	6 5%	4 7%	138 7%	18 5%
At least monthly	135 6%	118+b 6%	17-- 3%	95++B 8%	40-- 3%	60++bC 8%	42 5%	33-- 4%	46 7%	46 6%	21 5%	23 4%	117 6%	12 6%	3 2%	3 5%	122 6%	12 4%
Less often	209 9%	196++B 10%	13-- 2%	106 9%	103 8%	63 8%	78 9%	67 8%	60 10%	67 9%	44 10%	36 7%	175 9%	18 9%	11 10%	5 7%	175 9%	34 10%
I've not listened to this in the last 3 months	1759 73%	1298-- 69%	462++A 87%	777-- 66%	973++A 80%	531 70%	606 72%	622+a 77%	435-- 69%	572 74%	322 71%	430++Ac 79%	1464 72%	150 76%	90 78%	51 77%	1479-- 72%	278+a 79%
I don't know	39 2%	38+b 2%	1-- *%	13 1%	26 2%	16c 2%	17 2%	6-- 1%	6 1%	9 1%	8 2%	16+ab 3%	34 2%	2 1%	2 1%	1 1%	36 2%	3 1%
NET: At least weekly	265 11%	229++B 12%	35-- 7%	188++B 16%	77-- 6%	84 11%	97 12%	84 10%	85D 13%	81 10%	57d 13%	42-- 8%	233+ 12%	15 8%	9 8%	7 10%	240+b 12%	25-- 7%
NET: Less often/ not listened	1968 82%	1494-- 79%	474++A 90%	883-- 75%	1075++A 88%	594-- 79%	684 81%	689+A 85%	495-- 78%	640 82%	367 81%	466+A 85%	1639-- 81%	168 85%	102+a 88%	56 84%	1654-- 81%	311++A 89%

95% lower case or +, 99% UPPER CASE or ++

Table 151 (continuation)

Z1cr9. How often in the past 3 months have you listened to the following radio stations?.....Any other leading speech radio stations (including LBC and Talk Radio)
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
At least daily	109 5%	94 4%	15 6%	9 7%	4 5%	85++B 6%	23-- 3%	20 4%	84 5%	31 5%	77 4%	7 3%	18-- 2%	60B 5%	24++AB 9%
At least weekly	156 6%	131 6%	25+a 10%	13 10%	9++A 14%	110 7%	44 5%	42 7%	103 6%	50+b 8%	93-- 5%	9 3%	25-- 3%	92++aB 8%	29++AB 11%
At least monthly	135 6%	117 5%	11 4%	7 5%	1 2%	97+ 6%	36 4%	36 6%	87 5%	54++B 9%	75-- 4%	3-- 1%	32a 4%	80++Ab 7%	20A 7%
Less often	209 9%	183 9%	24 10%	13 9%	8 12%	148+B 10%	52-- 6%	51 9%	147 8%	59 10%	146 8%	9-- 3%	52 7%	112+Ab 10%	36+AB 13%
I've not listened to this in the last 3 months	1759 73%	1576++Bcd 74%	164-- 65%	86- 64%	43- 62%	1043-- 69%	667++A 80%	401 71%	1298+ 75%	392-- 66%	1357++A 76%	255++bCD 89%	609++CD 81%	733--d 67%	161-- 59%
I don't know	39 2%	25-- 1%	11++A 5%	6++A 5%	4++A 6%	20 1%	17 2%	15b 3%	18-- 1%	11 2%	28 2%	3 1%	15 2%	19 2%	3 1%
NET: At least weekly	265 11%	224 11%	40++a 16%	22+a 17%	13+a 19%	194++B 13%	67-- 8%	62 11%	188 11%	81+b 14%	170-- 10%	17- 6%	43-- 6%	152++AB 14%	54++ABc 20%
NET: Less often/ not listened	1968 82%	1759++BCd 83%	188-- 75%	98- 74%	51 74%	1191-- 79%	719++A 86%	452 80%	1444+ 83%	451-- 76%	1503++A 85%	265++CD 92%	661++CD 88%	845-- 77%	197-- 72%

95% lower case or +, 99% UPPER CASE or ++

Table 151 (continuation)

Zlcr9. How often in the past 3 months have you listened to the following radio stations?.....Any other leading speech radio stations (including LBC and Talk Radio) by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
At least daily	109 5%	31+++IJ 10%	17+++IJ 11%	11+++i 10%	10+++hij 12%	18+ 7%	15 7%	10 8%	30 6%	63 5%	72 5%
At least weekly	156 6%	41+++ij 13%	21++ 13%	21+++IJ 20%	21+++abHIJ 27%	39+++IJ 16%	33+++IJ 16%	27+++hIJ 21%	72+++IJ 13%	102++ 8%	116++ 8%
At least monthly	135 6%	29++ 10%	23++Ij 15%	25+++AHIJ 23% ++AbefHIJ	22 28%	35+++IJ 15%	29++Ij 14%	25+++AhIJ 19%	67+++IJ 12%	92++ 8%	110++ 8%
Less often	209 9%	31 10%	15 9%	11 10%	10 12%	28 12%	26 12%	15 12%	58 11%	124+ 10%	136+ 10%
I've not listened to this in the last 3 months	1759	169--CDG	72--D	36--d	14--	117--cDg	104--cDg	48--D	307--CDG	801 --ABCDEFH	913--ABCDEFGH
	73%	56%	46%	34%	17%	49%	49%	37%	56%	67% H	67%
I don't know	39 2%	3 1%	8++aiJ 5%	3 3%	3 4%	5 2%	4 2%	4 3%	12 2%	22 2%	23 2%
NET: At least weekly	265 11%	72+++IJ 24%	38+++IJ 24%	32+++hIJ 30% ++abefHIJ	30 39%	56+++IJ 23%	49+++IJ 23%	37+++hIJ 29%	102+++ij 19%	164++ 14%	188++ 14%
NET: Less often/ not listened	1968	200--CDG	87--D	47--	23--	145--cDg	130--cDg	63--d	366--bCDG	925 --ABCDEFH	1049--ABCDEFGH
	82%	66%	56%	44%	30%	60%	61%	49%	67%	77% H	77%

95% lower case or +, 99% UPPER CASE or ++

Table 151 (continuation)

Zlcr9. How often in the past 3 months have you listened to the following radio stations?.....Any other leading speech radio stations (including LBC and Talk Radio) by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
At least daily	109 5%	18++IJ 14%	9 28%	7 23%	6 26%	11 7%	12+ 9%	9++efHIJ 22%	23+ 8%	58+ 6%	64+ 6%	6 8%	4 14%	8 28%	3 14%	9++ 13%	35++B 7%	74-- 4%
At least weekly	156 6%	18++ij 14%	7 20%	9 29%	5 22%	16+ 11%	19++ij 14%	10++IJ 23%	41++Ij 13%	74 7%	90++ 8%	9+ 14%	3 10%	6 20%	8 33%	7 10%	66++B 13%	89-- 5%
At least monthly	135 6%	10 8%	6 17%	3 10%	6 27%	21++ij 15%	13+ 10%	7++ij 17%	42++IJ 14%	76++ 8%	88++ 8%	2 2%	4 13%	5 15%	3 13%	5 7%	46++B 9%	89-- 5%
Less often	209 9%	13 10%	1 4%	2 6%	3 15%	15 11%	16 12%	4 9%	33 11%	98 10%	107 10%	6 9%	7 24%	- -%	3 12%	9 13%	47 9%	162 8%
I've not listened to this in the last 3 months	1759	69--G	8	8	1	79--G	70--G	11--	166--G	685 --AEFGH	737--AefGH	46	12	11	6	39--	296--	1463++A
	73%	53%	25%	27%	6%	55%	54%	26%	54%	68%	67%	67%	39%	37%	27%	57%	60%	77%
I don't know	39 2%	* *%	2 5%	1 4%	1 4%	2 1%	1 *%	1 2%	3 1%	13 1%	14 1%	* *%	- -%	- -%	* 1%	* *%	7 1%	32 2%
NET: At least weekly	265 11%	36++IJ 28%	16 49%	16 52%	11 48%	26++ 18%	31++IJ 24%	18++EFHIJ 45%	64++IJ 21%	133+ 13%	154++ 14%	15+ 22%	7 23%	14 48%	11 47%	16++ 23%	101++B 20%	163-- 9%
NET: Less often/ not listened	1968	82--G	10	10	5	95--G	86--G	15--	198--G	782 --AEFGH	844--AefGH	52	19	11	9	48-	343--	1625++A
	82%	64%	29%	33%	21%	66%	66%	36%	64%	78%	77%	75%	64%	37%	39%	70%	69%	85%

95% lower case or +, 99% UPPER CASE or ++

Table 151 (continuation)

Zlcr9. How often in the past 3 months have you listened to the following radio stations?.....Any other leading speech radio stations (including LBC and Talk Radio)

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
At least daily	109 5%	4 3%	32 4%	31 4%	42 6%	66++CD 7%	31 4%	2- 1%	9- 2%	42++CD 7%	32cd 6%	2- 1%	33-- 3%	65++B 8%	15-- 2%
At least weekly	156 6%	2 1%	49 7%	55 8%	50 7%	72d 7%	50d 7%	20D 10%	13-- 3%	50+D 9%	65++D 12%	19++D 12%	19-- 2%	80++B 9%	26-- 3%
At least monthly	135 6%	2 2%	58++D 8%	42 6%	32 4%	49 5%	49 6%	18a 9%	19 4%	24 4%	54++AD 10%	29++AbD 18%	28-- 3%	65++B 8%	21-- 3%
Less often	209 9%	-- -%	75ad 10%	79+ad 11%	52a 7%	87 9%	63 8%	26d 13%	29 7%	60D 11%	59D 11%	23+D 14%	63-- 6%	83b 10%	47- 6%
I've not listened to this in the last 3 months	1759 73%	137++BCD 95%	516-- 69%	512 71%	571b 75%	717 71%	549c 73%	137- 65%	343++ABC 81%	395-BC 69%	324--c 60%	82-- 50%	951++ABC 86%	551-- 64%	631++A 84%
I don't know	39 2%	- -%	16c 2%	5- 1%	17c 2%	16 2%	8 1%	6 3%	9 2%	1- *%	8 2%	7++AbD 5%	8-- 1%	11 1%	13 2%
NET: At least weekly	265 11%	6 4%	81 11%	85 12%	93 12%	138++D 14%	81D 11%	23d 11%	23-- 5%	92++D 16%	97++D 18%	21D 13%	52-- 5%	145++B 17%	41-- 5%
NET: Less often/ not listened	1968 82%	137+Bcd 95%	591 79%	590 82%	623 82%	803 80%	612 82%	163 78%	372++AbC 88%	456BC 79%	383-- 71%	105-- 65%	1014++ABC 92%	634-- 74%	678++A 90%

95% lower case or +, 99% UPPER CASE or ++

Table 152

Z1c. How often in the past 3 months have you listened to the following radio stations?

by .

Base: All respondents

	Any BBC Radio station (i ncluding BBC Sounds)	Any Heart radio station	Classic FM	Any Capital radio station	Any Smooth radio station	Any Kiss radio station	Any Absolute radio station	Any other community or local radio station	Any other leading speech radio stations (i ncluding LBC and Talk Radio)
Unweighted row	2407	2407	2407	2407	2407	2407	2407	2407	2407
Effective sample size	1812	1812	1812	1812	1812	1812	1812	1812	1812
Weighted Total	2407	2407	2407	2407	2407	2407	2407	2407	2407
At least daily	574 24%	186 8%	97 4%	116 5%	95 4%	83 3%	72 3%	182 8%	109 5%
At least weekly	542 23%	329 14%	197 8%	212 9%	219 9%	154 6%	199 8%	277 12%	156 6%
At least monthly	162 7%	213 9%	156 6%	192 8%	190 8%	156 6%	176 7%	136 6%	135 6%
Less often	183 8%	218 9%	229 10%	207 9%	226 9%	230 10%	231 10%	238 10%	209 9%
I've not listened to this in the last 3 months	919 38%	1435 60%	1693 70%	1647 68%	1646 68%	1756 73%	1690 70%	1540 64%	1759 73%
I don't know	26 1%	26 1%	34 1%	34 1%	31 1%	29 1%	40 2%	35 1%	39 2%
NET: At least weekly	1116 46%	515 21%	294 12%	327 14%	314 13%	236 10%	271 11%	459 19%	265 11%
NET: Less often/ not listened	1102 46%	1653 69%	1922 80%	1855 77%	1872 78%	1986 82%	1921 80%	1778 74%	1968 82%

Table 153
<Z1a/b/c> - Summary table for services used at least weekly
by
Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Any BBC TV channel	1754 73%	1363 73%	391 74%	841 71%	909 75%	421-- 56%	634A 75%	698++AB 86%	504++BCD 80%	558 72%	309-- 68%	383 70%	1483 73%	132 67%	86 75%	52b 78%	1471-- 72%	280++A 80%
Any ITV / STV / UTV channel	1536 64%	1168-- 62%	368+a 70%	723-- 61%	812+a 67%	361-- 48%	552A 66%	621++AB 77%	416 66%	467-- 60%	297 66%	356 65%	1298 64%	115 58%	73 63%	48+aB 73%	1298 63%	236 67%
Any Channel 4 channel	1309 54%	1026 55%	283 54%	620 53%	688 57%	323-- 43%	495++A 59%	490++A 60%	361 57%	418 54%	236 52%	294 54%	1104 55%	94 48%	69b 60%	41b 61%	1106 54%	202 57%
Any Channel 5 channel	1019 42%	786 42%	233 44%	471-- 40%	545+a 45%	221-- 29%	355A 42%	442++AB 54%	261 41%	305 39%	203 45%	249b 46%	853 42%	79 40%	55 47%	32 48%	867 42%	150 43%
Dave / Really / Yesterday / Drama	661 27%	538 29%	123 23%	370++B 31%	289-- 24%	178-- 24%	228 27%	256++A 32%	177 28%	207 27%	141 31%	136 25%	561 28%	49 25%	36 31%	15 22%	571 28%	89 25%
Any Sky TV channel (e.g. Skyl, Sky Atlantic, Sky Sports)	931 39%	742 39%	189 36%	528++B 45%	402-- 33%	259-- 34%	400++AC 48%	270-- 33%	276++D 44%	300d 39%	182d 40%	172-- 32%	793 39%	69 35%	41 36%	27 40%	808 39%	120 34%
BBC iPlayer	887 37%	756++B 40%	131-- 25%	449 38%	436 36%	301c 40%	307 37%	279 34%	288++bCD 46%	293C 38%	130-- 29%	176-- 32%	757 37%	65 33%	42 36%	23 34%	768 37%	118 33%
ITV Hub	506 21%	428++B 23%	79-- 15%	226 19%	279+a 23%	177 23%	173 21%	155 19%	146 23%	161 21%	86 19%	113 21%	443+B 22%	25-- 12%	26b 23%	12 18%	442 22%	63 18%
STV Player	124 5%	117++B 6%	7-- 1%	79++B 7%	45-- 4%	72++BC 10%	39C 5%	12-- 1%	42 7%	32 4%	28 6%	22 4%	89--c 4%	31++ACD 16%	1-- 1%	2 4%	114 6%	9 3%
S4C Clic	96 4%	95++B 5%	1-- *%	67++B 6%	28-- 2%	67++BC 9%	19-- 2%	9-- 1%	30d 5%	37d 5%	18 4%	12-- 2%	81 4%	8 4%	5 4%	2 3%	89 4%	7 2%
All4	423 18%	387++B 21%	35-- 7%	208 18%	212 17%	168++C 22%	162C 19%	91-- 11%	131+c 21%	143 18%	63 14%	85 16%	361 18%	32 16%	17 15%	12 18%	376b 18%	46-- 13%
My5	273 11%	254++B 14%	19-- 4%	136 12%	136 11%	117++bC 16%	97C 12%	58-- 7%	80 13%	85 11%	51 11%	57 10%	234 12%	22 11%	10 9%	7 10%	245b 12%	26-- 7%
Netflix	1201 50%	965+b 51%	236-- 45%	554-- 47%	641+a 53%	534++BC 71%	448+C 53%	218-- 27%	328d 52%	401d 52%	231 51%	241-- 44%	1010 50%	105 53%	53 46%	31 47%	1042 51%	156 44%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
<Z1a/b/c> - Summary table for services used at least weekly
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
NOW TV	280 12%	241++B 13%	39-- 7%	167++B 14%	114-- 9%	131++bC 17%	107C 13%	43-- 5%	87d 14%	93 12%	50 11%	51 9%	246cd 12%	22 11%	8 7%	4-- 6%	251 12%	30 8%
Amazon Prime Video	808 34%	649 35%	160 30%	421 36%	386 32%	328++C 43%	330++C 39%	149-- 18%	233 37%	254 33%	146 32%	176 32%	689 34%	65 33%	36 31%	19 28%	707 34%	102 29%
Disney+	426 18%	354+b 19%	72-- 14%	221 19%	201 17%	224++BC 30%	159C 19%	43-- 5%	122 19%	124 16%	90 20%	90 16%	366 18%	32 16%	16 14%	12 17%	385++b 19%	42-- 12%
YouTube	1105 46%	947++B 50%	158-- 30%	607++B 51%	492-- 40%	526++BC 70%	388C 46%	190-- 23%	295 47%	353 45%	204 45%	253 46%	944C 47%	89c 45%	39-- 33%	30c 45%	990++B 48%	113-- 32%
BritBox	135 6%	124++B 7%	11-- 2%	90++B 8%	44-- 4%	87++BC 12%	36C 4%	12-- 1%	46d 7%	48 6%	19 4%	22 4%	123+cd 6%	10 5%	2-- 2%	1-- 1%	123 6%	12 3%
Any BBC Radio station (including BBC Sounds)	1116 46%	850 45%	266 50%	619++B 52%	494-- 41%	271-- 36%	379A 45%	465++AB 57%	371++BCD 59%	357D 46%	209D 46%	180-- 33%	936 46%	88 45%	61 53%	32 47%	899-- 44%	215++A 61%
Any Heart radio station	515 21%	422 22%	93 18%	248 21%	266 22%	212++C 28%	214++C 26%	89-- 11%	110-- 17%	168 22%	130++AbD 29%	107 20%	459++BD 23%	25--d 13%	29BD 25%	3-- 5%	454 22%	61 17%
Classic FM	294 12%	263++B 14%	31-- 6%	202++B 17%	93-- 8%	105 14%	88 10%	100 12%	109++BcD 17%	90d 12%	53 12%	43-- 8%	260+C 13%	20 10%	7-- 6%	8c 12%	258 13%	36 10%
Any Capital radio station	327 14%	287++B 15%	40-- 8%	169 14%	158 13%	176++BC 23%	116C 14%	34-- 4%	88 14%	98 13%	75 17%	66 12%	286D 14%	22d 11%	16D 14%	3-- 4%	304++B 15%	23-- 6%
Any Smooth radio station	314 13%	268++B 14%	46-- 9%	171 14%	143 12%	109c 14%	123c 15%	82-- 10%	89 14%	110d 14%	61 13%	55-- 10%	285++CD 14%	20d 10%	7-- 6%	2-- 3%	287++B 14%	26-- 8%
Any Kiss radio station	236 10%	207++B 11%	29-- 6%	119 10%	116 10%	136++BC 18%	88C 10%	12-- 1%	57 9%	82 11%	49 11%	48 9%	210+bd 10%	9-- 5%	14Bd 12%	3-- 4%	213 10%	24 7%
Any Absolute radio station	271 11%	242++B 13%	28-- 5%	173++B 15%	96-- 8%	104+C 14%	116+C 14%	49-- 6%	71 11%	81 10%	67+d 15%	52 9%	234 12%	22 11%	8 7%	6 9%	241 12%	29 8%
Any other community or local radio station	459 19%	359 19%	100 19%	259++B 22%	199-- 16%	144 19%	167 20%	148 18%	117 19%	138 18%	105+b 23%	99 18%	356-- 18%	49+a 25%	26 22%	29++ABC 43%	392 19%	67 19%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Any other leading speech radio stations (including LBC and Talk Radio)	265 11%	229++B 12%	35-- 7%	188++B 16%	77-- 6%	84 11%	97 12%	84 10%	85D 13%	81 10%	57d 13%	42- 8%	233+ 12%	15 8%	9 8%	7 10%	240+b 12%	25- 7%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Any BBC TV channel	1754 73%	1597++BCD 75%	140-- 56%	72-- 54%	38-- 55%	1077 72%	636+ 76%	404 72%	1274 73%	408-- 68%	1322++a 74%	201 70%	533 71%	823+ 75%	196 72%
Any ITV / STV / UTV channel	1536 64%	1408++BCD 66%	112-- 45%	57-- 43%	29-- 43%	935 62%	563+a 67%	350 62%	1118 64%	370 62%	1143 64%	177 62%	437-- 58%	730+B 67%	192+B 70%
Any Channel 4 channel	1309 54%	1190++BCD 56%	104-- 42%	55-- 41%	28-- 41%	819 55%	464 55%	286 51%	963 55%	334 56%	952 54%	145 50%	383 51%	613 56%	168+aB 61%
Any Channel 5 channel	1019 42%	932++BCD 44%	74-- 30%	37-- 28%	19-- 28%	617 41%	372 44%	235 42%	726 42%	249 42%	744 42%	121 42%	266-- 35%	477B 44%	155++ABC 56%
Dave / Really / Yesterday / Drama	661 27%	601+Bc 28%	50-- 20%	24-- 18%	13 19%	410 27%	238 28%	160 28%	458 26%	173 29%	469 26%	68 24%	149-- 20%	337++B 31%	107++ABC 39%
Any Sky TV channel (e.g. Sky1, Sky Atlantic, Sky Sports)	931 39%	813 38%	108 43%	58 43%	31 45%	633++B 42%	277-- 33%	173-- 31%	711++A 41%	290++B 49%	618-- 35%	69-- 24%	254--a 34%	478++AB 44%	131++AB 48%
BBC iPlayer	887 37%	789 37%	87 35%	48 36%	23 34%	619++B 41%	253-- 30%	196 35%	656 38%	234 39%	636 36%	54-- 19%	241--A 32%	467++AB 43%	125++AB 45%
ITV Hub	506 21%	451 21%	53 21%	32 24%	15 21%	352++B 23%	143-- 17%	103 18%	377 22%	155++B 26%	337-- 19%	30-- 10%	110-- 15%	270++AB 25%	96++ABC 35%
STV Player	124 5%	107 5%	14 6%	7 5%	4 6%	92+b 6%	31-- 4%	31 5%	79 5%	48++B 8%	62-- 3%	7 2%	15-- 2%	68B 6%	34++ABC 12%
S4C Clic	96 4%	79 4%	17+a 7%	9 7%	6a 8%	67 4%	26 3%	27 5%	58-- 3%	40++B 7%	39-- 2%	7 2%	6-- 1%	49B 4%	34++ABC 12%
All4	423 18%	374 18%	46 18%	19 14%	15 22%	301++B 20%	113-- 13%	94 17%	304 17%	144++B 24%	265-- 15%	24-- 8%	97-- 13%	222++AB 20%	79++ABC 29%
My5	273 11%	236 11%	32 13%	16 12%	10 15%	192+b 13%	73-- 9%	70 12%	180-- 10%	107++B 18%	150-- 8%	9-- 3%	57--a 8%	147++AB 13%	60++ABC 22%
Netflix	1201 50%	1032-- 49%	157++A 63%	81+A 61%	45++A 66%	860++B 57%	311-- 37%	266 47%	885 51%	419++B 70%	762-- 43%	72-- 25%	341--A 45%	619++AB 57%	169++AB 62%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
NOW TV	280 12%	247 12%	26 10%	13 10%	6 9%	206++B 14%	66-- 8%	57 10%	206 12%	108++B 18%	156-- 9%	15-- 5%	63-- 8%	154++AB 14%	50++AB 18%
Amazon Prime Video	808 34%	712 34%	90 36%	40 30%	31+ac 46%	590++B 39%	199-- 24%	179 32%	590 34%	278++B 47%	511-- 29%	46-- 16%	213--A 28%	416++AB 38%	133++ABC 49%
Disney+	426 18%	370 17%	55 22%	27 20%	16 23%	302++B 20%	112-- 13%	100 18%	308 18%	210++B 35%	201-- 11%	23-- 8%	111-a 15%	209Ab 19%	84++ABC 31%
YouTube	1105 46%	893-- 42%	202++A 81%	113++A 85%	58++A 85%	745++B 50%	327-- 39%	291++B 52%	766- 44%	339++B 57%	743-- 42%	72-- 25%	310--A 41%	567++AB 52%	156++AB 57%
BritBox	135 6%	108-- 5%	23+a 9%	13+a 10%	4 6%	93 6%	43 5%	38 7%	84- 5%	50++B 8%	71-- 4%	6- 2%	20-- 3%	75+aB 7%	34++ABC 12%
Any BBC Radio station (including BBC Sounds)	1116 46%	1022++BCD 48%	79-- 32%	40-- 30%	20-- 29%	728+b 48%	364 43%	235- 42%	832+a 48%	251- 42%	846a 48%	122 42%	335 45%	514 47%	146+ab 53%
Any Heart radio station	515 21%	442 21%	63 25%	36 27%	19 27%	381++B 25%	119-- 14%	123 22%	359 21%	218++B 37%	279-- 16%	33-- 12%	132-- 18%	259+AB 24%	90++ABC 33%
Classic FM	294 12%	249- 12%	40 16%	22 16%	12 18%	197 13%	90 11%	81 14%	195- 11%	84 14%	196-- 11%	24 8%	65-- 9%	157+aB 14%	49++AB 18%
Any Capital radio station	327 14%	261-- 12%	59++A 24%	29++A 22%	21++A 30%	250++B 17%	72-- 9%	74 13%	230 13%	153++B 26%	159-- 9%	13-- 4%	63-- 8%	194++AB 18%	57++AB 21%
Any Smooth radio station	314 13%	265- 12%	43a 17%	18 14%	18++Ac 26%	225++B 15%	82-- 10%	72 13%	223 13%	105++B 18%	192-- 11%	17-- 6%	67-- 9%	177++AB 16%	53++AB 19%
Any Kiss radio station	236 10%	182-- 9%	50++A 20%	24++A 18%	19++A 27%	182++B 12%	45-- 5%	53 9%	167 10%	107++B 18%	112-- 6%	13- 5%	58- 8%	120ab 11%	44++ABC 16%
Any Absolute radio station	271 11%	234 11%	34 14%	20 15%	9 13%	214++B 14%	53-- 6%	68 12%	182 10%	100++B 17%	157-- 9%	20 7%	55-- 7%	146++aB 13%	50++AB 18%
Any other community or local radio station	459 19%	414 19%	43 17%	22 17%	11 16%	314+b 21%	137- 16%	133++B 24%	309- 18%	136+B 23%	309-- 17%	29-- 10%	108-- 14%	237+AB 22%	85++ABC 31%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Any other leading speech radio stations (including LBC and Talk Radio)	265 11%	224 11%	40++a 16%	22+a 17%	13+a 19%	194++B 13%	67-- 8%	62 11%	188 11%	81+b 14%	170-- 10%	17- 6%	43-- 6%	152++AB 14%	54++ABc 20%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Any BBC TV channel	1754 73%	210Dg 69%	115DG 74%	66-- 62%	40-- 52%	168Dg 69%	136-- 64%	73-- 56%	381DG 70%	853DG 71%	976DG 71%
Any ITV / STV / UTV channel	1536 64%	197dG 65%	105dG 67%	65 61%	39-- 50%	150g 62%	124 58%	65-- 50%	338g 62%	729--g 61%	843-g 62%
Any Channel 4 channel	1309 54%	168 55%	90 58%	63 59%	44 57%	142 59%	116 55%	77 59%	300 55%	635 53%	735 54%
Any Channel 5 channel	1019 42%	146i 48%	85++IJ 55%	56i 52%	46++IJ 59%	114 47%	99 47%	59 45%	259+i 47%	491 41%	574 42%
Dave / Really / Yesterday / Drama	661 27%	121++IJ 40%	76++ehIJ 49%	53++IJ 49%	37++IJ 47%	91++i 38%	81++i 38%	49+ 38%	212++IJ 39%	354 29%	431++ 31%
Any Sky TV channel (e.g. Skyl, Sky Atlantic, Sky Sports)	931 39%	153++IJ 50%	73 47%	63++gIJ 59%	38 49%	147 61%	102++ 48%	56 43%	276++IJ 50%	490 41%	578++ 42%
BBC iPlayer	887 37%	130+ 43%	77++ij 50%	55++ij 52%	45++aIJ 57%	130++aIJ 54%	106++iJ 50%	73++aIJ 56%	260++IJ 47%	478+ 40%	544++ 40%
ITV Hub	506 21%	94++j 31%	51++j 33%	49++ahIJ 46%	31++IJ 40%	97++ahIJ 40%	75++IJ 35%	55++ahIJ 42%	176++IJ 32%	299++ 25%	336++ 25%
STV Player	124 5%	40++IJ 13%	34++ahIJ 22%	37 34%	32 40%	47++hIJ 19%	37++IJ 17%	34++AHIJ 26%	72++IJ 13%	79++ 7%	91++ 7%
S4C Clic	96 4%	32++IJ 11%	33++AhIJ 21%	35 32%	33 42%	47++AhIJ 19%	37++aIJ 17%	34++AHIJ 26%	67++IJ 12%	69++ 6%	81++ 6%
All4	423 18%	87++IJ 29%	59++HIJ 38%	48 44%	39 50%	73++IJ 30%	58++j 27%	55 42%	140++ij 26%	252++ 21%	280++ 20%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
My5	273	65++IJ	54++AfHIJ ++AEFHJ	51 ++ABEFgHI J	43	65++IJ	51++IJ ++AfHIJ	47	117++IJ	170++	190++
	11%	21%	35%	48%	55%	27%	24%	36%	21%	14%	14%
Netflix	1201	159	80	59	39	152++ab	125+ ++ABcDfHI J	93	316++	676++	766++
	50%	52%	51%	55%	50%	63%	59%	71%	58%	56%	56%
NOW TV	280	72++IJ	41++IJ ++AbEFHIJ	43 ++AbEFHIJ	34	60++IJ	45++ij	43+++fHIJ	108++ij	169++	201++
	12%	24%	26%	40%	43%	25%	21%	33%	20%	14%	15%
Amazon Prime Video	808	133++	69++	58++IJ	40++	118++iJ	104++iJ	72++aIJ	252++iJ	472++	531++
	34%	44%	45%	54%	51%	49%	49%	55%	46%	39%	39%
Disney+	426	65	46++ij	39+++AIJ	31+++AfIJ	80+++AIJ	56++	47+++AIJ	158+++aIJ	254++	297++
	18%	21%	30%	36%	40%	33%	26%	36%	29%	21%	22%
YouTube	1105	166++	85+	71++j	51++	152++j	124++ ++ABeFHIJ	96	310++	669++	748++
	46%	54%	55%	66%	66%	63%	58%	74%	57%	56%	55%
BritBox	135	42++IJ	35+++ahIJ ++AeFHIJ	34 ++ABEFHIJ	34	49++IJ	35++IJ ++AEFHJ	44	82++IJ	90++	111++
	6%	14%	23%	32%	43%	20%	17%	33%	15%	7%	8%
Any BBC Radio station (including BBC Sounds)	1116	149	81	57	43	129+	98	58	265	593+	666+
	46%	49%	52%	54%	55%	53%	46%	44%	49%	49%	49%
Any Heart radio station	515	79	50++	50 ++AbfHIJ	33+++aIJ	100+++AhIJ	68++	52+++AIJ	175+++IJ	303++	346++
	21%	26%	32%	47%	42%	42%	32%	40%	32%	25%	25%
Classic FM	294	70++IJ	46++IJ	41+++AEHIJ ++AbEFHIJ	35	56++iJ	58++IJ	43+++aHIJ	117+++iJ	191++	212++
	12%	23%	30%	38%	45%	23%	27%	33%	21%	16%	15%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Any Capital radio station	327	61++	48++aIJ	38++AhIJ	32++AfHIJ	73++aIJ	55++ij	48	134++IJ	219++	244++
	14%	20%	31%	35%	41%	30%	26%	37%	25%	18%	18%
Any Smooth radio station	314	59++	42++IJ	41	27++ahIJ	61++IJ	53++IJ	39++ahIJ	116++ij	191++	216++
	13%	19%	27%	38%	34%	25%	25%	30%	21%	16%	16%
Any Kiss radio station	236	47++	37++IJ	31++AfhIJ	29++AFHIJ	64++AfhIJ	37++	37	106++IJ	155++	176++
	10%	16%	24%	29%	37%	26%	18%	28%	19%	13%	13%
Any Absolute radio station	271	55++	45++aHIJ	39	28	54++IJ	41++ij	45	98++ij	163++	183++
	11%	18%	29%	36%	36%	23%	19%	35%	18%	14%	13%
Any other community or local radio station	459	92++ij	60++hIJ	40++IJ	38	70++	65++ij	47++IJ	153++ij	270++	315++
	19%	30%	39%	38%	48%	29%	31%	36%	28%	22%	23%
Any other leading speech radio stations (including LBC and Talk Radio)	265	72++IJ	38++IJ	32++hIJ	30	56++IJ	49++IJ	37++hIJ	102++ij	164++	188++
	11%	24%	24%	30%	39%	23%	23%	29%	19%	14%	14%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Any BBC TV channel	1754 73%	95 74%	22 67%	21 67%	13 56%	108 75%	97 74%	31 77%	225 73%	740 74%	800 73%	53 77%	22 73%	20 68%	16 69%	51 74%	393++B 79%	1362-- 71%
Any ITV / STV / UTV channel	1536 64%	85 66%	23 69%	21 68%	13 56%	95 66%	87 66%	25 62%	194 63%	626 62%	673-- 61%	47 68%	19 63%	19 63%	17 70%	43 62%	337 68%	1199 63%
Any Channel 4 channel	1309 54%	79 61%	21 62%	24 78%	14 58%	88 61%	75 57%	29+ij 72%	183 59%	539 54%	594 54%	41 60%	19 65%	18 60%	15 62%	43 62%	285 57%	1024 54%
Any Channel 5 channel	1019 42%	61 47%	17 51%	19 63%	20 82%	69 48%	67 51%	21 52%	151+ij 49%	414 41%	455 41%	28 41%	14 45%	19 65%	13 55%	31 45%	242++B 49%	777-- 41%
Dave / Really / Yesterday / Drama	661 27%	54++ij 42%	17 50%	18 59%	12 50%	51 35%	53++i 40%	21++IJ 52%	118++ij 38%	308+ 31%	342++ 31%	25 36%	12 39%	17 59%	16 67%	25 37%	191++B 38%	471-- 25%
Any Sky TV channel (e.g. Skyl, Sky Atlantic, Sky Sports)	931 39%	69++ij 54%	22 66%	21 66%	9 39%	92++fhIJ 64%	66+ 50%	24++ij 60%	163++IJ 53%	424++ 42%	467++ 42%	34 49%	16 55%	19 65%	14 61%	36+ 52%	225++B 45%	706-- 37%
BBC iPlayer	887 37%	68++ij 53%	16 47%	17 55%	13 55%	79++IJ 55%	67++ij 52%	26++IJ 64%	150++ij 49%	400+ 40%	442++ 40%	33 48%	16 53%	19 65%	20 84%	31 45%	233++B 47%	654-- 34%
ITV Hub	506 21%	47++IJ 37%	19 56%	18 59%	14 58%	57++IJ 40%	46++ij 35%	21++IJ 52%	110++IJ 36%	249++ 25%	278++ 25%	21 31%	12 40%	14 46%	18 76%	21 31%	138++B 28%	368-- 19%
STV Player	124 5%	18++IJ 14%	14 41%	12 38%	12 50%	21++IJ 14%	17++IJ 13%	14 34%	39++IJ 13%	58 6%	69+ 6%	4 6%	2 8%	11 37%	11 48%	4 5%	57++B 11%	67-- 4%
S4C Clic	96 4%	15++IJ 11%	13 38%	12 40%	16 66%	20++IJ 14%	15++IJ 12%	13 32%	40++IJ 13%	44 4%	60++ 5%	4 6%	2 8%	8 28%	11 45%	2 2%	60++B 12%	36-- 2%
All4	423 18%	48++eIJ 37%	19 57%	17 53%	14 59%	36+ 25%	33+ 26%	22++EFHJ 53%	83++i 27%	208++ 21%	235++ 21%	23++ 34%	12 41%	12 42%	15 65%	22++ 32%	124++B 25%	299-- 16%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
My5	273	30++IJ	15	17	17	31+++ij	30++IJ	21	71++IJ	128	148++	10	7	13	12	13	99++B	174--
	11%	23%	46%	56%	72%	22%	23%	51%	23%	13%	13%	15%	23%	44%	51%	19%	20%	9%
Netflix	1201	61	24	19	15	95++A	76	32	184++a	576++	620++	35	14	13	16	29	249	952
	50%	48%	72%	61%	62%	66%	58%	77%	60%	57%	56%	50%	46%	44%	70%	43%	50%	50%
NOW TV	280	31++IJ	12	13	11	31+++ij	26++	18	61+++ij	133	154++	12	8	11	11	16++	84++B	196--
	12%	24%	36%	41%	47%	22%	20%	44%	20%	13%	14%	17%	27%	37%	46%	23%	17%	10%
Amazon Prime Video	808	50	17	16	12	70+++ij	62++	23+++ij	143+++ij	393++	427++	24	14	12	14	22	208++B	600--
	34%	39%	52%	52%	52%	49%	47%	57%	47%	39%	39%	35%	46%	41%	60%	32%	42%	31%
Disney+	426	32+	14	12	15	50++IJ	35+	14++	91+++Ij	212++	242++	13	10	9	13	14	102	325
	18%	25%	42%	39%	62%	35%	27%	34%	29%	21%	22%	19%	34%	30%	57%	20%	20%	17%
YouTube	1105	70	25	21	16	86++	72	32	169++	556++	604++	32	20	18	18	34	245	860
	46%	54%	74%	66%	68%	60%	55%	78%	55%	55%	55%	46%	66%	62%	75%	50%	49%	45%
BritBox	135	17++IJ	12	12	11	22++IJ	15++i	18	43++IJ	59	78+	4	3	10	11	5	61++B	75--
	6%	13%	35%	38%	46%	15%	12%	45%	14%	6%	7%	6%	10%	32%	46%	7%	12%	4%
Any BBC Radio station (including BBC Sounds)	1116	78++j	20	20	15	77	69	27+	160	513++	550++	41	20	17	19	36	267++B	850--
	46%	61%	61%	65%	61%	54%	53%	65%	52%	51%	50%	60%	68%	56%	80%	52%	54%	44%
Any Heart radio station	515	30	19	18	11	64++AIJ	43++	23	113++aIJ	252++	281++	11	7	12	12	10	126+b	389-
	21%	23%	57%	58%	45%	45%	33%	55%	37%	25%	26%	16%	23%	41%	51%	15%	25%	20%
Classic FM	294	42++eIJ	18	17	13	27+	31+++i	23	70++Ij	154++	180++	18++	11	14	13	22++	94++B	200--
	12%	33%	53%	54%	54%	18%	24%	56%	23%	15%	16%	26%	35%	46%	54%	31%	19%	10%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Any Capital radio station	327	31++	16	16	13	37++	27+	20	77++ij	183++	204++	10	10	11	12	12	102++B	225--
	14%	24%	49%	50%	54%	26%	21%	49%	25%	18%	19%	14%	33%	39%	49%	17%	20%	12%
Any Smooth radio station	314	30++	19	15	9	29+	35++IJ	21	76++IJ	156++	179++	11	8	11	12	13	102++B	212--
	13%	23%	57%	47%	38%	20%	27%	50%	25%	16%	16%	17%	25%	36%	51%	19%	21%	11%
Any Kiss radio station	236	16	10	11	9	34++aIJ	19	17	59++IJ	121++	139++	5	3	9	9	3	77++B	160--
	10%	13%	31%	36%	37%	24%	14%	41%	19%	12%	13%	7%	10%	29%	39%	5%	15%	8%
Any Absolute radio station	271	21	15	13	7	23	22+	22	59++ij	131+	148++	8	4	8	9	10	85++B	186--
	11%	16%	45%	40%	32%	16%	17%	53%	19%	13%	13%	12%	13%	28%	37%	15%	17%	10%
Any other community or local radio station	459	40++	17	13	16	36	42++ij	24	88++i	226++	254++	17	12	12	11	21+	130++B	329--
	19%	31%	52%	43%	68%	25%	32%	60%	29%	22%	23%	25%	39%	39%	48%	30%	26%	17%
Any other leading speech radio stations (including LBC and Talk Radio)	265	36++IJ	16	16	11	26++	31++IJ	18++EfHIJ	64++IJ	133+	154++	15+	7	14	11	16++	101++B	163--
	11%	28%	49%	52%	48%	18%	24%	45%	21%	13%	14%	22%	23%	48%	47%	23%	20%	9%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Any BBC TV channel	1754 73%	122+D 85%	549D 74%	560++D 77%	500-- 65%	1005+++CD 100%	749+++CD 100%	--- -%	--- -%	503+++CD 88%	463+++CD 85%	115d 71%	666-- 60%	624 73%	532 71%
Any ITV / STV / UTV channel	1536 64%	116+bD 80%	474D 64%	503++bD 70%	428-- 56%	870++BCD 87%	538++CD 72%	54--d 26%	72-- 17%	433+++CD 75%	403+++CD 74%	87-- 53%	603-- 55%	526 62%	491 65%
Any Channel 4 channel	1309 54%	83 58%	405D 54%	444++bD 61%	358-- 47%	751++BCD 75%	434+CD 58%	64--D 30%	57-- 14%	387+++CD 67%	340++D 63%	92D 57%	483-- 44%	469 55%	414 55%
Any Channel 5 channel	1019 42%	76d 53%	313d 42%	351++bD 49%	267-- 35%	641++BCD 64%	298CD 40%	35--d 17%	42-- 10%	306+++CD 53%	284+++CD 52%	59 36%	364-- 33%	342 40%	316 42%
Dave / Really / Yesterday / Drama	661 27%	32 22%	188 25%	222+b 31%	207 27%	392++BCD 39%	199CD 27%	33--d 16%	37-- 9%	210++D 37%	168D 31%	55D 34%	224-- 20%	271++B 32%	171-- 23%
Any Sky TV channel (e.g. Skyl, Sky Atlantic, Sky Sports)	931 39%	15-- 10%	300A 40%	306+A 42%	297A 39%	463+++CD 46%	328+++CD 44%	66-D 31%	70-- 17%	245D 43%	253++D 47%	65 40%	361-- 33%	373++B 44%	261- 35%
BBC iPlayer	887 37%	--- -%	259A 35%	312++AB 43%	303A 40%	473++bCD 47%	307+CD 41%	53--D 25%	53-- 13%	267++D 47%	247++D 46%	64D 39%	305-- 28%	363++B 42%	241-- 32%
ITV Hub	506 21%	--- -%	154A 21%	178+A 25%	167A 22%	251+++CD 25%	184+cD 25%	33d 16%	37-- 9%	136D 24%	156++cD 29%	32 19%	176-- 16%	206+b 24%	142 19%
STV Player	124 5%	- -%	38 5%	48 7%	37 5%	57d 6%	33 4%	21+++ABD 10%	11- 3%	34D 6%	51++D 9%	15+D 9%	23-- 2%	66++B 8%	17-- 2%
S4C Clic	96 4%	- -%	39 5%	29 4%	28 4%	39d 4%	28d 4%	21+++ABD 10%	5-- 1%	26D 5%	42++D 8%	7d 5%	17-- 2%	58++B 7%	4-- 1%
All4	423 18%	--- -%	125A 17%	138A 19%	157+A 20%	196D 19%	149D 20%	35d 17%	41-- 10%	108D 19%	138+++aD 26%	34D 21%	139-- 13%	190++B 22%	101-- 13%
My5	273 11%	--- -%	94A 13%	82A 11%	93A 12%	134+D 13%	92D 12%	29D 14%	18-- 4%	52 9%	102+++AD 19%	19 12%	96-- 9%	128++B 15%	54-- 7%
Netflix	1201 50%	--- -%	337--A 45%	371Ab 51%	474+++ABC 62%	423-- 42%	431+++A 58%	122+A 58%	219A 52%	247-- 43%	299+A 55%	79 49%	560a 51%	450 53%	369 49%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
NOW TV	280 12%	--- -%	86A 11%	83A 11%	108+A 14%	118d 12%	107+D 14%	24 12%	29-- 7%	68 12%	87++D 16%	29+D 18%	93-- 8%	128++B 15%	65-- 9%
Amazon Prime Video	808 34%	--- -%	200--A 27%	268+AB 37%	330+++ABc 43%	295-- 29%	296++Ad 40%	79a 38%	136 32%	191 33%	194 36%	61 37%	354 32%	318+B 37%	219-- 29%
Disney+	426 18%	--- -%	130A 17%	136A 19%	152A 20%	131-- 13%	163++A 22%	49+A 23%	81A 19%	81- 14%	130++AD 24%	40+AD 25%	172- 16%	155 18%	108- 14%
YouTube	1105 46%	--- -%	294--A 39%	338AB 47%	452+++ABC 59%	377-- 38%	364A 49%	123++Ab 59%	236++Ab 56%	215-- 37%	275+A 51%	99++AbD 61%	499a 45%	436++B 51%	284-- 38%
BritBox	135 6%	- -%	57+aD 8%	47d 7%	30- 4%	56 6%	43 6%	18d 9%	18 4%	33d 6%	48++D 9%	19++aD 12%	33-- 3%	73++B 9%	14-- 2%
Any BBC Radio station (including BBC Sounds)	1116 46%	75 52%	353D 47%	385++bD 53%	299-- 39%	626++BCD 62%	340CD 45%	60--d 29%	87-- 20%	574++CD 100%	542++CD 100%	--- -%	--- -%	440++B 51%	303-- 40%
Any Heart radio station	515 21%	7-- 5%	155A 21%	196+++ABD 27%	151A 20%	232D 23%	173D 23%	44 21%	67-- 16%	128d 22%	162++aD 30%	40d 24%	181-- 16%	190 22%	142 19%
Classic FM	294 12%	--- -%	112+Ad 15%	100A 14%	81a 11%	134D 13%	102D 14%	25 12%	31-- 7%	102++D 18%	112++D 21%	24D 15%	55-- 5%	141++B 17%	48-- 6%
Any Capital radio station	327 14%	1-- 1%	89a 12%	124+++Ab 17%	110A 14%	145d 14%	113d 15%	28 13%	41- 10%	82D 14%	126++AcD 23%	22d 14%	96-- 9%	138+b 16%	86 11%
Any Smooth radio station	314 13%	*-- *%	107A 14%	115+Ad 16%	89A 12%	157++D 16%	95D 13%	31D 15%	30-- 7%	88D 15%	108++D 20%	25D 15%	92-- 8%	144++B 17%	74-- 10%
Any Kiss radio station	236 10%	1- 1%	75a 10%	87+a 12%	70a 9%	96 10%	80d 11%	33++aD 16%	26- 6%	64D 11%	79++D 15%	32++AD 20%	59-- 5%	97 11%	61 8%
Any Absolute radio station	271 11%	5 3%	85 11%	89a 12%	91 12%	127D 13%	94D 13%	25d 12%	23-- 6%	69D 12%	107++AD 20%	23D 14%	70-- 6%	124++B 15%	47-- 6%
Any other community or local radio station	459 19%	21 15%	143 19%	157 22%	134 18%	232++bcD 23%	139d 19%	31 15%	54-- 13%	133+D 23%	156++CD 29%	29 18%	139-- 13%	184+b 22%	122- 16%

95% lower case or +, 99% UPPER CASE or ++

Table 153 (continuation)
 <Z1a/b/c> - Summary table for services used at least weekly
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Any other leading speech radio stations (including LBC and Talk Radio)	265 11%	6 4%	81 11%	85 12%	93 12%	138++D 14%	81D 11%	23d 11%	23-- 5%	92++D 16%	97++D 18%	21D 13%	52-- 5%	145++B 17%	41-- 5%

95% lower case or +, 99% UPPER CASE or ++

Table 154

Z2. How many adults aged 16+ are there in your household altogether (including yourself)?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
1	553 23%	407- 22%	146+a 28%	296+b 25%	256- 21%	115-- 15%	191A 23%	248++AB 31%	113-- 18%	191Ac 25%	79-- 17%	170++AbC 31%	456 23%	53 27%	30 26%	14 21%	463 23%	90 26%
2	1143 47%	893 48%	251 47%	527- 45%	613+a 50%	305-- 40%	428+A 51%	411A 51%	337++cD 53%	374d 48%	208 46%	225-- 41%	957 47%	95 48%	58 50%	33 50%	960 47%	183 52%
3	378 16%	304 16%	74 14%	195 17%	181 15%	136C 18%	141c 17%	101-- 12%	95 15%	111 14%	88+b 19%	84 15%	323 16%	28 14%	14 12%	13 19%	328 16%	48 14%
4	187 8%	156 8%	31 6%	81 7%	103 8%	100++BC 13%	52 6%	35-- 4%	49 8%	43- 6%	58++aBD 13%	37 7%	158 8%	12 6%	10 9%	5 8%	170 8%	17 5%
5+	75 3%	64 3%	11 2%	36 3%	39 3%	56++BC 7%	11-- 1%	8-- 1%	26 4%	25 3%	10 2%	15 3%	69 3%	3 2%	3 2%	1 1%	67 3%	8 2%
I'd rather not say	70 3%	56 3%	15 3%	45+b 4%	25- 2%	43++BC 6%	17 2%	9-- 1%	12 2%	32+a 4%	10 2%	17 3%	61 3%	6 3%	2 2%	* *%	64 3%	5 2%
Z2. How many adults aged 16+ are there in your household altogether (including yourself)?	2	2B	2	2	2	3BC	2C	2	2bD	2	2BD	2	2	2	2	2	2b	2
Standard deviation	1.04	1.06	.94	1.05	1.03	1.25	.90	.86	1.04	1.03	1.02	1.04	1.05	.95	1.00	.93	1.06	.91
Standard error	.02	.03	.06	.04	.03	.05	.04	.04	.05	.04	.06	.05	.03	.07	.08	.08	.03	.06

95% lower case or +, 99% UPPER CASE or ++

Table 154 (continuation)

Z2. How many adults aged 16+ are there in your household altogether (including yourself)?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
1	553 23%	509+++C 24%	41-c 16%	11-- 8%	19bC 27%	324 22%	214 25%	161++B 29%	376-- 22%	69-- 12%	484++A 27%	92++CD 32%	190cd 25%	222-- 20%	49 18%
2	1143 47%	1052++BCD 50%	79-- 32%	38-- 28%	20-- 30%	726 48%	384 46%	232-- 41%	870++A 50%	375++B 63%	766-- 43%	121 42%	358 48%	524 48%	141 51%
3	378 16%	324 15%	49 20%	30+a 22%	14 20%	257+b 17%	112-- 13%	87 15%	271 16%	88 15%	290 16%	37 13%	108 14%	183 17%	50 18%
4	187 8%	145-- 7%	39++A 15%	24++A 18%	8 12%	120 8%	64 8%	41 7%	138 8%	38 6%	147 8%	21 7%	60 8%	88 8%	18 7%
5+	75 3%	48-- 2%	26++A 10%	20++A 15%	5A 7%	41 3%	33 4%	13 2%	61 4%	12 2%	63 4%	7 2%	21 3%	40 4%	8 3%
I'd rather not say	70 3%	48-- 2%	16++A 6%	11++A 8%	3 5%	35-- 2%	32 4%	30++B 5%	22-- 1%	14 2%	26-- 1%	9 3%	14 2%	40b 4%	8 3%
Z2. How many adults aged 16+ are there in your household altogether (including yourself)?	2	2	3A	3AbD	2a	2	2	2	2a	2	2	2	2	2ab	2
Standard deviation	1.04	.97	1.41	1.47	1.31	.99	1.13	1.04	1.04	.88	1.09	1.04	1.02	1.06	.98
Standard error	.02	.02	.09	.13	.15	.03	.04	.05	.03	.04	.03	.08	.04	.04	.07

95% lower case or +, 99% UPPER CASE or ++

Table 154 (continuation)

Z2. How many adults aged 16+ are there in your household altogether (including yourself)?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
1	553 23%	58 19%	34c 22%	12-- 12%	12 16%	36-- 15%	30-- 14%	20-- 15%	98-- 18%	265cef 22%	303cef 22%
2	1143 47%	143 47%	67 43%	44 41%	30 38%	117 48%	102 48%	52 40%	262 48%	557 46%	637 47%
3	378 16%	49 16%	21 13%	21 19%	8 10%	33 14%	40 19%	19 15%	79 14%	195 16%	220 16%
4	187 8%	24 8%	13 8%	6 5%	5 7%	24 10%	15 7%	17+j 13%	49 9%	97 8%	108 8%
5+	75 3%	10 3%	6 4%	5 5%	2 3%	9 4%	11 5%	8 6%	24 4%	44 4%	52+ 4%
I'd rather not say	70	20++j	15++IJ	19++AfHIJ 20 ++ABEFgHI J		24++IJ	15++ij	15++IJ	36++ij	45+	50+
	3%	7%	10%	17%	26%	10%	7%	11%	7%	4%	4%
Z2. How many adults aged 16+ are there in your household altogether (including yourself)?	2	2	2	2	2	2	2	3aIJ	2	2	2
Standard deviation	1.04	1.08	1.11	1.25	1.16	1.09	1.07	1.30	1.11	1.08	1.08
Standard error	.02	.07	.11	.15	.17	.08	.08	.13	.06	.04	.03

95% lower case or +, 99% UPPER CASE or ++

Table 154 (continuation)

Z2. How many adults aged 16+ are there in your household altogether (including yourself)?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
1	553 23%	20 16%	5 16%	5 16%	6 26%	24 16%	21 16%	6 14%	54- 17%	228 23%	248 23%	12 18%	4 12%	4 15%	1 6%	10 15%	109 22%	444 23%
2	1143 47%	73+ 57%	13 39%	12 39%	9 39%	73 51%	65 50%	17 41%	153 50%	479 48%	520 47%	36 53%	20 66%	17 58%	13 54%	41 60%	247 50%	897 47%
3	378 16%	20 16%	8 23%	7 23%	5 19%	23 16%	28 21%	6 15%	56 18%	161 16%	175 16%	14 20%	4 12%	3 9%	2 7%	16 23%	76 15%	302 16%
4	187 8%	7 6%	4 13%	2 7%	3 11%	12 9%	6 5%	6f 15%	21 7%	79 8%	88 8%	3 5%	1 5%	3 9%	4 16%	1 1%	32 6%	155 8%
5+	75 3%	4 3%	1 2%	2 7%	1 2%	6 4%	6 5%	2 5%	11 4%	35 3%	38 3%	3 5%	1 2%	- %	1 4%	1 1%	6- 1%	69+a 4%
I'd rather not say	70 3%	4 3%	3 8%	2 8%	1 3%	5 4%	4 3%	4+++fIJ 11%	13 4%	23 2%	30 3%	- %	1 3%	3 9%	3 13%	- %	27++B 6%	43-- 2%
Z2. How many adults aged 16+ are there in your household altogether (including yourself)?	2	2	2	3	2	2	2	3	2	2	2	2	2	2	3	2	2	2
Standard deviation	1.04	1.01	1.00	1.50	1.22	1.03	.97	1.27	1.02	1.05	1.05	1.05	1.10	.81	1.17	.90	.92	1.07
Standard error	.02	.10	.20	.30	.28	.10	.10	.21	.07	.04	.04	.15	.22	.17	.27	.13	.05	.03

95% lower case or +, 99% UPPER CASE or ++

Table 154 (continuation)

Z2. How many adults aged 16+ are there in your household altogether (including yourself)?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
1	553 23%	75++BCD 52%	132-- 18%	154 21%	187B 24%	247 25%	158 21%	38 18%	103 24%	146 25%	108 20%	38 24%	255 23%	181 21%	192 26%
2	1143 47%	55 38%	395+++aD 53%	367D 51%	320-- 42%	505+cd 50%	365c 49%	83- 40%	180- 43%	296cd 52%	279cd 51%	68 42%	488- 44%	415 49%	338 45%
3	378 16%	5- 3%	131A 18%	112a 15%	120a 16%	142 14%	126 17%	46+Ad 22%	62 15%	69- 12%	81 15%	23 14%	201++A 18%	139 16%	117 16%
4	187 8%	5 3%	46 6%	47 6%	87++BC 11%	71 7%	56 8%	18 9%	41 10%	31- 5%	46 8%	14 9%	93 8%	61 7%	68 9%
5+	75 3%	- -%	20 3%	17 2%	38++bc 5%	19-- 2%	23 3%	10a 5%	23++A 6%	15 3%	11 2%	8b 5%	40 4%	33 4%	20 3%
I'd rather not say	70 3%	5 4%	23 3%	26d 4%	13- 2%	21 2%	20 3%	14++ABd 7%	13 3%	16 3%	16 3%	10+D 6%	25 2%	26 3%	17 2%

Z2. How many adults aged
16+ are there in your
household altogether
(including yourself)?

	2	2	2A	2A	2Ac	2	2a	2Ab	2A	2	2a	2a	2A	2	2
Standard deviation	1.04	.72	.94	.98	1.18	.95	1.00	1.15	1.22	.93	.97	1.26	1.09	1.05	1.05
Standard error	.02	.10	.04	.04	.05	.04	.04	.09	.07	.05	.05	.11	.04	.04	.05

95% lower case or +, 99% UPPER CASE or ++

Table 155

Z3a. Do you have any children under 16 living in your household?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Yes	597 25%	476 25%	121 23%	250-- 21%	345++A 28%	246++C 33%	330++aC 39%	20-- 2%	170 27%	170- 22%	131b 29%	127 23%	507 25%	43 22%	28 24%	18 26%	537++B 26%	60-- 17%
No	1776 74%	1377 73%	399 76%	904++B 77%	864-- 71%	484-- 64%	503-- 60%	789++AB 97%	461 73%	583 75%	317 70%	415 76%	1488 74%	149 76%	86 74%	49 74%	1486-- 72%	288++A 82%
I'd rather not say	34 1%	26 1%	8 2%	26++B 2%	7-- 1%	25++BC 3%	7 1%	3-- *%	2- *%	23++Ac 3%	4 1%	5 1%	28 1%	5 2%	1 1%	* *%	30 1%	3 1%

95% lower case or +, 99% UPPER CASE or ++

Table 155 (continuation)

Z3a. Do you have any children under 16 living in your household?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Yes	597 25%	496-- 23%	89++A 36%	56+++Ad 42%	17 25%	463++B 31%	115-- 14%	94-- 17%	469++A 27%	597++B 100%	--- -%	35-- 12%	162-A 22%	312++AB 28%	88++AB 32%
No	1776 74%	1600++BC 75%	156-- 62%	76-- 57%	49c 71%	1027-- 68%	704++A 84%	451++B 80%	1258- 72%	--- -%	1776++A 100%	249++bCD 87%	584++CD 78%	760-- 69%	183- 67%
I'd rather not say	34 1%	29 1%	5 2%	2 1%	2 4%	13-- 1%	19+a 2%	20++B 3%	11-- 1%	--- -%	--- -%	3 1%	5- 1%	23+b 2%	3 1%

95% lower case or +, 99% UPPER CASE or ++

Table 155 (continuation)

Z3a. Do you have any children under 16 living in your household?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Yes	597 25%	78 26%	56+++ 36%	43+++aij 40%	30+++a 39%	94+++AIJ 39%	79+++aij 37%	46+++ 35%	196+++AiJ 36%	355+++ 30%	399+++ 29%
No	1776 74%	216bCDEfgH 71%	94-- 60%	55-- 51%	40-- 51%	137-- 57%	128-- 60%	77-- 59%	334-- 61%	828 --CDEfgH 69%	949--bCDEfgH 69%
I'd rather not say	34 1%	9+ 3%	6+ 4%	9+++afhIJ 9%	8+++AFHIJ 11%	10+++ij 4%	5 3%	8+++IJ 6%	17+++ 3%	20 2%	22 2%

95% lower case or +, 99% UPPER CASE or ++

Table 155 (continuation)

Z3a. Do you have any children under 16 living in your household?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Yes	597 25%	37 29%	16 49%	13 41%	13 54%	61+++aIJ 43%	46+ 35%	15 36%	118+++Ij 38%	293++ 29%	327++ 30%	16 24%	10 34%	11 36%	10 41%	23 33%	128 26%	469 25%
No	1776 74%	89 69%	16 47%	17 54%	10 43%	81-- 56%	82-- 63%	23-- 56%	181-- 59%	700--EH 70%	755--EH 69%	52 76%	19 62%	18 60%	12 52%	46 67%	351 71%	1425 75%
I'd rather not say	34 1%	2 2%	1 3%	2 5%	1 3%	1 1%	2 2%	3+++aefIJ 9%	9 3%	12 1%	18 2%	* *%	1 3%	1 4%	2 7%	* *%	19++B 4%	16-- 1%

95% lower case or +, 99% UPPER CASE or ++

Table 155 (continuation)

Z3a. Do you have any children under 16 living in your household?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Yes	597 25%	--- -%	191A 26%	187A 26%	208A 27%	198-- 20%	210+A 28%	64A 31%	121A 29%	117- 20%	135 25%	60++ABD 37%	279 25%	193 23%	195 26%
No	1776 74%	144++BCD 100%	547 73%	515 71%	553 72%	796++BCD 79%	526- 70%	139- 66%	299 71%	450+C 78%	396C 73%	97-- 60%	813C 74%	642 75%	558 74%
I'd rather not say	34 1%	* *%	9 1%	20++bD 3%	3-- *%	11 1%	13 2%	7+ad 3%	3 1%	7 1%	11 2%	5+d 3%	10 1%	20+B 2%	1-- *%

95% lower case or +, 99% UPPER CASE or ++

Table 156

Z3b. And how many children under the age of 16 are there in the household?

by

Base: Have children under 16 in the HH

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	595	475	120	238	355	262	309	23	156	169	129	141	428	51	58	57	523	72
Effective sample size	480	403	81	193	285	205	258	17	127	136	107	112	382	42	46	44	431	50
Weighted Total	597	476	121	250	345	246	330	20	170	170	131	127	507	43	28	18	537	60
1	280 47%	229 48%	51 42%	117 47%	162 47%	126 51%	143 43%	11 58%	72 43%	93+a 55%	59 45%	57 45%	235 46%	21 48%	14 51%	10 56%	257 48%	23 39%
2	224 38%	170 36%	54 45%	100 40%	124 36%	70-- 29%	150++A 45%	4 22%	67 40%	65 38%	55 42%	38- 29%	194 38%	17 40%	8 28%	5 31%	198 37%	26 44%
3	60 10%	50 10%	11 9%	20 8%	41 12%	32 13%	28 9%	- -	19b 11%	6-- 4%	14b 10%	21+B 17%	52 10%	3 8%	3 12%	2 11%	54 10%	6 11%
4	10 2%	8 2%	2 1%	3 1%	7 2%	7b 3%	2- *	1 8%	2 1%	- -	2 2%	5+b 4%	9 2%	- -	1 2%	* *	6-- 1%	4++A 7%
5+	10 2%	7 1%	3 3%	6 2%	4 1%	5 2%	4 1%	2 10%	3 2%	3 2%	- -	5c 4%	8 2%	2 5%	1 2%	- -	10 2%	- -
I'd rather not say	12 2%	12 2%	- -	5 2%	7 2%	6 2%	5 1%	* 2%	6 4%	2 1%	1 1%	2 2%	9 2%	- -	1 5%	* 2%	12 2%	- -
Z3b. And how many children under the age of 16 are there in the household?	2	2	2	2	2	2	2	2	2	2	2	2Bc	2	2	2	2	2	2
Standard deviation	.97	.99	.93	1.00	.96	1.00	.89	1.77	.84	.98	.73	1.26	.89	1.59	1.34	.73	.99	.87
Standard error	.04	.05	.10	.07	.06	.07	.06	.44	.08	.08	.07	.12	.05	.24	.20	.11	.05	.12

95% lower case or +, 99% UPPER CASE or ++

Table 156 (continuation)

Z3b. And how many children under the age of 16 are there in the household?

by

Base: Have children under 16 in the HH

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	595	476	112	66	28	421	153	111	457	595	-	34	181	296	84
Effective sample size	480	392	86	54	20	350	122	87	370	480	-	29	138	245	69
Weighted Total	597	496	89	56	17	463	115	94	469	597	-	35	162	312	88
1	280 47%	231 47%	45 51%	31 55%	8 48%	221 48%	53 46%	49 52%	215 46%	280 47%	- -%	14 41%	83 51%	149 48%	34 39%
2	224 38%	190 38%	30 34%	16 29%	7 41%	188++B 41%	31-- 27%	28 29%	189+ 40%	224 38%	- -%	17 49%	62 38%	107 34%	39 44%
3	60 10%	51 10%	9 10%	6 11%	1 5%	38-- 8%	20++A 17%	10 11%	49 10%	60 10%	- -%	1 4%	12 8%	36 12%	11 12%
4	10 2%	7 1%	2 2%	1 1%	- -%	5- 1%	4a 4%	3 3%	5- 1%	10 2%	- -%	* *%	2 1%	7 2%	1 1%
5+	10 2%	10 2%	- -%	- -%	- -%	4-- 1%	4 3%	2 3%	8 2%	10 2%	- -%	2 7%	1 1%	5 2%	2 2%
I'd rather not say	12 2%	6-- 1%	3 3%	2 4%	1 6%	7 1%	3 3%	2 2%	4-- 1%	12 2%	- -%	- -%	2 2%	8 3%	1 2%
Z3b. And how many children under the age of 16 are there in the household?	2	2	2	2	2	2	2a	2	2	2	-	2	2	2	2
Standard deviation	.97	1.01	.75	.76	.62	.88	1.09	1.09	.95	.97	-	1.17	.74	1.04	1.02
Standard error	.04	.05	.08	.11	.14	.05	.10	.12	.05	.04	-	.22	.06	.07	.12

95% lower case or +, 99% UPPER CASE or ++

Table 156 (continuation)

Z3b. And how many children under the age of 16 are there in the household?

by

Base: Have children under 16 in the HH

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	595	75	51	41	27	89	72	55	190	351	394
Effective sample size	480	63	43	35	24	75	60	43	155	278	314
Weighted Total	597	78	56	43	30	94	79	46	196	355	399
1	280 47%	41 52%	22 39%	21 49%	13 44%	34- 37%	36 45%	24 53%	86 44%	162 46%	183 46%
2	224 38%	23 29%	23 42%	15 36%	9 31%	36 39%	29 37%	14 32%	72 37%	134 38%	148 37%
3	60 10%	7 9%	5 8%	2 5%	2 6%	9 10%	7 9%	5 10%	20 10%	35 10%	42 11%
4	10 2%	2 3%	2 4%	- -%	- -%	3 4%	- -%	- -%	4 2%	7 2%	7 2%
5+	10 2%	1 2%	- -%	- -%	2 6%	5++ 5%	3 4%	- -%	6 3%	6 2%	8 2%
I'd rather not say	12 2%	4 5%	4+ 7%	4+++ij 10%	4 14%	6++ 6%	4 5%	2 5%	7 4%	10 3%	11 3%
Z3b. And how many children under the age of 16 are there in the household?	2	2	2	2	2	2cg	2	2	2	2	2
Standard deviation	.97	.92	.80	.62	1.50	1.26	1.13	.68	1.06	1.06	1.05
Standard error	.04	.12	.13	.11	.33	.15	.15	.11	.09	.06	.06

95% lower case or +, 99% UPPER CASE or ++

Table 156 (continuation)

Z3b. And how many children under the age of 16 are there in the household?

by

Base: Have children under 16 in the HH

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	595	32	15	12	12	58	39	15	107	284	313	14	9	9	10	17	119	476
Effective sample size	480	29	13	10	11	49	33	13	90	227	253	12	8	9	9	16	100	380
Weighted Total	597	37	16	13	13	61	46	15	118	293	327	16	10	11	10	23	128	469
1	280 47%	17 46%	5 32%	7 56%	4 33%	22 35%	18 39%	6 43%	46 39%	131 45%	145 44%	12 73%	4 39%	1 13%	2 25%	14 60%	48- 37%	232+a 50%
2	224 38%	13 35%	7 40%	3 25%	5 41%	26 42%	19 40%	5 32%	48 41%	114 39%	129 39%	4 27%	4 36%	5 44%	4 42%	6 28%	51 39%	174 37%
3	60 10%	4 11%	3 19%	2 18%	2 13%	7 12%	5 12%	3 22%	15 13%	32 11%	35 11%	- -%	3 25%	2 16%	2 17%	1 5%	17 13%	44 9%
4	10 2%	1 4%	1 9%	- -%	- -%	1 2%	- -%	- -%	1 1%	6 2%	6 2%	- -%	- -%	1 14%	1 15%	- -%	6++B 5%	3-- 1%
5+	10 2%	1 4%	- -%	- -%	2 13%	5++ij 8%	3+ 7%	- -%	6++ 5%	6 2%	8 3%	- -%	- -%	1 13%	- -%	1 6%	3 2%	8 2%
I'd rather not say	12 2%	- -%	- -%	- -%	- -%	* 1%	1 2%	* 3%	1 1%	3 1%	3 1%	- -%	- -%	- -%	- -%	- -%	4 3%	8 2%
Z3b. And how many children under the age of 16 are there in the household?	2	2	2	2	2	2	2	2	2	2	2	1	2	3A	2	2	2b	2
Standard deviation	.97	1.04	.96	.81	1.96	1.39	1.33	.82	1.18	1.11	1.10	.46	.83	1.30	1.05	1.07	1.01	.96
Standard error	.04	.19	.27	.25	.60	.20	.24	.23	.13	.07	.07	.13	.29	.45	.34	.27	.10	.05

95% lower case or +, 99% UPPER CASE or ++

Table 156 (continuation)

Z3b. And how many children under the age of 16 are there in the household?

by

Base: Have children under 16 in the HH

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	595	-	198	186	201	186	204	68	134	110	128	63	286	191	201
Effective sample size	480	-	160	149	163	155	165	54	104	87	109	49	229	151	163
Weighted Total	597	-	191	187	208	198	210	64	121	117	135	60	279	193	195
1	280 47%	- -%	85 45%	84 45%	103 49%	92 47%	91 43%	29 45%	64 53%	46 39%	57 43%	31 52%	143 51%	94 49%	93 48%
2	224 38%	- -%	74 39%	71 38%	76 37%	65 33%	89 42%	23 36%	47 39%	52 45%	53 39%	20 34%	95 34%	75 39%	70 36%
3	60 10%	- -%	18 9%	24 13%	19 9%	27d 13%	21 10%	8 12%	5- 4%	14 12%	14 11%	4 7%	28 10%	14 7%	24 12%
4	10 2%	- -%	5 3%	3 2%	2 1%	6 3%	1 *%	- -%	3 2%	2 2%	5 3%	- -%	3 1%	2 1%	2 1%
5+	10 2%	- -%	3 1%	1 1%	6 3%	3 1%	5 2%	2 3%	1 1%	1 1%	- -%	3b 4%	6 2%	4 2%	3 1%
I'd rather not say	12 2%	- -%	5 3%	4 2%	2 1%	5 3%	4 2%	3 4%	* *%	2 2%	6+ 4%	1 2%	3 1%	4 2%	4 2%
Z3b. And how many children under the age of 16 are there in the household?	2	-	2	2	2	2	2	2	2	2	2	2	2	2	2
Standard deviation	.97	-	.89	.81	1.18	.94	1.07	1.12	.75	.87	.80	1.44	.98	1.01	.83
Standard error	.04	-	.07	.07	.09	.08	.08	.16	.07	.09	.08	.21	.07	.08	.07

95% lower case or +, 99% UPPER CASE or ++

Table 157

Z3c. Into which of the following age groups do they fall?
by

Base: Have children under 16 in the HH

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	595	475	120	238	355	262	309	23	156	169	129	141	428	51	58	57	523	72
Effective sample size	480	403	81	193	285	205	258	17	127	136	107	112	382	42	46	44	431	50
Weighted Total	597	476	121	250	345	246	330	20	170	170	131	127	507	43	28	18	537	60
0-4 years old	160 27%	121 25%	39 32%	59 24%	101 29%	90++B 37%	67-- 20%	3 15%	53b 31%	35 21%	31 24%	41b 32%	140 28%	9 21%	7 24%	4 20%	144 27%	16 26%
5-9 years old	265 44%	217 46%	48 40%	119 48%	146 42%	119 48%	144 44%	2 10%	77 45%	64 38%	61 47%	63 49%	232 46%	16 38%	10 37%	6 33%	240 45%	25 42%
10-15 years old	369 62%	298 63%	71 59%	155 62%	213 62%	128-- 52%	222++A 67%	19 96%	102 60%	112 66%	79 61%	76 60%	310 61%	30 70%	18 64%	11 62%	334 62%	35 59%
I'd rather not say	8 1%	5 1%	3 3%	*- *%	8+a 2%	5 2%	2 1%	* 2%	* *%	2 1%	2 1%	4 3%	6 1%	1 3%	* 2%	1 3%	3-- 1%	4++A 7%

95% lower case or +, 99% UPPER CASE or ++

Table 157 (continuation)

Z3c. Into which of the following age groups do they fall?

by

Base: Have children under 16 in the HH

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	595	476	112	66	28	421	153	111	457	595	-	34	181	296	84
Effective sample size	480	392	86	54	20	350	122	87	370	480	-	29	138	245	69
Weighted Total	597	496	89	56	17	463	115	94	469	597	-	35	162	312	88
0-4 years old	160 27%	137c 28%	20 23%	8- 15%	7 42%	124 27%	27 23%	19 20%	133 28%	160 27%	- -%	7 19%	43 26%	94d 30%	16 18%
5-9 years old	265 44%	226 45%	37 41%	22 39%	6 35%	206 45%	50 43%	42 44%	210 45%	265 44%	- -%	18 53%	62 38%	141 45%	44 50%
10-15 years old	369 62%	303 61%	59 66%	39 69%	9 53%	274- 59%	84++A 73%	67 71%	284 61%	369 62%	- -%	25 73%	99 61%	187 60%	58 66%
I'd rather not say	8 1%	6 1%	2 3%	2+ 4%	- -%	5 1%	3 3%	1 1%	4 1%	8 1%	- -%	- -%	6++C 4%	1- *%	1 1%

95% lower case or +, 99% UPPER CASE or ++

Table 157 (continuation)

Z3c. Into which of the following age groups do they fall?

by

Base: Have children under 16 in the HH

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	595	75	51	41	27	89	72	55	190	351	394
Effective sample size	480	63	43	35	24	75	60	43	155	278	314
Weighted Total	597	78	56	43	30	94	79	46	196	355	399
0-4 years old	160 27%	19 25%	14 25%	8 18%	5 18%	26 28%	20 26%	8 17%	54 28%	104 29%	114 29%
5-9 years old	265 44%	44 55%	31 56%	26+ 60%	20 68%	57++Ij 60%	45+i 58%	26 57%	106++i 54%	154 43%	179 45%
10-15 years old	369 62%	45 58%	35 63%	21 49%	15 51%	53 56%	43 54%	26 56%	113 58%	205- 58%	236 59%
I'd rather not say	8 1%	1 1%	* 1%	* 1%	- -%	* *%	* *%	1 2%	1 1%	8+ 2%	8 2%

95% lower case or +, 99% UPPER CASE or ++

Table 157 (continuation)

Z3c. Into which of the following age groups do they fall?
by

Base: Have children under 16 in the HH

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	595	32	15	12	12	58	39	15	107	284	313	14	9	9	10	17	119	476
Effective sample size	480	29	13	10	11	49	33	13	90	227	253	12	8	9	9	16	100	380
Weighted Total	597	37	16	13	13	61	46	15	118	293	327	16	10	11	10	23	128	469
0-4 years old	160 27%	12 31%	5 28%	3 21%	3 25%	22 36%	14 31%	4 26%	38 32%	85 29%	94 29%	2 13%	5 46%	5 43%	4 42%	5 21%	37 29%	123 26%
5-9 years old	265 44%	22 59%	8 52%	7 52%	10 80%	35 57%	26 56%	10 68%	68++i 58%	129 44%	152 46%	8 50%	8 75%	6 57%	7 72%	13 57%	68 53%	197 42%
10-15 years old	369 62%	24 64%	15 92%	9 73%	7 54%	39 63%	27 58%	8 55%	72 61%	176 60%	201 61%	9 57%	4 39%	11 100%	7 75%	13 58%	73 57%	296 63%
I'd rather not say	8 1%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	* *%	3 1%	3 1%	- -%	- -%	- -%	- -%	- -%	4 3%	4 1%

95% lower case or +, 99% UPPER CASE or ++

Table 157 (continuation)

Z3c. Into which of the following age groups do they fall?

by

Base: Have children under 16 in the HH

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	595	-	198	186	201	186	204	68	134	110	128	63	286	191	201
Effective sample size	480	-	160	149	163	155	165	54	104	87	109	49	229	151	163
Weighted Total	597	-	191	187	208	198	210	64	121	117	135	60	279	193	195
0-4 years old	160 27%	- -%	54 29%	49 26%	56 27%	47 24%	60 29%	16 25%	37 30%	32 27%	34 25%	18 31%	75 27%	44 23%	48 25%
5-9 years old	265 44%	- -%	95 50%	75 40%	90 43%	72- 36%	103a 49%	34a 53%	54 45%	56 48%	58 43%	23 39%	126 45%	79 41%	99+ 51%
10-15 years old	369 62%	- -%	110 58%	128+b 69%	124 60%	146++BcD 73%	120 57%	35 55%	67 56%	71 61%	88 65%	33 56%	171 61%	126 66%	123 63%
I'd rather not say	8 1%	- -%	4 2%	2 1%	2 1%	4 2%	2 1%	- -%	2 1%	2 2%	2 1%	1 2%	3 1%	4 2%	1 *%

95% lower case or +, 99% UPPER CASE or ++

Table 158

Z4. Which, if any, of these is the highest educational or professional qualification that you have obtained?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I have no formal qualifications (and I am not still studying)	149 6%	54-- 3%	95++A 18%	67 6%	82 7%	11-- 1%	37-A 4%	101++AB 12%	9-- 1%	23-- 3%	33AB 7%	84++ABC 15%	130 6%	9 5%	6 5%	3 5%	118 6%	31 9%
Entry level qualification such as ESOL, ELC, or Skills for Life	18 1%	13 1%	5 1%	5 *%	13 1%	8 1%	6 1%	3 *%	1 *%	4 *%	3 1%	11++AB 2%	15 1%	2 1%	* *%	1 2%	18 1%	- -%
GCSE/ O' Level/ CSE / National Qualifications / Standard Grades - but not Maths and not English	123 5%	103 5%	20 4%	64 5%	60 5%	33 4%	49 6%	41 5%	16-- 3%	28- 4%	32Ab 7%	47++AB 9%	103 5%	10 5%	9d 7%	2 2%	107 5%	16 5%
GCSE/ O' Level/ CSE / National Qualifications / Standard Grades - including Maths or English	379 16%	313 17%	66 12%	151-- 13%	225++A 18%	108 14%	115 14%	155++ab 19%	52-- 8%	121A 16%	81A 18%	124++AB 23%	315 16%	28 14%	22 19%	11 17%	325 16%	54 15%
Level 1-2 vocational qualification or intermediate apprenticeship	118 5%	74-- 4%	43++A 8%	66 6%	52 4%	27 4%	57++Ac 7%	33 4%	8-- 1%	24- 3%	42++AB 9%	43++AB 8%	103 5%	5 2%	8 7%	2 3%	96 5%	20 6%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	345 14%	287 15%	58 11%	158 13%	187 15%	156++BC 21%	103 12%	87-- 11%	76 12%	140++AD 18%	63 14%	66 12%	289 14%	29 15%	15 13%	11 16%	302 15%	43 12%
Level 3 vocational qualification or advanced apprenticeship	126 5%	95 5%	31 6%	64 5%	62 5%	33 4%	53 6%	40 5%	19- 3%	37 5%	43++ABd 9%	27 5%	110 5%	8 4%	5 4%	3 4%	112 5%	14 4%

95% lower case or +, 99% UPPER CASE or ++

Table 158 (continuation)

Z4. Which, if any, of these is the highest educational or professional qualification that you have obtained?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Diploma in higher education (HNC/ HND/ BTEC Higher or equivalent)	201 8%	137-- 7%	64++A 12%	105 9%	93 8%	59 8%	71 8%	71 9%	45 7%	79+D 10%	49D 11%	27-- 5%	164 8%	22 11%	9 8%	6 9%	169 8%	32 9%
Level 4-5 vocational qualification or higher apprenticeship	67 3%	61+b 3%	6- 1%	37 3%	29 2%	18 2%	18 2%	31 4%	14 2%	27 4%	16 4%	9 2%	53 3%	7 3%	5 5%	1 2%	58 3%	9 3%
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	540 22%	474++B 25%	66-- 12%	287 24%	250 21%	180c 24%	212+C 25%	148-- 18%	237++BCD 37%	184CD 24%	55-- 12%	64-- 12%	452 22%	47 24%	23 20%	18 26%	466 23%	73 21%
Level 6 vocational qualification or degree apprenticeship	22 1%	20 1%	2 *%	17+b 1%	5- *%	6 1%	5 1%	11 1%	8d 1%	8d 1%	6d 1%	-- -%	18 1%	1 *%	1 1%	2 2%	17 1%	5 2%
University higher degree (e.g. Masters, PhD or equivalent)	241 10%	212++B 11%	29-- 6%	132 11%	108 9%	73 10%	98 12%	69 9%	135++BCD 21%	71CD 9%	16-- 4%	18-- 3%	205 10%	17 9%	11 9%	8 12%	203 10%	38 11%
Still studying/ still at school	31 1%	20 1%	11 2%	17 1%	14 1%	31++BC 4%	--- -%	--- -%	6 1%	13 2%	5 1%	7 1%	23 1%	5 3%	1 1%	* *%	27 1%	3 1%
I'd rather not say	49 2%	15-- 1%	34++A 6%	11-- 1%	37++A 3%	13 2%	15 2%	21 3%	6 1%	16 2%	7 2%	20+A 4%	42 2%	6 3%	1 1%	* *%	34- 2%	14+a 4%

95% lower case or +, 99% UPPER CASE or ++

Table 158 (continuation)

Z4. Which, if any, of these is the highest educational or professional qualification that you have obtained?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I have no formal qualifications (and I am not still studying)	149 6%	141+cd 7%	9 3%	3- 2%	*- *%	35-- 2%	113++A 13%	56++B 10%	87-- 5%	23- 4%	126++a 7%	73++BCD 25%	39c 5%	30-- 3%	8- 3%
Entry level qualification such as ESOL, ELC, or Skills for Life	18 1%	16 1%	2 1%	2 1%	1 1%	10 1%	7 1%	6 1%	11 1%	5 1%	13 1%	3 1%	8 1%	6 1%	1 *%
GCSE/ O' Level/ CSE / National Qualifications / Standard Grades - but not Maths and not English	123 5%	116b 5%	6 2%	5 4%	1 2%	82 5%	39 5%	23 4%	89 5%	30 5%	93 5%	21 7%	38 5%	53 5%	12 4%
GCSE/ O' Level/ CSE / National Qualifications / Standard Grades - including Maths or English	379 16%	344 16%	30 12%	18 14%	7 11%	216- 14%	148 18%	100 18%	264 15%	90 15%	286 16%	47 16%	141+c 19%	151- 14%	40 15%
Level 1-2 vocational qualification or intermediate apprenticeship	118 5%	107 5%	8 3%	2 2%	3 4%	79 5%	34 4%	28 5%	85 5%	30 5%	88 5%	19 7%	36 5%	50 5%	12 5%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	345 14%	287-- 14%	56++A 22%	33++A 25%	13 20%	188-- 13%	148++A 18%	81 14%	256 15%	91 15%	248 14%	30 11%	105 14%	165 15%	44 16%
Level 3 vocational qualification or advanced apprenticeship	126 5%	118 6%	8 3%	5 3%	2 3%	84 6%	41 5%	39 7%	81 5%	35 6%	87 5%	16 6%	40 5%	54 5%	15 5%

95% lower case or +, 99% UPPER CASE or ++

Table 158 (continuation)

Z4. Which, if any, of these is the highest educational or professional qualification that you have obtained?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Diploma in higher education (HNC/ HND/ BTEC Higher or equivalent)	201 8%	188+b 9%	12- 5%	7 5%	4 5%	138 9%	59 7%	32- 6%	161+a 9%	50 8%	143 8%	12- 4%	58 8%	109+a 10%	21 8%
Level 4-5 vocational qualification or higher apprenticeship	67 3%	61 3%	5 2%	2 2%	3 4%	42 3%	22 3%	23+ 4%	43 2%	12 2%	51 3%	7 2%	11- 1%	35b 3%	14+B 5%
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	540 22%	473 22%	59 24%	32 24%	15 22%	405++B 27%	123-- 15%	102- 18%	418++A 24%	120 20%	417 23%	36-- 12%	168A 22%	269+A 25%	67A 24%
Level 6 vocational qualification or degree apprenticeship	22 1%	18 1%	4 1%	2 1%	1 2%	16 1%	5 1%	3 1%	18 1%	9 1%	13 1%	- -%	7 1%	10 1%	4 1%
University higher degree (e.g. Masters, PhD or equivalent)	241 10%	192-- 9%	40++A 16%	17 13%	14++A 21%	186++B 12%	50-- 6%	53 9%	177 10%	81++B 13%	160- 9%	17 6%	62 8%	132++ab 12%	30 11%
Still studying/ still at school	31 1%	24 1%	6 2%	3 2%	3+a 4%	3-- 3%	27++A 3%	8 1%	23 1%	9 2%	21 1%	1 *%	9 1%	17 2%	4 1%
I'd rather not say	49 2%	41 2%	4 2%	3 2%	* 1%	20-- 1%	23a 3%	9 2%	25-- 1%	13 2%	29 2%	6 2%	27++Cd 4%	15 1%	2 1%

95% lower case or +, 99% UPPER CASE or ++

Table 158 (continuation)

Z4. Which, if any, of these is the highest educational or professional qualification that you have obtained?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
I have no formal qualifications (and I am not still studying)	149 6%	11 4%	11i 7%	4 4%	4 5%	6- 3%	6- 3%	4 3%	17-- 3%	38-- 3%	49-- 4%
Entry level qualification such as ESOL, ELC, or Skills for Life	18 1%	4 1%	4+fi 3%	2 2%	- -%	1 *%	* *%	1 1%	5 1%	8 1%	10 1%
GCSE/ O' Level/ CSE / National Qualifications / Standard Grades - but not Maths and not English	123 5%	19 6%	11 7%	7 6%	5 6%	13 6%	11 5%	10 8%	35 6%	53 4%	67 5%
GCSE/ O' Level/ CSE / National Qualifications / Standard Grades - including Maths or English	379 16%	36 12%	19 12%	9 9%	7 9%	23- 9%	25 12%	9-- 7%	63-- 12%	151-- 13%	177-- 13%
Level 1-2 vocational qualification or intermediate apprenticeship	118 5%	7 2%	3 2%	2 2%	2 3%	11 4%	8 4%	6 5%	26 5%	47 4%	58 4%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	345 14%	48 16%	28 18%	13 12%	17 22%	38 16%	38 18%	22 17%	89 16%	181 15%	211 15%

95% lower case or +, 99% UPPER CASE or ++

Table 158 (continuation)

Z4. Which, if any, of these is the highest educational or professional qualification that you have obtained?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Level 3 vocational qualification or advanced apprenticeship	126 5%	11 4%	8 5%	7 7%	2 2%	7 3%	12 6%	4 3%	28 5%	65 5%	77 6%
Diploma in higher education (HNC/ HND/ BTEC Higher or equivalent)	201 8%	23 8%	9 6%	12 11%	9 11%	21 9%	20 9%	8 6%	38 7%	111 9%	116 8%
Level 4-5 vocational qualification or higher apprenticeship	67 3%	17++ 6%	5 3%	3 3%	2 3%	9 4%	12+ 6%	4 3%	22 4%	41 3%	44 3%
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	540 22%	74 24%	32 21%	29 27%	16 21%	76++b 31%	49 23%	38 29%	136 25%	315++ 26%	345++ 25%
Level 6 vocational qualification or degree apprenticeship	22 1%	2 1%	- -%	2 2%	- -%	- -%	- -%	1 *%	2 *%	9 1%	11 1%
University higher degree (e.g. Masters, PhD or equivalent)	241 10%	41 14%	18 12%	16 15%	10 13%	36+ 15%	30 14%	17 13%	65 12%	141+ 12%	156+ 11%
Still studying/ still at school	31 1%	2 1%	4e 3%	- -%	- -%	- -%	3 2%	4e 3%	9 2%	15 1%	17 1%
I'd rather not say	49 2%	7f 2%	4f 2%	- -%	4cF 5%	2 1%	-- -%	2 1%	11 2%	27f 2%	32f 2%

95% lower case or +, 99% UPPER CASE or ++

Table 158 (continuation)

Z4. Which, if any, of these is the highest educational or professional qualification that you have obtained?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I have no formal qualifications (and I am not still studying)	149 6%	--- -%	- -%	- -%	- -%	2- 1%	1- 1%	- -%	3-- 1%	23-- 2%	25-- 2%	- -%	- -%	- -%	- -%	- -%	21 4%	128 7%
Entry level qualification such as ESOL, ELC, or Skills for Life	18 1%	2 1%	1 4%	- -%	- -%	- -%	* *%	1eij 3%	1 *%	4 *%	7 1%	1 2%	- -%	1 2%	- -%	- -%	4 1%	14 1%
GCSE/ O' Level/ CSE / National Qualifications / Standard Grades - but not Maths and not English	123 5%	6 4%	4 11%	2 5%	2 10%	9 6%	8 6%	4 9%	20 7%	37- 4%	49 4%	3 4%	2 7%	1 3%	- -%	2 3%	16 3%	108 6%
GCSE/ O' Level/ CSE / National Qualifications / Standard Grades - including Maths or English	379 16%	16g 12%	3 9%	3 10%	1 6%	14 10%	13 10%	*- 1%	27-- 9%	128--g 13%	136--g 12%	8 12%	4 13%	4 13%	4 18%	4- 6%	64 13%	314 16%
Level 1-2 vocational qualification or intermediate apprenticeship	118 5%	4 3%	1 4%	1 3%	- -%	9 6%	6 5%	2 5%	19 6%	44 4%	49 4%	3 4%	1 4%	- -%	- -%	1 2%	19 4%	98 5%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	345 14%	17 13%	8 25%	9 30%	4 15%	17 12%	21 16%	7 18%	50 16%	148 15%	166 15%	11 16%	2 5%	5 16%	4 15%	10 14%	62 12%	283 15%

95% lower case or +, 99% UPPER CASE or ++

Table 158 (continuation)

Z4. Which, if any, of these is the highest educational or professional qualification that you have obtained?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Level 3 vocational qualification or advanced apprenticeship	126 5%	3 3%	1 4%	- -%	- -%	5 3%	7 6%	* 1%	12 4%	54 5%	58 5%	1 1%	1 4%	1 5%	- -%	1 2%	25 5%	101 5%
Diploma in higher education (HNC/ HND/ BTEC Higher or equivalent)	201 8%	9 7%	1 2%	1 3%	2 7%	10 7%	12 9%	3 7%	25 8%	86 9%	92 8%	2 3%	4 12%	4 12%	2 7%	7 10%	44 9%	157 8%
Level 4-5 vocational qualification or higher apprenticeship	67 3%	10++ij 8%	1 2%	2 7%	1 3%	5 4%	11++ij 8%	1 2%	18++ 6%	35 3%	38 3%	3 5%	6 19%	1 4%	- -%	9++ 13%	24++B 5%	43-- 2%
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	540 22%	33 26%	7 22%	7 24%	11 45%	49++ 34%	32 25%	17++f 42%	89++ 29%	281++ 28%	302++ 27%	23+ 34%	6 20%	3 11%	5 22%	16 24%	120 24%	420 22%
Level 6 vocational qualification or degree apprenticeship	22 1%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 1%	9 1%	- -%	* 1%	- -%	- -%	* 1%	10+b 2%	12- 1%
University higher degree (e.g. Masters, PhD or equivalent)	241 10%	28+++fhiJ 22%	5 15%	6 19%	3 13%	22+ 16%	15 11%	4 10%	37 12%	126++ 13%	136++ 12%	14+ 20%	4 14%	10 35%	9 38%	18++ 26%	76++B 15%	165-- 9%
Still studying/ still at school	31 1%	- -%	- -%	- -%	- -%	- -%	3 2%	1 2%	4 1%	12 1%	13 1%	- -%	- -%	- -%	- -%	- -%	4 1%	26 1%
I'd rather not say	49 2%	* *%	* 1%	- -%	- -%	2 1%	- -%	- -%	2 1%	18 2%	20 2%	* *%	- -%	- -%	- -%	* *%	9 2%	40 2%

95% lower case or +, 99% UPPER CASE or ++

Table 158 (continuation)

Z4. Which, if any, of these is the highest educational or professional qualification that you have obtained?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I have no formal qualifications (and I am not still studying)	149 6%	75++BCD 52%	32-d 4%	24-- 3%	16-- 2%	86++BC 9%	30-- 4%	4- 2%	29c 7%	39c 7%	21- 4%	4- 2%	83+bc 8%	27-- 3%	83++A 11%
Entry level qualification such as ESOL, ELC, or Skills for Life	18 1%	1 1%	7 1%	3 *%	6 1%	7 1%	4 1%	1 1%	5 1%	3 1%	3 *%	4+bd 2%	8 1%	2 *%	6 1%
GCSE/ O' Level/ CSE / National Qualifications / Standard Grades - but not Maths and not English	123 5%	4 3%	55++cd 7%	29 4%	31 4%	47 5%	36 5%	14 7%	26 6%	26 5%	26 5%	9 5%	61 6%	32- 4%	54++A 7%
GCSE/ O' Level/ CSE / National Qualifications / Standard Grades - including Maths or English	379 16%	13 9%	124 17%	138++D 19%	98- 13%	175 17%	113 15%	24 12%	62 15%	77 13%	74 14%	26 16%	197+ 18%	104-- 12%	138+A 18%
Level 1-2 vocational qualification or intermediate apprenticeship	118 5%	10 7%	40 5%	29 4%	36 5%	50 5%	34 5%	8 4%	24 6%	22 4%	23 4%	4 2%	69+ 6%	29- 3%	55++A 7%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	345 14%	9 7%	109 15%	110 15%	110 14%	121- 12%	113 15%	40a 19%	67 16%	63- 11%	89a 16%	27 16%	160 15%	120 14%	99 13%

95% lower case or +, 99% UPPER CASE or ++

Table 158 (continuation)

Z4. Which, if any, of these is the highest educational or professional qualification that you have obtained?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Level 3 vocational qualification or advanced apprenticeship	126 5%	6 4%	41 5%	43 6%	36 5%	50 5%	46 6%	8 4%	22 5%	23 4%	27 5%	3 2%	73+c 7%	43 5%	42 6%
Diploma in higher education (HNC/ HND/ BTEC Higher or equivalent)	201 8%	7 5%	59 8%	68 9%	67 9%	80 8%	62 8%	16 8%	41 10%	47 8%	55 10%	10 6%	88 8%	76 9%	57 8%
Level 4-5 vocational qualification or higher apprenticeship	67 3%	* *%	21 3%	22 3%	23 3%	24 2%	24 3%	6 3%	12 3%	17 3%	15 3%	5 3%	29 3%	31 4%	21 3%
University first degree (BA/ BSc/ BEd/ PGCE or equivalent)	540 22%	--- -%	164A 22%	159A 22%	211++Abc 28%	213 21%	178 24%	64++AD 31%	77- 18%	154+D 27%	125 23%	41 25%	211-- 19%	227++B 27%	137-- 18%
Level 6 vocational qualification or degree apprenticeship	22 1%	- -%	8 1%	7 1%	7 1%	15+ 2%	5 1%	- -%	2 *%	9d 2%	6 1%	1 *%	5 *%	12 1%	3 *%
University higher degree (e.g. Masters, PhD or equivalent)	241 10%	5 3%	66 9%	75 10%	94+ 12%	107 11%	77 10%	17 8%	38 9%	78++D 14%	63D 12%	24D 15%	74-- 7%	131++B 15%	43-- 6%
Still studying/ still at school	31 1%	- -%	9 1%	5 1%	16+c 2%	7 1%	14 2%	4 2%	6 1%	1- *%	9a 2%	2 1%	19a 2%	12 1%	8 1%
I'd rather not say	49 2%	13++BCD 9%	12 2%	11 2%	13 2%	22 2%	13 2%	2 1%	12 3%	13 2%	6 1%	3 2%	25 2%	8- 1%	7- 1%

95% lower case or +, 99% UPPER CASE or ++

Table 159

Z5. Which, if any, of these impact or limit your daily activities or the work you can do?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Nothing - no impairments or conditions impact or limit my daily activities or work that I do	1737 72%	1313-- 70%	424++A 80%	882+b 75%	851- 70%	561 74%	611 73%	565 70%	505++BcD 80%	557D 72%	332D 74%	343-- 63%	1482++b 73%	130 66%	77 66%	45 68%	1477 72%	258 73%
Your mental healthSuch as anxiety, depression or trauma-related conditions, for example	224 9%	211++B 11%	13-- 2%	72-- 6%	149++A 12%	99++C 13%	90C 11%	36-- 4%	32-- 5%	73A 9%	35 8%	84++ABC 15%	174-- 9%	28+a 14%	13 11%	9 13%	200 10%	24 7%
MobilityCannot walk at all/ use a wheelchair or mobility scooter etc, or cannot walk very far or manage stairs or can only do so with difficulty	171 7%	141 7%	30 6%	84 7%	86 7%	29-- 4%	49 6%	93++AB 11%	35 5%	45 6%	26 6%	65++ABC 12%	137 7%	18 9%	11 9%	5 8%	149 7%	22 6%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do (please specify)	98 4%	71 4%	27 5%	46 4%	51 4%	11-- 1%	29a 4%	58++AB 7%	25 4%	26 3%	20 4%	27 5%	78 4%	8 4%	10++A 8%	2 4%	79 4%	19 5%
HearingPoor hearing, partial hearing, or are deaf	88 4%	77 4%	12 2%	49 4%	38 3%	12-- 2%	24 3%	53++AB 7%	21 3%	32 4%	10 2%	26 5%	72 4%	3 1%	9++AB 8%	5+aB 7%	80 4%	8 2%
BreathingBreathlessness or chest pains	85 4%	73 4%	12 2%	44 4%	40 3%	14-- 2%	26 3%	44++Ab 5%	16 3%	18 2%	18 4%	33++aB 6%	72 4%	6 3%	5 4%	2 3%	71 3%	14 4%
EyesightPoor vision, colour blindness, partial sight, or are blind	72 3%	68++B 4%	4-- 1%	37 3%	35 3%	32+b 4%	15- 2%	25 3%	10- 2%	36++A 5%	12 3%	13 2%	57 3%	10 5%	2 2%	2 3%	65 3%	7 2%

95% lower case or +, 99% UPPER CASE or ++

Table 159 (continuation)

Z5. Which, if any, of these impact or limit your daily activities or the work you can do?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
DexterityLimited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc	64 3%	57 3%	7 1%	37 3%	27 2%	16 2%	21 2%	27 3%	12 2%	19 2%	12 3%	21 4%	50 2%	8 4%	4 3%	3 4%	57 3%	7 2%
Mental abilitiesSuch as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	50 2%	44 2%	6 1%	26 2%	24 2%	22C 3%	23C 3%	5-- 1%	5- 1%	13 2%	8 2%	23++Ab 4%	39 2%	8+a 4%	1 1%	2 3%	45 2%	5 2%
Social/behaviouralSuch as autism, attention deficit disorder, Asperger's, etc	43 2%	42+b 2%	1- *%	25 2%	17 1%	27++bC 4%	13c 2%	3-- *%	2-- *%	20A 3%	7 2%	14A 3%	34 2%	4 2%	3 3%	2 3%	40 2%	3 1%
I'd rather not say	105 4%	89 5%	17 3%	41 3%	63 5%	28 4%	41 5%	35 4%	26 4%	29 4%	21 5%	29 5%	91 4%	9 5%	3 2%	2 3%	85 4%	20 6%
NET: any with impacting/ limiting conditions	564 23%	477++B 25%	87-- 17%	257 22%	302 25%	165 22%	187 22%	212 26%	101-- 16%	190A 24%	98a 22%	175++ABC 32%	451-- 22%	58a 29%	36+a 31%	19 29%	490 24%	74 21%

95% lower case or +, 99% UPPER CASE or ++

Table 159 (continuation)

Z5. Which, if any, of these impact or limit your daily activities or the work you can do?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Nothing - no impairments or conditions impact or limit my daily activities or work that I do	1737 72%	1524 72%	194 77%	105 78%	54 79%	1187++B 79%	515-- 61%	--- -%	1737++A 100%	469++B 79%	1258- 71%	206 72%	547 73%	793 72%	191 70%
Your mental healthSuch as anxiety, depression or trauma-related conditions, for example	224 9%	200 9%	22 9%	10 7%	5 7%	116-- 8%	94+a 11%	224++B 40%	--- -%	53 9%	169 10%	8-- 3%	65a 9%	118+A 11%	33A 12%
MobilityCannot walk at all/ use a wheelchair or mobility scooter etc, or cannot walk very far or manage stairs or can only do so with difficulty	171 7%	164+++BCd 8%	5-- 2%	2-- 1%	1- 1%	50-- 3%	108++A 13%	171++B 30%	--- -%	16-- 3%	146++A 8%	21 7%	49 7%	73 7%	27 10%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do (please specify)	98 4%	95+b 4%	3- 1%	3 2%	- -%	31-- 2%	62++A 7%	98++B 17%	--- -%	10-- 2%	88++A 5%	18 6%	32 4%	35 3%	13 5%
HearingPoor hearing, partial hearing, or are deaf	88 4%	81 4%	6 2%	3 2%	2 3%	41-- 3%	44+A 5%	88++B 16%	--- -%	20 3%	66 4%	10 4%	20 3%	45 4%	13 5%
BreathingBreathlessness or chest pains	85 4%	75 4%	8 3%	3 2%	2 3%	29-- 2%	49++A 6%	85++B 15%	--- -%	12- 2%	71a 4%	8 3%	34c 5%	27- 2%	16c 6%
EyesightPoor vision, colour blindness, partial sight, or are blind	72 3%	62 3%	10 4%	5 4%	2 2%	40 3%	30 4%	72++B 13%	--- -%	12 2%	51 3%	5 2%	18 2%	39 4%	10 4%

95% lower case or +, 99% UPPER CASE or ++

Table 159 (continuation)

Z5. Which, if any, of these impact or limit your daily activities or the work you can do?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
DexterityLimited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc	64 3%	64+++bc 3%	*- *%	- -%	- -%	22-- 1%	38+++A 5%	64+++B 11%	--- -%	2-- *%	53A 3%	5 2%	15 2%	35 3%	9 3%
Mental abilitiesSuch as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	50 2%	45 2%	5 2%	2 2%	2 3%	23- 2%	25+a 3%	50+++B 9%	--- -%	12 2%	35 2%	5 2%	14 2%	23 2%	9 3%
Social/behaviouralSuch as autism, attention deficit disorder, Asperger's, etc	43 2%	41 2%	1 *%	1 1%	- -%	18- 1%	24+a 3%	43+++B 8%	--- -%	6 1%	33 2%	2 1%	14 2%	20 2%	7 3%
I'd rather not say	105 4%	87 4%	9 4%	6 4%	2 4%	68 5%	31 4%	--- -%	--- -%	34 6%	67- 4%	15 5%	35 5%	41 4%	14 5%
NET: any with impacting/ limiting conditions	564 23%	513+ 24%	47 19%	23 17%	12 17%	248-- 16%	293+++A 35%	564+++B 100%	--- -%	94-- 16%	451+++A 25%	65 23%	168 22%	262 24%	69 25%

95% lower case or +, 99% UPPER CASE or ++

Table 159 (continuation)

Z5. Which, if any, of these impact or limit your daily activities or the work you can do?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Nothing - no impairments or conditions impact or limit my daily activities or work that I do	1737 72%	200-d 66%	94-- 61%	63-- 59%	40-- 51%	166D 69%	128-- 60%	81- 62%	373-D 68%	817--D 68%	945---cDf 69%
Your mental healthSuch as anxiety, depression or trauma-related conditions, for example	224 9%	29 10%	11 7%	5 5%	8 10%	22 9%	31+c 14%	13 10%	58 11%	139++ 12%	151++ 11%
MobilityCannot walk at all/ use a wheelchair or mobility scooter etc, or cannot walk very far or manage stairs or can only do so with difficulty	171 7%	30 10%	13 8%	12e 11%	9 11%	12 5%	16 7%	12 9%	32 6%	90 7%	97 7%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do (please specify)	98 4%	14 5%	8 5%	1 1%	1 1%	6 2%	7 3%	3 3%	22 4%	57 5%	64 5%
HearingPoor hearing, partial hearing, or are deaf	88 4%	21++ 7%	8 5%	7 6%	4 6%	8 3%	15+ 7%	7 5%	22 4%	55+ 5%	59 4%
BreathingBreathlessness or chest pains	85 4%	23+++hiJ 8%	11+ 7%	12+++eHIJ 11%	8+++ehiJ 10%	8 3%	12 6%	10+++ij 8%	20 4%	45 4%	51 4%

95% lower case or +, 99% UPPER CASE or ++

Table 159 (continuation)

Z5. Which, if any, of these impact or limit your daily activities or the work you can do?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
EyesightPoor vision, colour blindness, partial sight, or are blind	72 3%	18++ 6%	12++j 8%	10++ij 9%	9++IJ 12%	17++ 7%	15++ 7%	9+ 7%	30++ 5%	49++ 4%	54++ 4%
DexterityLimited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc	64 3%	10 3%	5 3%	6 5%	7++ghIJ 9%	8 3%	7 3%	3 2%	16 3%	33 3%	38 3%
Mental abilitiesSuch as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	50 2%	9 3%	4 3%	5 5%	2 3%	6 2%	7 3%	5 4%	13 2%	27 2%	29 2%
Social/behaviouralSuch as autism, attention deficit disorder, Asperger's, etc	43 2%	7 2%	5 3%	2 2%	5+hij 6%	6 3%	6 3%	3 2%	10 2%	23 2%	26 2%
I'd rather not say	105 4%	14 5%	10 7%	12++ahIJ 11%	9++aij 12%	20++j 8%	10 5%	9 7%	31 6%	57 5%	63 5%
NET: any with impacting/ limiting conditions	564 23%	90+ 30%	51+ 33%	32 30%	29++e 38%	55 23%	74++ehij 35%	41+ 31%	143 26%	328++ 27%	362++ 26%

95% lower case or +, 99% UPPER CASE or ++

Table 159 (continuation)

Z5. Which, if any, of these impact or limit your daily activities or the work you can do?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Nothing - no impairments or conditions impact or limit my daily activities or work that I do	1737 72%	91 71%	18 54%	17 56%	16 66%	107 74%	86 66%	27 66%	217 70%	689-- 69%	761-- 69%	51 74%	21 69%	20 66%	16 68%	49 71%	329-- 66%	1409++A 74%
Your mental healthSuch as anxiety, depression or trauma-related conditions, for example	224 9%	9 7%	4 13%	3 11%	2 10%	12 9%	16 13%	4 9%	30 10%	117++ 12%	125++ 11%	4 6%	3 10%	1 5%	2 10%	5 8%	49 10%	175 9%
MobilityCannot walk at all/ use a wheelchair or mobility scooter etc, or cannot walk very far or manage stairs or can only do so with difficulty	171 7%	13 10%	4 12%	6 18%	4 15%	8 6%	9 7%	4 10%	18 6%	77 8%	83 8%	5 7%	3 9%	5 18%	4 15%	5 8%	47 9%	124 7%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do (please specify)	98 4%	5 4%	* *%	1 3%	- -%	4 3%	6 5%	2 4%	13 4%	53+ 5%	53 5%	3 4%	1 4%	2 5%	- -%	3 5%	21 4%	77 4%
HearingPoor hearing, partial hearing, or are deaf	88 4%	10+ 7%	3 9%	2 6%	1 4%	4 3%	8 6%	2 4%	12 4%	46 5%	50 5%	6 8%	3 11%	1 3%	2 7%	3 5%	27+b 5%	61- 3%
BreathingBreathlessness or chest pains	85 4%	9+ 7%	5 16%	5 17%	4 16%	3 2%	10+ 8%	4 9%	12 4%	39 4%	41 4%	5 7%	2 7%	2 8%	3 14%	4 5%	22 4%	63 3%

95% lower case or +, 99% UPPER CASE or ++

Table 159 (continuation)

Z5. Which, if any, of these impact or limit your daily activities or the work you can do?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
EyesightPoor vision, colour blindness, partial sight, or are blind	72 3%	9+ 7%	6 18%	3 11%	3 12%	10+ 7%	10++ 7%	3+ 8%	18++ 6%	38 4%	44+ 4%	1 2%	2 6%	5 18%	6 23%	1 2%	23+b 5%	49- 3%
DexterityLimited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc	64 3%	6 5%	2 6%	4 12%	2 10%	4 3%	4 3%	1 4%	8 3%	28 3%	33 3%	2 3%	1 3%	3 11%	3 13%	2 2%	24++B 5%	40-- 2%
Mental abilitiesSuch as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	50 2%	5 4%	2 7%	3 10%	2 9%	4 3%	6 4%	1 4%	7 2%	23 2%	25 2%	3 4%	- -%	2 8%	2 10%	- -%	18+b 4%	32- 2%
Social/behaviouralSuch as autism, attention deficit disorder, Asperger's, etc	43 2%	4 3%	2 7%	2 8%	3 13%	3 2%	3 2%	2 5%	6 2%	18 2%	20 2%	1 2%	1 3%	1 5%	2 10%	- -%	12 2%	31 2%
I'd rather not say	105 4%	3 2%	2 5%	1 4%	1 4%	12+aij 8%	4 3%	3 8%	16 5%	40 4%	45 4%	1 2%	1 4%	* 1%	* 1%	3 4%	25 5%	80 4%
NET: any with impacting/ limiting conditions	564 23%	35 27%	14 41%	13 41%	7 29%	25 17%	41+e 31%	11 27%	75 24%	275++e 27%	294++e 27%	17 24%	8 27%	10 34%	7 31%	18 25%	144++B 29%	421-- 22%

95% lower case or +, 99% UPPER CASE or ++

Table 159 (continuation)

Z5. Which, if any, of these impact or limit your daily activities or the work you can do?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Nothing - no impairments or conditions impact or limit my daily activities or work that I do	1737 72%	93 64%	554 74%	532 74%	540 71%	733 73%	540 72%	148 71%	305 72%	438+cd 76%	394 73%	108 67%	781 71%	597 70%	578++A 77%
Your mental healthSuch as anxiety, depression or trauma-related conditions, for example	224 9%	-- -%	42-- 6%	65ab 9%	113++ABC 15%	66-- 7%	82A 11%	23a 11%	52+A 12%	24-- 4%	52A 9%	17A 11%	126++A 11%	92 11%	65 9%
MobilityCannot walk at all/ use a wheelchair or mobility scooter etc, or cannot walk very far or manage stairs or can only do so with difficulty	171 7%	17 12%	46 6%	49 7%	58 8%	78 8%	48 6%	14 7%	26 6%	38 7%	27 5%	14 9%	90b 8%	72 8%	46 6%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do (please specify)	98 4%	16++Bc 11%	21 3%	24 3%	35 5%	53+d 5%	28 4%	7 3%	10 2%	25 4%	24 4%	5 3%	44 4%	35 4%	27 4%
HearingPoor hearing, partial hearing, or are deaf	88 4%	1 *%	36 5%	23 3%	28 4%	47 5%	21 3%	9 4%	10 2%	27 5%	21 4%	9 6%	32 3%	45++B 5%	14-- 2%
BreathingBreathlessness or chest pains	85 4%	4 3%	23 3%	24 3%	30 4%	26 3%	28 4%	9 4%	17 4%	14 2%	18 3%	6 4%	47 4%	43++ 5%	29 4%

95% lower case or +, 99% UPPER CASE or ++

Table 159 (continuation)

Z5. Which, if any, of these impact or limit your daily activities or the work you can do?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
EyesightPoor vision, colour blindness, partial sight, or are blind	72 3%	1 *%	19 3%	22 3%	28 4%	20- 2%	25 3%	10a 5%	17 4%	17 3%	14 3%	7 4%	34 3%	27 3%	20 3%
DexterityLimited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset, television remote control, computer keyboard, etc	64 3%	2 1%	17 2%	20 3%	26 3%	22 2%	18 2%	10 5%	13 3%	11 2%	15 3%	7 4%	29 3%	31+b 4%	12 2%
Mental abilitiesSuch as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	50 2%	5 3%	8- 1%	16 2%	21b 3%	20 2%	15 2%	7 3%	8 2%	6 1%	14 3%	6a 4%	25 2%	21 2%	13 2%
Social/behaviouralSuch as autism, attention deficit disorder, Asperger's, etc	43 2%	- -%	6- 1%	14 2%	22+B 3%	9- 1%	17a 2%	6a 3%	10 2%	8 1%	10 2%	3 2%	20 2%	26++B 3%	5- 1%
I'd rather not say	105 4%	11 8%	41 6%	28 4%	25 3%	41 4%	35 5%	6 3%	20 5%	27 5%	22 4%	8 5%	45 4%	28 3%	26 3%
NET: any with impacting/ limiting conditions	564 23%	40 28%	151- 20%	163 23%	200b 26%	231 23%	173 23%	55 26%	98 23%	109- 19%	126 23%	47a 29%	275a 25%	229+B 27%	150- 20%

95% lower case or +, 99% UPPER CASE or ++

Table 160

Z6. Which of these options best describes your religion or faith?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I don't have a religion or faith	1155 48%	914 49%	241 46%	597+b 51%	552- 45%	418++C 55%	441++C 53%	296-- 37%	283 45%	368 47%	223 49%	281a 51%	976D 48%	100D 51%	60D 52%	17-- 25%	1007+b 49%	147- 42%
Church of England / Scotland / Ireland	597 25%	415-- 22%	182++A 34%	267- 23%	329+a 27%	80-- 11%	178-A 21%	338++AB 42%	168d 27%	186 24%	128d 28%	114- 21%	508 25%	47 24%	29 25%	13 19%	470-- 23%	127++A 36%
Catholic	195 8%	173++B 9%	23-- 4%	93 8%	102 8%	54 7%	81 10%	60 7%	56 9%	76d 10%	33 7%	32- 6%	160 8%	14 7%	5 5%	16++ABC 23%	172 8%	23 7%
Other Christian	188 8%	159 8%	29 5%	93 8%	94 8%	66 9%	59 7%	62 8%	49 8%	58 7%	27 6%	53 10%	139-- 7%	19 10%	12 11%	16++ABC 25%	160 8%	28 8%
Muslim	77 3%	71+b 4%	7- 1%	29 2%	47 4%	51++BC 7%	24C 3%	2-- *%	22 3%	21 3%	12 3%	22 4%	71d 3%	3 2%	1 1%	-- -%	76++B 4%	1-- *%
Hindu	23 1%	22 1%	1 *%	15 1%	8 1%	16++C 2%	7c 1%	*-- *%	10 2%	8 1%	2 *%	3 *%	22 1%	1 *%	- -%	* *%	22 1%	* *%
Jewish	18 1%	18 1%	- -%	6 1%	12 1%	4 1%	5 1%	9 1%	9+ 1%	4 *%	1 *%	4 1%	16 1%	1 1%	* *%	- -%	18 1%	1 *%
Buddhist	15 1%	14 1%	2 *%	4 *%	10 1%	7 1%	4 1%	4 *%	3 *%	7 1%	1 *%	3 1%	15 1%	1 *%	- -%	- -%	14 1%	2 *%
Sikh	11 *%	7 *%	5 1%	10+b 1%	1- *%	3 *%	1 *%	7 1%	1 *%	3 *%	6++a 1%	1 *%	11 1%	- -%	- -%	- -%	11 1%	- -%
Pagan	5 *%	5 *%	- -%	1 *%	4 *%	2 *%	1 *%	1 *%	- -%	1 *%	1 *%	3 1%	5 *%	- -%	- -%	* 1%	5 *%	- -%
Other religion (please specify)	19 1%	15 1%	4 1%	6 1%	12 1%	4 *%	8 1%	7 1%	8 1%	4 1%	3 1%	4 1%	13 1%	2 1%	3++A 3%	1 1%	13 1%	5 1%
I'd rather not say	104 4%	66-- 4%	37++A 7%	58 5%	45 4%	49++BC 7%	29 3%	24 3%	23 4%	40 5%	14 3%	27 5%	87 4%	9 4%	4 4%	3 5%	85 4%	18 5%

95% lower case or +, 99% UPPER CASE or ++

Table 160 (continuation)

Z6. Which of these options best describes your religion or faith?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I don't have a religion or faith	1155 48%	1092++BCD 51%	52-- 21%	20-- 15%	14-- 20%	779++B 52%	353-- 42%	266 47%	855 49%	289 48%	858 48%	145 51%	358 48%	537d 49%	114- 42%
Church of England / Scotland / Ireland	597 25%	581++BCd 27%	16--c 6%	1-- 1%	10-bC 15%	316-- 21%	268++A 32%	136 24%	445 26%	112-- 19%	484++A 27%	86c 30%	204c 27%	236-- 22%	70 26%
Catholic	195 8%	176 8%	18 7%	6 4%	10+abC 15%	144++B 10%	49-- 6%	41 7%	138 8%	66++B 11%	127-- 7%	15 5%	60 8%	93 8%	28 10%
Other Christian	188 8%	147-- 7%	41++AC 16%	8 6%	25++ABC 37%	106 7%	72 9%	51 9%	130 8%	47 8%	138 8%	21 7%	56 7%	88 8%	23 8%
Muslim	77 3%	1-- *%	72++AD 29%	58++ABD 44%	4A 5%	47 3%	29 3%	18 3%	57 3%	34++B 6%	43-- 2%	4 1%	18 2%	41 4%	14ab 5%
Hindu	23 1%	1-- *%	21++AD 8%	21++AbD 16%	-- -%	15 1%	8 1%	3 1%	18 1%	10 2%	13 1%	* *%	5 1%	13 1%	5 2%
Jewish	18 1%	17 1%	1 *%	1 1%	-- -%	12 1%	5 1%	7 1%	11 1%	3 1%	15 1%	1 1%	2 *%	7 1%	7++Bc 3%
Buddhist	15 1%	10- *%	5++A 2%	5++A 3%	1 1%	10 1%	4 *%	6 1%	9 1%	3 1%	11 1%	-- -%	5 1%	9 1%	1 *%
Sikh	11 *%	--- -%	11++A 4%	7++Ad 5%	-- -%	11+ 1%	* *%	-- -%	10 1%	2 *%	10 1%	5+c 2%	2 *%	3 *%	2 1%
Pagan	5 *%	5 *%	* *%	-- -%	-- -%	2 *%	2 *%	2 *%	3 *%	3 1%	2 *%	-- -%	1 *%	3 *%	1 1%
Other religion (please specify)	19 1%	17 1%	1 1%	1 1%	1 1%	7- *%	10 1%	11++B 2%	8- *%	4 1%	15 1%	* *%	6 1%	8 1%	4 2%
I'd rather not say	104 4%	78-- 4%	12 5%	6 4%	5 7%	55 4%	38 5%	24 4%	53-- 3%	24 4%	60-- 3%	9 3%	32 4%	58d 5%	5- 2%

95% lower case or +, 99% UPPER CASE or ++

Table 160 (continuation)

Z6. Which of these options best describes your religion or faith?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
I don't have a religion or faith	1155 48%	144CDf 47%	70Cd 45%	28-- 26%	21-- 27%	92--c 38%	76-- 36%	49- 38%	231--Cd 42%	576CDeFg 48%	668CDEFgh 49%
Church of England / Scotland / Ireland	597 25%	53-- 17%	25- 16%	15- 14%	7-- 9%	38-- 16%	37- 17%	17-- 13%	99-- 18%	245--d 20%	280--d 20%
Catholic	195 8%	26 9%	14 9%	18++aij 17%	12+ 15%	31++ 13%	35++aIJ 16%	21++aIJ 12%	63++ 12%	104 9%	119 9%
Other Christian	188 8%	28 9%	10 6%	8 7%	7 9%	16 7%	19 9%	9 7%	48 9%	103 9%	114 8%
Muslim	77 3%	16 5%	9 6%	9++ij 9%	9++IJ 12%	21++IJ 9%	14++ 7%	13++IJ 10%	31++ 6%	48 4%	55+ 4%
Hindu	23 1%	6 2%	5+ 3%	7++ahIJ 7%	3++ 4%	7++ 3%	8++ij 4%	6++IJ 5%	13++ 2%	14 1%	17 1%
Jewish	18 1%	5 2%	4+ 2%	5++hIJ 5%	2 3%	6++j 2%	4 2%	2 1%	7 1%	11 1%	11 1%
Buddhist	15 1%	4 1%	1 *%	2 2%	2 2%	4+ 2%	4+ 2%	2 2%	5 1%	9 1%	9 1%
Sikh	11 *%	- -%	- -%	- -%	- -%	1 1%	* *%	- -%	2 *%	3 *%	3 *%
Pagan	5 *%	1 *%	- -%	1 1%	- -%	1 *%	1 *%	- -%	3 1%	5 *%	5 *%
Other religion (please specify)	19 1%	1 *%	1 1%	* *%	* *%	3 1%	1 1%	- -%	6 1%	15+ 1%	15 1%
I'd rather not say	104 4%	20 7%	16++ij 11%	13++iJ 12%	15 19%	20++ 8%	13 6%	10+ 8%	39++ 7%	70++ 6%	74+ 5%

95% lower case or +, 99% UPPER CASE or ++

Table 160 (continuation)

Z6. Which of these options best describes your religion or faith?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I don't have a religion or faith	1155 48%	57g 45%	10 31%	6 21%	6 27%	54- 38%	51- 39%	11-- 26%	125- 40%	491efGh 49%	539efGh 49%	37 53%	13 42%	8 28%	4 17%	35 51%	199-- 40%	956++A 50%
Church of England / Scotland / Ireland	597 25%	23 18%	3 10%	3 11%	4 15%	28 19%	28 22%	7 17%	60- 20%	207-- 21%	226-- 21%	9- 13%	8 28%	6 19%	4 15%	14 20%	127 25%	470 25%
Catholic	195 8%	17 13%	7 22%	6 21%	2 9%	21+ 14%	19+ 14%	5 12%	41+++ij 13%	90 9%	99 9%	10 14%	1 4%	5 18%	3 14%	9 14%	65++B 13%	130-- 7%
Other Christian	188 8%	12 9%	2 7%	2 5%	1 4%	9 6%	13 10%	6 14%	26 8%	88 9%	95 9%	6 8%	4 13%	3 9%	1 6%	6 9%	39 8%	149 8%
Muslim	77 3%	5 4%	3 8%	3 10%	3 13%	10+ 7%	7 5%	7++AFHIJ 16%	16 5%	39 4%	45 4%	1 1%	2 7%	2 6%	3 14%	1 2%	13 3%	64 3%
Hindu	23 1%	4+ 3%	3 9%	4 13%	2 10%	5+++ij 4%	4+ 3%	2+++ij 6%	7+ 2%	11 1%	13 1%	1 2%	1 3%	1 5%	4 15%	- -%	5 1%	18 1%
Jewish	18 1%	4+++j 3%	3 9%	2 8%	1 6%	4++ 3%	1 1%	1 2%	6+ 2%	10 1%	10 1%	3++ 4%	- -%	1 5%	3 12%	- -%	5 1%	13 1%
Buddhist	15 1%	3+ 2%	1 2%	1 2%	- -%	2 1%	2 1%	- -%	3 1%	7 1%	8 1%	2 2%	- -%	1 4%	* 1%	2 2%	3 1%	12 1%
Sikh	11 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	9 *%
Pagan	5 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 *%	4 *%	- -%	- -%	- -%	- -%	- -%	2 *%	4 *%
Other religion (please specify)	19 1%	1 1%	* 1%	- -%	- -%	3+ 2%	1 1%	- -%	5 2%	13+ 1%	13 1%	- -%	- -%	1 4%	- -%	- -%	6 1%	13 1%
I'd rather not say	104 4%	3 3%	1 2%	3 9%	4 15%	8 5%	6 5%	3 7%	19 6%	43 4%	47 4%	2 2%	1 3%	1 2%	2 7%	2 2%	32+b 6%	72- 4%

95% lower case or +, 99% UPPER CASE or ++

Table 160 (continuation)

Z6. Which of these options best describes your religion or faith?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I don't have a religion or faith	1155 48%	41-- 28%	342a 46%	330a 46%	426++ABC 56%	435-- 43%	363 49%	115A 55%	235++Ab 56%	238-- 41%	261 48%	65- 40%	579++AC 53%	422 49%	374 50%
Church of England / Scotland / Ireland	597 25%	77++BCD 53%	190D 25%	192D 27%	129-- 17%	330++BCD 33%	185CD 25%	31-- 15%	49-- 12%	194++BCD 34%	135 25%	32 20%	236-- 21%	195 23%	203 27%
Catholic	195 8%	2 1%	64 9%	63 9%	63 8%	78 8%	64 9%	12 6%	41 10%	43 7%	54 10%	17 11%	79 7%	64 8%	55 7%
Other Christian	188 8%	9 6%	62 8%	57 8%	58 8%	74 7%	56 7%	18 8%	38 9%	35 6%	34 6%	20+ab 12%	96 9%	74 9%	58 8%
Muslim	77 3%	- -%	22 3%	23 3%	31 4%	17-- 2%	24 3%	14++A 6%	19a 4%	5-- 1%	15 3%	7A 4%	47+A 4%	21 2%	20 3%
Hindu	23 1%	- -%	8 1%	6 1%	10 1%	6 1%	6 1%	3 1%	7 2%	5 1%	3 *	4+bd 3%	9 1%	11 1%	4 *
Jewish	18 1%	- -%	7 1%	4 1%	7 1%	9 1%	3 *	2 1%	4 1%	6d 1%	8D 1%	1 1%	2- *	9 1%	5 1%
Buddhist	15 1%	- -%	6 1%	3 *	6 1%	6 1%	5 1%	2 1%	3 1%	3 *	2 *	3 2%	8 1%	9 1%	2 *
Sikh	11 *	5++bc 3%	2 *	1 *	4 *	2 *	7 1%	- -%	1 *	6 1%	2 *	2 1%	2 *	1 *	6 1%
Pagan	5 *	- -%	2 *	1 *	2 *	1 *	2 *	- -%	2 *	3 *	* *	1 1%	1 *	3 *	- -%
Other religion (please specify)	19 1%	* *	5 1%	9 1%	4 *	7 1%	5 1%	3 2%	2 1%	5 1%	5 1%	* *	8 1%	7 1%	7 1%
I'd rather not say	104 4%	11 8%	36 5%	31 4%	25 3%	40 4%	29 4%	10 5%	20 5%	31 5%	25 5%	10 6%	34- 3%	38 4%	20- 3%

95% lower case or +, 99% UPPER CASE or ++

Table 161

Z7. What is your current working status?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Full-time paid work (30+ hours per week)	1076 45%	859 46%	217 41%	623++B 53%	452-- 37%	362C 48%	530++AC 63%	184-- 23%	334++cD 53%	395++D 51%	206D 46%	141-- 26%	920C 45%	88c 45%	37-- 32%	31C 47%	945++B 46%	130-- 37%
Part-time paid work (8-29 hours per week)	370 15%	314++B 17%	56-- 11%	144-- 12%	224++A 18%	115 15%	136 16%	120 15%	77- 12%	104 13%	86+Ab 19%	102+Ab 19%	313 15%	28 14%	19 16%	10 15%	309 15%	59 17%
Part-time paid work (under 8 hours per week)	57 2%	53+b 3%	4- 1%	20 2%	37 3%	25+B 3%	10- 1%	21 3%	15 2%	20 3%	12 3%	10 2%	49 2%	3 2%	3 2%	2 3%	51 2%	6 2%
Retired	430 18%	274-- 15%	156++A 30%	212 18%	217 18%	1-- *%	8--a 1%	422++AB 52%	129 20%	129 17%	74 16%	99 18%	351 17%	39 20%	31++Ad 27%	10 15%	323-- 16%	107++A 30%
Still at school	37 2%	35 2%	2 *%	19 2%	18 2%	37++BC 5%	--- -%	--- -%	13 2%	16 2%	4 1%	5 1%	31 2%	- -%	2 1%	1 1%	34 2%	3 1%
In full time higher education	128 5%	104 6%	24 4%	71 6%	56 5%	127++BC 17%	1-- *%	--- -%	27 4%	58++ad 8%	21 5%	21 4%	106 5%	13 7%	6 6%	2 3%	115 6%	13 4%
Unemployed (seeking work)	76 3%	65 3%	11 2%	37 3%	39 3%	33+C 4%	33C 4%	10-- 1%	4-- 1%	16a 2%	8 2%	47++ABC 9%	60 3%	8 4%	4 4%	4 6%	73+b 4%	3- 1%
Not in paid employment (not seeking work)	167 7%	125 7%	42 8%	36-- 3%	130++A 11%	36- 5%	96++AC 11%	35-- 4%	22-- 4%	23-- 3%	31aB 7%	91++ABC 17%	140 7%	13 7%	11 9%	3 5%	149 7%	18 5%
Other working status (please specify)	45 2%	30 2%	15 3%	12- 1%	31+a 3%	11 1%	17 2%	18 2%	7 1%	9 1%	6 1%	23++ABc 4%	37 2%	4 2%	3 2%	2 3%	36 2%	9 3%
I'd rather not say	20 1%	20 1%	* *%	6 1%	13 1%	8c 1%	10c 1%	1- *%	4 1%	6 1%	3 1%	7 1%	16 1%	1 1%	1 1%	2++Ab 3%	17 1%	3 1%
NET: FULL TIME	1076 45%	859 46%	217 41%	623++B 53%	452-- 37%	362C 48%	530++AC 63%	184-- 23%	334++cD 53%	395++D 51%	206D 46%	141-- 26%	920C 45%	88c 45%	37-- 32%	31C 47%	945++B 46%	130-- 37%
NET: PART TIME	427 18%	367++B 20%	60-- 11%	164-- 14%	261++A 21%	140 19%	146 17%	141 17%	92- 15%	124 16%	98+Ab 22%	112a 21%	362 18%	31 16%	21 19%	12 17%	360 18%	65 19%

95% lower case or +, 99% UPPER CASE or ++

Table 161 (continuation)
 Z7. What is your current working status?
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
NET: RETIRED	430 18%	274-- 15%	156++A 30%	212 18%	217 18%	1-- *%	8--a 1%	422++AB 52%	129 20%	129 17%	74 16%	99 18%	351 17%	39 20%	31++Ad 27%	10 15%	323-- 16%	107++A 30%
NET: IN EDUCATION	165 7%	139 7%	26 5%	90 8%	74 6%	164++BC 22%	1-- *%	--- -%	40 6%	74++cD 10%	25 6%	26 5%	137 7%	13 7%	8 7%	3 4%	149 7%	16 5%
NET: NOT WORKING	243 10%	189 10%	54 10%	73-- 6%	169++A 14%	69c 9%	129++AC 15%	45-- 6%	26-- 4%	39-- 5%	40Ab 9%	138++ABC 25%	200 10%	21 11%	15 13%	7 10%	222+b 11%	21- 6%

95% lower case or +, 99% UPPER CASE or ++

Table 161 (continuation)
 Z7. What is your current working status?
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Full-time paid work (30+ hours per week)	1076 45%	945 44%	115 46%	58 43%	35 51%	1076++B 72%	--- -%	145-- 26%	884++A 51%	339++B 57%	728-- 41%	96-- 33%	312 42%	517+Ab 47%	151++ABc 55%
Part-time paid work (8-29 hours per week)	370 15%	331 16%	38 15%	20 15%	9 13%	370++B 25%	--- -%	90 16%	261 15%	107 18%	259 15%	29 10%	110 15%	189+a 17%	41 15%
Part-time paid work (under 8 hours per week)	57 2%	43-- 2%	12++A 5%	7+a 5%	2 3%	57++B 4%	--- -%	13 2%	43 2%	16 3%	41 2%	2 1%	21 3%	23 2%	10 4%
Retired	430 18%	426++BCD 20%	3-- 1%	2-- 1%	1-- 1%	--- -%	430++A 51%	137++B 24%	277-- 16%	5-- 1%	425++A 24%	102++BCD 35%	160++CD 21%	142-- 13%	26-- 10%
Still at school	37 2%	21-- 1%	16++A 6%	10++A 8%	4++A 6%	--- -%	37++A 4%	10 2%	26 1%	9 2%	20- 1%	3 1%	11 2%	18 2%	4 2%
In full time higher education	128 5%	88-- 4%	40++A 16%	25++A 19%	10++A 14%	--- -%	128++A 15%	38 7%	89 5%	29 5%	89 5%	8 3%	42 6%	69 6%	9 3%
Unemployed (seeking work)	76 3%	60- 3%	13a 5%	5 4%	3 4%	--- -%	76++A 9%	30++B 5%	42-- 2%	17 3%	58 3%	12 4%	23 3%	28 3%	13 5%
Not in paid employment (not seeking work)	167 7%	160++BD 8%	5-- 2%	5 3%	-- -%	--- -%	167++A 20%	78++B 14%	80-- 5%	55+b 9%	112 6%	27d 10%	50 7%	78 7%	11 4%
Other working status (please specify)	45 2%	41 2%	2 1%	- -%	2 2%	--- -%	--- -%	20++B 4%	24-- 1%	13 2%	32 2%	5 2%	14 2%	19 2%	7 2%
I'd rather not say	20 1%	10-- *%	6++A 2%	2 1%	4++A 6%	--- -%	--- -%	4 1%	12 1%	6 1%	12 1%	2 1%	6 1%	11 1%	1 *%
NET: FULL TIME	1076 45%	945 44%	115 46%	58 43%	35 51%	1076++B 72%	--- -%	145-- 26%	884++A 51%	339++B 57%	728-- 41%	96-- 33%	312 42%	517+Ab 47%	151++ABc 55%
NET: PART TIME	427 18%	374 18%	51 20%	27 20%	11 16%	427++B 28%	--- -%	103 18%	303 17%	124 21%	299 17%	32- 11%	132a 18%	213a 19%	51a 19%

95% lower case or +, 99% UPPER CASE or ++

Table 161 (continuation)
 Z7. What is your current working status?
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
NET: RETIRED	430 18%	426++BCD 20%	3-- 1%	2-- 1%	1-- 1%	--- -%	430++A 51%	137++B 24%	277-- 16%	5-- 1%	425++A 24%	102++BCD 35%	160++CD 21%	142-- 13%	26-- 10%
NET: IN EDUCATION	165 7%	108-- 5%	56++A 22%	35++A 26%	14++A 20%	--- -%	165++A 20%	48 8%	115 7%	38 6%	109- 6%	11 4%	53 7%	87 8%	14 5%
NET: NOT WORKING	243 10%	221d 10%	18 7%	9 7%	3 4%	--- -%	243++A 29%	108++B 19%	122-- 7%	72 12%	170 10%	39 14%	73 10%	106 10%	24 9%

95% lower case or +, 99% UPPER CASE or ++

Table 161 (continuation)
 Z7. What is your current working status?
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Full-time paid work (30+ hours per week)	1076	138	73	50	45+	142	107	67	271+	562	645+
	45%	45%	47%	47%	57%	59%	50%	52%	50%	47%	47%
Part-time paid work (8-29 hours per week)	370	50	23	17	10	30	38	24	85	204	220
	15%	16%	15%	16%	13%	12%	18%	19%	16%	17%	16%
Part-time paid work (under 8 hours per week)	57	7	4	4	3	8	6	4	18	29	34
	2%	2%	2%	4%	3%	3%	3%	3%	3%	2%	2%
Retired	430	42DEfGh	16-dG	8--	1--	12--	14--	2--	47--g	162	185--DEfGH
	18%	14%	11%	7%	2%	5%	7%	2%	9%	13%	13%
Still at school	37	1	3	3	1	2	4	3	9	21	23
	2%	*%	2%	3%	1%	1%	2%	2%	2%	2%	2%
In full time higher education	128	26+	17++	11+	9+	18	20+	20++aehIJ	48++	77+	89++
	5%	9%	11%	10%	11%	7%	9%	16%	9%	6%	7%
Unemployed (seeking work)	76	14	8	4	5	10	8	7	19	43	46
	3%	5%	5%	4%	6%	4%	4%	5%	3%	4%	3%
Not in paid employment (not seeking work)	167	18g	10g	5	1	15g	11	1-	37g	72g	91g
	7%	6%	6%	5%	1%	6%	5%	1%	7%	6%	7%
Other working status (please specify)	45	6	1	1	*	3	3	1	8	22	26
	2%	2%	*%	1%	*%	1%	1%	1%	1%	2%	2%
I'd rather not say	20	1	1	3+a	4	2	2	-	4	11	11
	1%	*%	1%	3%	5%	1%	1%	-%	1%	1%	1%

95% lower case or +, 99% UPPER CASE or ++

Table 161 (continuation)
 Z7. What is your current working status?
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
NET: FULL TIME	1076	138	73	50	45+	142	107	67	271+	562	645+
	45%	45%	47%	47%	57%	59%	50%	52%	50%	47%	47%
NET: PART TIME	427	57	27	21	13	38	44	29	103	233	253
	18%	19%	17%	20%	16%	16%	21%	22%	19%	19%	18%
NET: RETIRED	430	42DEfGh	16-dG	8--	1--	12--	14--	2--	47--g	162	185--DEfGH
	18%	14%	11%	7%	2%	5%	7%	2%	9%	13%	13%
NET: IN EDUCATION	165	28	20++	14+	9	20	24+	23++aehIJ	57++	98+	112++
	7%	9%	13%	13%	12%	8%	11%	18%	10%	8%	8%
NET: NOT WORKING	243	32	17	10	6	25	19	8	56	115	137
	10%	11%	11%	9%	7%	10%	9%	6%	10%	10%	10%

95% lower case or +, 99% UPPER CASE or ++

Table 161 (continuation)
 Z7. What is your current working status?
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Full-time paid work (30+ hours per week)	1076 45%	62 49%	18 55%	17 56%	15 63%	90+++afIJ 62%	63 48%	19 47%	167++ 54%	485++ 48%	532++ 48%	40+ 59%	11 36%	11 37%	9 37%	35 51%	223 45%	853 45%
Part-time paid work (8-29 hours per week)	370 15%	26 20%	9 26%	5 15%	5 21%	25 17%	31+ 23%	12+ 28%	57 18%	170 17%	187 17%	10 14%	9 29%	8 27%	8 34%	13 19%	90 18%	280 15%
Part-time paid work (under 8 hours per week)	57 2%	1 1%	- -%	- -%	- -%	2 2%	1 1%	1 4%	5 2%	25 2%	29 3%	- -%	1 4%	- -%	- -%	1 2%	10 2%	47 2%
Retired	430 18%	20Egh 15%	1 4%	3 10%	- -%	6-- 4%	12- 9%	--- -%	22-- 7%	134--EgH 13%	141--Egh 13%	7 10%	5 16%	8 27%	2 9%	11 15%	79 16%	352 18%
Still at school	37 2%	* *%	* 1%	1 3%	- -%	1 1%	1 1%	1 3%	4 1%	12 1%	14 1%	* *%	- -%	* 1%	* 1%	- -%	7 1%	29 2%
In full time higher education	128 5%	7 6%	1 4%	1 4%	1 6%	5 4%	7 5%	5+e 12%	18 6%	53 5%	61 6%	5 7%	2 5%	1 2%	3 13%	4 5%	25 5%	103 5%
Unemployed (seeking work)	76 3%	4 3%	3 8%	1 2%	1 6%	3 2%	6 4%	2 6%	12 4%	37 4%	39 4%	1 1%	1 5%	2 6%	1 2%	1 2%	18 4%	58 3%
Not in paid employment (not seeking work)	167 7%	4 3%	* *%	1 3%	- -%	9 6%	8 6%	- -%	16 5%	63 6%	67 6%	3 5%	1 3%	- -%	1 4%	2 4%	31 6%	136 7%
Other working status (please specify)	45 2%	3 2%	1 2%	1 3%	- -%	2 2%	3 2%	- -%	6 2%	19 2%	22 2%	3 4%	1 2%	- -%	- -%	2 3%	12 2%	34 2%
I'd rather not say	20 1%	* *%	- -%	1 3%	1 4%	- -%	- -%	- -%	1 *%	7 1%	7 1%	* *%	- -%	- -%	- -%	* *%	3 1%	17 1%
NET: FULL TIME	1076 45%	62 49%	18 55%	17 56%	15 63%	90+++afIJ 62%	63 48%	19 47%	167++ 54%	485++ 48%	532++ 48%	40+ 59%	11 36%	11 37%	9 37%	35 51%	223 45%	853 45%

95% lower case or +, 99% UPPER CASE or ++

Table 161 (continuation)
 Z7. What is your current working status?
 by
 Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
NET: PART TIME	427 18%	27 21%	9 26%	5 15%	5 21%	27 19%	31 24%	13+ 32%	61 20%	195 19%	216+ 20%	10 14%	10 33%	8 27%	8 34%	14 21%	99 20%	327 17%
NET: RETIRED	430 18%	20Egh 15%	1 4%	3 10%	- -%	6-- 4%	12- 9%	--- -%	22-- 7%	134--EgH 13%	141--Egh 13%	7 10%	5 16%	8 27%	2 9%	11 15%	79 16%	352 18%
NET: IN EDUCATION	165 7%	8 6%	2 5%	2 7%	1 6%	7 5%	8 6%	6+ei 15%	22 7%	65 6%	75 7%	5 8%	2 5%	1 3%	3 13%	4 5%	32 6%	133 7%
NET: NOT WORKING	243 10%	8 6%	3 8%	2 5%	1 6%	12 8%	13 10%	2 6%	28 9%	99 10%	106 10%	4 6%	2 8%	2 6%	2 6%	4 5%	49 10%	194 10%

95% lower case or +, 99% UPPER CASE or ++

Table 161 (continuation)
 Z7. What is your current working status?
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Full-time paid work (30+ hours per week)	1076 45%	5-- 3%	310A 42%	335A 46%	414+++ABC 54%	388-- 39%	388+++A 52%	99a 47%	196a 46%	252 44%	288+++aD 53%	72 45%	456-- 41%	413+B 48%	308- 41%
Part-time paid work (8-29 hours per week)	370 15%	6- 4%	138+A 18%	109a 15%	110a 14%	158 16%	111 15%	38 18%	61 14%	96 17%	74 14%	35+bd 22%	160 15%	130 15%	124 17%
Part-time paid work (under 8 hours per week)	57 2%	1 1%	21 3%	13 2%	20 3%	13- 1%	19 3%	6 3%	16a 4%	7 1%	10 2%	1 1%	39+++a 4%	17 2%	16 2%
Retired	430 18%	118+++BCD 81%	141D 19%	122D 17%	48-- 6%	294+++BCD 29%	86--c 11%	11-- 5%	39-- 9%	163+++BCD 28%	88c 16%	13-- 8%	166--c 15%	149 17%	143 19%
Still at school	37 2%	- -%	8 1%	16 2%	12 2%	5-- *%	13a 2%	7+A 3%	12+A 3%	3 *%	8 2%	7+++Abd 5%	17 2%	16 2%	13 2%
In full time higher education	128 5%	- -%	34 5%	35 5%	58+++ab 8%	19-- 2%	49A 7%	30+++ABD 14%	29A 7%	14-- 2%	19 4%	19+++ABd 12%	73+Ab 7%	53 6%	33 4%
Unemployed (seeking work)	76 3%	2 1%	22 3%	20 3%	31 4%	27 3%	19 3%	6 3%	24+++ab 6%	8- 1%	15 3%	2 1%	49+++A 4%	23 3%	28 4%
Not in paid employment (not seeking work)	167 7%	14 9%	47 6%	56 8%	50 7%	79 8%	43 6%	11 5%	32 8%	22-- 4%	25- 5%	10 6%	105+++AB 10%	39-- 5%	69+A 9%
Other working status (please specify)	45 2%	- -%	16 2%	10 1%	19 2%	16 2%	14 2%	2 1%	11 3%	9 2%	10 2%	2 1%	24 2%	13 2%	15 2%
I'd rather not say	20 1%	- -%	11+D 1%	7d 1%	1- *%	6 1%	6 1%	* *%	4 1%	*- *%	5 1%	- -%	13a 1%	2- *%	5 1%
NET: FULL TIME	1076 45%	5-- 3%	310A 42%	335A 46%	414+++ABC 54%	388-- 39%	388+++A 52%	99a 47%	196a 46%	252 44%	288+++aD 53%	72 45%	456-- 41%	413+B 48%	308- 41%
NET: PART TIME	427 18%	7- 5%	159+++Ac 21%	122a 17%	130a 17%	171 17%	130 17%	43 21%	76 18%	103 18%	84 16%	36 22%	199 18%	147 17%	140 19%

95% lower case or +, 99% UPPER CASE or ++

Table 161 (continuation)
 Z7. What is your current working status?
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
NET: RETIRED	430 18%	118++BCD 81%	141D 19%	122D 17%	48-- 6%	294++BCD 29%	86--c 11%	11-- 5%	39-- 9%	163++BCD 28%	88c 16%	13-- 8%	166--c 15%	149 17%	143 19%
NET: IN EDUCATION	165 7%	-- -%	41 6%	51a 7%	70++ab 9%	24-- 2%	62A 8%	37++ABD 18%	41+A 10%	16-- 3%	27 5%	27++ABD 16%	90+Ab 8%	68 8%	46 6%
NET: NOT WORKING	243 10%	15 11%	69 9%	75 10%	81 11%	107 11%	62 8%	17 8%	55b 13%	29-- 5%	40- 7%	12 7%	154++ABc 14%	62-- 7%	96+A 13%

95% lower case or +, 99% UPPER CASE or ++

Table 162

Z8. Which one of these bands describes your total household income before tax or any other deductions are made?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Up to £10,399 per year	142 6%	138++B 7%	3-- 1%	64 5%	76 6%	46 6%	45 5%	51 6%	10-- 2%	34A 4%	19a 4%	79++ABC 14%	114 6%	18 9%	7 6%	3 5%	127 6%	14 4%
£10,400 to £15,999 per year	186 8%	153 8%	33 6%	81 7%	105 9%	53 7%	51- 6%	82++B 10%	21-- 3%	51a 7%	20- 4%	94++ABC 17%	151 7%	18 9%	13 11%	5 7%	156 8%	30 9%
£15,600 to £25,999 per year	387 16%	344++B 18%	43-- 8%	195 17%	192 16%	104 14%	116 14%	167++AB 21%	53-- 8%	135A 17%	88A 19%	112++A 20%	317 16%	40 20%	20 17%	11 16%	336 16%	51 14%
£26,000 to £36,399 per year	363 15%	335++B 18%	28-- 5%	183 15%	179 15%	113 15%	143 17%	106 13%	74- 12%	133ad 17%	94++AD 21%	62- 11%	300 15%	35 18%	15 13%	12 18%	315 15%	48 14%
£36,400 to £51,999 per year	337 14%	312++B 17%	25-- 5%	176 15%	159 13%	103 14%	127 15%	107 13%	109+D 17%	141++cD 18%	59D 13%	28-- 5%	292b 14%	18- 9%	13 11%	14+aBc 21%	301 15%	36 10%
£52,000 to £77,999 per year	223 9%	201++B 11%	21-- 4%	128+b 11%	93- 8%	76C 10%	100++C 12%	47-- 6%	109++BCD 17%	83CD 11%	23--D 5%	8-- 1%	184 9%	19 10%	14 12%	6 8%	196 10%	26 8%
£78,000 and above per year	154 6%	139++B 7%	15-- 3%	95++B 8%	58-- 5%	56c 7%	59 7%	38- 5%	115++BCD 18%	21--d 3%	14--d 3%	4-- 1%	136 7%	10 5%	5 4%	3 4%	123 6%	30 9%
I don't know / Rather not say	616 26%	257-- 14%	359++A 68%	258-- 22%	353++A 29%	204 27%	199 24%	211 26%	142 22%	178 23%	136+ab 30%	160+ab 29%	529 26%	40 20%	29 25%	14 21%	497-- 24%	116++A 33%
NET: UP TO £15,599	328 14%	291++B 15%	37-- 7%	145 12%	182 15%	99 13%	96- 11%	134+b 16%	31-- 5%	85-A 11%	38--a 9%	173++ABC 32%	265 13%	35 18%	20 17%	8 12%	284 14%	44 13%
NET: £15,600-25,999	387 16%	344++B 18%	43-- 8%	195 17%	192 16%	104 14%	116 14%	167++AB 21%	53-- 8%	135A 17%	88A 19%	112++A 20%	317 16%	40 20%	20 17%	11 16%	336 16%	51 14%
NET: £26,000-£36,399	363 15%	335++B 18%	28-- 5%	183 15%	179 15%	113 15%	143 17%	106 13%	74- 12%	133ad 17%	94++AD 21%	62- 11%	300 15%	35 18%	15 13%	12 18%	315 15%	48 14%
NET: £36,400- £51,999	337 14%	312++B 17%	25-- 5%	176 15%	159 13%	103 14%	127 15%	107 13%	109+D 17%	141++cD 18%	59D 13%	28-- 5%	292b 14%	18- 9%	13 11%	14+aBc 21%	301 15%	36 10%

95% lower case or +, 99% UPPER CASE or ++

Table 162 (continuation)

Z8. Which one of these bands describes your total household income before tax or any other deductions are made?

by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
NET: £52,000+	376 16%	340++B 18%	36-- 7%	223++B 19%	152-- 12%	132C 17%	159++C 19%	85-- 11%	224++BCD 35%	104cD 13%	36--D 8%	12-- 2%	320 16%	29 15%	19 16%	8 13%	319 16%	57 16%

95% lower case or +, 99% UPPER CASE or ++

Table 162 (continuation)

Z8. Which one of these bands describes your total household income before tax or any other deductions are made?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Up to £10,399 per year	142 6%	126 6%	14 6%	7 6%	4 7%	72- 5%	63+a 8%	55++B 10%	78-- 4%	16-- 3%	126++A 7%	15 5%	47 6%	63 6%	16 6%
£10,400 to £15,999 per year	186 8%	174+b 8%	10- 4%	5 4%	2 3%	85-- 6%	94++A 11%	61++B 11%	117-- 7%	34- 6%	150+a 8%	29d 10%	60 8%	86 8%	12- 4%
£15,600 to £25,999 per year	387 16%	345 16%	37 15%	19 14%	9 14%	218- 15%	162++A 19%	118++B 21%	260- 15%	84 14%	301 17%	41 14%	115 15%	176 16%	55 20%
£26,000 to £36,399 per year	363 15%	324 15%	39 15%	21 16%	8 12%	257++B 17%	99-- 12%	94 17%	255 15%	92 15%	268 15%	28- 10%	107 14%	185+a 17%	42 15%
£36,400 to £51,999 per year	337 14%	309b 15%	24- 10%	14 10%	6 9%	248++B 17%	86-- 10%	58- 10%	267++A 15%	102+b 17%	229- 13%	18-- 6%	94a 12%	173+A 16%	53+Ab 19%
£52,000 to £77,999 per year	223 9%	191 9%	25 10%	9 7%	10 14%	180++B 12%	38-- 5%	41 7%	171 10%	74++B 12%	139-- 8%	15 5%	55 7%	120+ab 11%	33ab 12%
£78,000 and above per year	154 6%	132 6%	19 8%	12 9%	5 8%	121++B 8%	31-- 4%	18-- 3%	133++A 8%	55++B 9%	96-- 5%	12 4%	32- 4%	85+B 8%	24B 9%
I don't know / Rather not say	616 26%	524-- 25%	82++A 33%	46+a 34%	24a 34%	322-- 21%	264++A 31%	117-- 21%	457a 26%	140 23%	467 26%	129++BCD 45%	241++CD 32%	207-- 19%	39-- 14%
NET: UP TO £15,599	328 14%	300 14%	24 10%	12 9%	7 9%	157-- 10%	158++A 19%	117++B 21%	194-- 11%	50-- 8%	276++A 16%	44 15%	107 14%	149 14%	28 10%
NET: £15,600-25,999	387 16%	345 16%	37 15%	19 14%	9 14%	218- 15%	162++A 19%	118++B 21%	260- 15%	84 14%	301 17%	41 14%	115 15%	176 16%	55 20%
NET: £26,000-£36,399	363 15%	324 15%	39 15%	21 16%	8 12%	257++B 17%	99-- 12%	94 17%	255 15%	92 15%	268 15%	28- 10%	107 14%	185+a 17%	42 15%
NET: £36,400- £51,999	337 14%	309b 15%	24- 10%	14 10%	6 9%	248++B 17%	86-- 10%	58- 10%	267++A 15%	102+b 17%	229- 13%	18-- 6%	94a 12%	173+A 16%	53+Ab 19%

95% lower case or +, 99% UPPER CASE or ++

Table 162 (continuation)

Z8. Which one of these bands describes your total household income before tax or any other deductions are made?

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
NET: £52,000+	376 16%	324 15%	44 18%	21 16%	15 22%	301++B 20%	69-- 8%	59-- 11%	304++A 17%	130++B 22%	235-- 13%	27- 9%	87-- 12%	205++AB 19%	57+AB 21%

95% lower case or +, 99% UPPER CASE or ++

Table 162 (continuation)

Z8. Which one of these bands describes your total household income before tax or any other deductions are made?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Up to £10,399 per year	142 6%	19 6%	13 8%	10 9%	6 8%	13 5%	13 6%	12 9%	30 5%	68 6%	72 5%
£10,400 to £15,999 per year	186 8%	17 6%	8 5%	4 4%	3 4%	15 6%	11 5%	9 7%	31 6%	90 7%	99 7%
£15,600 to £25,999 per year	387 16%	45 15%	12-- 8%	12 12%	10 13%	34 14%	33b 15%	22b 17%	87b 16%	189b 16%	211b 15%
£26,000 to £36,399 per year	363 15%	45 15%	25 16%	23 21%	17 22%	43 18%	41 19%	23 18%	94 17%	190 16%	217 16%
£36,400 to £51,999 per year	337 14%	49 16%	20 13%	20 19%	11 14%	41 17%	44++gij 21%	15 12%	87 16%	176 15%	200 15%
£52,000 to £77,999 per year	223 9%	34 11%	13 8%	15 14%	12 16%	32+ 13%	25 12%	15 11%	54 10%	130+ 11%	147+ 11%
£78,000 and above per year	154 6%	26 9%	16 10%	12 11%	8 10%	27++ 11%	20 9%	16++ 12%	54++ 10%	88 7%	100 7%
I don't know / Rather not say	616 26%	68ceF 23%	49CDEFGHi 32%	12-- 11%	10- 12%	36-- 15%	27-- 13%	19-- 14%	111---cf 20%	272---ceFg 23%	323-CdEFg 24%
NET: UP TO £15,599	328 14%	36 12%	21 13%	14 13%	10 12%	28 11%	24 11%	20 16%	61 11%	158 13%	171 13%
NET: £15,600-25,999	387 16%	45 15%	12-- 8%	12 12%	10 13%	34 14%	33b 15%	22b 17%	87b 16%	189b 16%	211b 15%
NET: £26,000-£36,399	363 15%	45 15%	25 16%	23 21%	17 22%	43 18%	41 19%	23 18%	94 17%	190 16%	217 16%
NET: £36,400- £51,999	337 14%	49 16%	20 13%	20 19%	11 14%	41 17%	44++gij 21%	15 12%	87 16%	176 15%	200 15%

95% lower case or +, 99% UPPER CASE or ++

Table 162 (continuation)

Z8. Which one of these bands describes your total household income before tax or any other deductions are made?

by

Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
NET: £52,000+	376 16%	61 20%	29 18%	26+ 25%	20+ 26%	59++ij 24%	44+ 21%	30+ 23%	108++ 20%	218++ 18%	246++ 18%

95% lower case or +, 99% UPPER CASE or ++

Table 162 (continuation)

Z8. Which one of these bands describes your total household income before tax or any other deductions are made?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Up to £10,399 per year	142 6%	9 7%	4 11%	1 4%	3 12%	5 3%	5 4%	4 10%	13 4%	46 5%	52- 5%	4 6%	1 4%	4 12%	2 9%	3 4%	24 5%	117 6%
£10,400 to £15,999 per year	186 8%	3- 2%	* 1%	- -	- -	8 5%	7 5%	2 5%	16 5%	71 7%	75 7%	1 1%	1 5%	1 2%	- -	2 3%	42 8%	145 8%
£15,600 to £25,999 per year	387 16%	26 20%	4 12%	4 14%	4 15%	22 15%	27g 21%	3 7%	53 17%	166 16%	180 16%	12 18%	9 29%	5 18%	4 18%	12 18%	78 16%	309 16%
£26,000 to £36,399 per year	363 15%	23 18%	6 18%	10 33%	6 25%	30 21%	29+ 22%	10 24%	67++ 22%	166 17%	187+ 17%	9 13%	5 17%	8 27%	3 15%	12 18%	80 16%	282 15%
£36,400 to £51,999 per year	337 14%	28+ 21%	2 6%	8 26%	3 14%	23 16%	27+ 21%	3 8%	55 18%	154 15%	172 16%	15 22%	8 27%	4 15%	6 23%	13 19%	84 17%	253 13%
£52,000 to £77,999 per year	223 9%	19+ 15%	11 33%	5 16%	6 23%	21+ 15%	9 7%	7 17%	33 11%	115+ 11%	123+ 11%	9 14%	4 13%	6 20%	6 27%	11 15%	61+b 12%	162- 8%
£78,000 and above per year	154 6%	10 8%	1 4%	1 2%	1 5%	13 9%	9 7%	7+++ij 16%	25 8%	77 8%	85+ 8%	9 13%	1 4%	- -	2 8%	7 11%	43+b 9%	111- 6%
I don't know / Rather not say	616 26%	11-- 9%	5 15%	2 6%	1 4%	24- 17%	16-- 12%	5 13%	46-- 15%	209--AfH 21%	225--A 20%	9- 14%	* %	2 6%	- -	8- 12%	85-- 17%	531++A 28%
NET: UP TO £15,599	328 14%	12 9%	4 12%	1 4%	3 12%	12 8%	12 9%	6 15%	28- 9%	117- 12%	127- 12%	5 7%	3 9%	4 14%	2 9%	5 7%	66 13%	262 14%
NET: £15,600-25,999	387 16%	26 20%	4 12%	4 14%	4 15%	22 15%	27g 21%	3 7%	53 17%	166 16%	180 16%	12 18%	9 29%	5 18%	4 18%	12 18%	78 16%	309 16%
NET: £26,000-£36,399	363 15%	23 18%	6 18%	10 33%	6 25%	30 21%	29+ 22%	10 24%	67++ 22%	166 17%	187+ 17%	9 13%	5 17%	8 27%	3 15%	12 18%	80 16%	282 15%

95% lower case or +, 99% UPPER CASE or ++

Table 162 (continuation)

Z8. Which one of these bands describes your total household income before tax or any other deductions are made?

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
NET: £36,400- £51,999	337 14%	28+ 21%	2 6%	8 26%	3 14%	23 16%	27+ 21%	3 8%	55 18%	154 15%	172 16%	15 22%	8 27%	4 15%	6 23%	13 19%	84 17%	253 13%
NET: £52,000+	376 16%	29+ 23%	12 37%	5 18%	7 29%	34+ 23%	19 14%	14++Fhij 33%	59 19%	193++ 19%	208++ 19%	18+ 26%	5 17%	6 20%	8 35%	18+ 26%	104++B 21%	273-- 14%

95% lower case or +, 99% UPPER CASE or ++

Table 162 (continuation)

Z8. Which one of these bands describes your total household income before tax or any other deductions are made?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Up to £10,399 per year	142 6%	* *%	47 6%	46 6%	48 6%	47 5%	52 7%	13 6%	27 6%	31 5%	25 5%	16+b 10%	68 6%	47 6%	40 5%
£10,400 to £15,999 per year	186 8%	16 11%	60 8%	57 8%	52 7%	78 8%	51 7%	18 8%	38 9%	39 7%	30 6%	18b 11%	95 9%	66 8%	58 8%
£15,600 to £25,999 per year	387 16%	14 10%	125 17%	112 16%	133 17%	156 15%	119 16%	38 18%	73 17%	84 15%	90 17%	21 13%	189 17%	131 15%	108 14%
£26,000 to £36,399 per year	363 15%	2-- 1%	116A 16%	116A 16%	124A 16%	138 14%	124 17%	40 19%	56 13%	78 14%	92 17%	28 17%	162 15%	133 16%	130 17%
£36,400 to £51,999 per year	337 14%	--- -%	95A 13%	135++ABd 19%	105A 14%	144 14%	120d 16%	25 12%	47 11%	90d 16%	93+D 17%	29d 18%	123-- 11%	141+b 17%	87- 12%
£52,000 to £77,999 per year	223 9%	*- *%	58a 8%	85+Ab 12%	76a 10%	97 10%	53- 7%	24 12%	43 10%	64d 11%	64+D 12%	12 7%	77-- 7%	105++B 12%	54- 7%
£78,000 and above per year	154 6%	- -%	44 6%	50a 7%	59a 8%	65 6%	55d 7%	16 8%	17 4%	41 7%	41 8%	10 6%	61 6%	77++B 9%	26-- 3%
I don't know / Rather not say	616 26%	113++BCD 78%	201Cd 27%	121-- 17%	167-c 22%	282+bC 28%	174 23%	35-- 17%	121C 29%	147b 26%	107-- 20%	29- 18%	327++BC 30%	154-- 18%	251++A 33%
NET: UP TO £15,599	328 14%	16 11%	107 14%	103 14%	100 13%	124 12%	102 14%	31 15%	65 15%	70 12%	55- 10%	34++AB 21%	163b 15%	113 13%	98 13%
NET: £15,600-25,999	387 16%	14 10%	125 17%	112 16%	133 17%	156 15%	119 16%	38 18%	73 17%	84 15%	90 17%	21 13%	189 17%	131 15%	108 14%
NET: £26,000-£36,399	363 15%	2-- 1%	116A 16%	116A 16%	124A 16%	138 14%	124 17%	40 19%	56 13%	78 14%	92 17%	28 17%	162 15%	133 16%	130 17%
NET: £36,400- £51,999	337 14%	--- -%	95A 13%	135++ABd 19%	105A 14%	144 14%	120d 16%	25 12%	47 11%	90d 16%	93+D 17%	29d 18%	123-- 11%	141+b 17%	87- 12%

95% lower case or +, 99% UPPER CASE or ++

Table 162 (continuation)

Z8. Which one of these bands describes your total household income before tax or any other deductions are made?

by

Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
NET: £52,000+	376 16%	*-- *%	102A 14%	135+Ab 19%	135A 18%	161 16%	109 15%	41 20%	60 14%	105D 18%	105+D 19%	22 14%	138-- 13%	182++B 21%	80-- 11%

95% lower case or +, 99% UPPER CASE or ++

Table 163
 Z9r1.How strongly do you agree or disagree with the following statements.....I have strong political opinions
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree (1.0)	207 9%	172 9%	35 7%	58-- 5%	147++A 12%	59 8%	91+c 11%	55 7%	34-- 5%	58 7%	37 8%	79++ABC 14%	176 9%	12 6%	13 11%	5 8%	178 9%	29 8%
Disagree (2.0)	547 23%	367-- 20%	180++A 34%	214-- 18%	332++A 27%	163 22%	194 23%	190 23%	109-- 17%	186A 24%	128++A 28%	124a 23%	458 23%	42 21%	30 26%	16 24%	454 22%	92 26%
Neither agree nor disagree (3.0)	755 31%	595 32%	160 30%	369 31%	385 32%	235 31%	264 31%	256 32%	204 32%	238 31%	138 31%	175 32%	636 31%	66 34%	33 28%	20 29%	645 31%	109 31%
Agree (4.0)	618 26%	508+b 27%	110- 21%	376++B 32%	239-- 20%	190 25%	208 25%	220 27%	191++cD 30%	206 27%	104 23%	117- 21%	515 25%	51 26%	33 28%	20 30%	525 26%	93 26%
Strongly agree (5.0)	236 10%	198 11%	38 7%	141++B 12%	92-- 8%	85 11%	69 8%	82 10%	82++D 13%	76 10%	41 9%	37- 7%	202c 10%	21 11%	6- 5%	5 8%	210 10%	27 8%
I don't know	44 2%	38 2%	5 1%	22 2%	22 2%	22++c 3%	13 2%	8 1%	13 2%	11 1%	5 1%	15 3%	37 2%	5 2%	1 1%	1 1%	41 2%	3 1%
NET: Agree	854 35%	707++B 38%	148-- 28%	517++B 44%	331-- 27%	276 37%	277 33%	302 37%	273++bCD 43%	283D 36%	144 32%	154-- 28%	716 35%	72 37%	39 33%	25 38%	735 36%	120 34%
NET: Disagree	754 31%	538-- 29%	215++A 41%	272-- 23%	480++A 39%	222 29%	285 34%	245 30%	142-- 22%	244A 31%	165+A 37%	203++A 37%	634 31%	54 27%	43b 37%	21 32%	632 31%	120 34%
Mean score	3	3B	3	3B	3	3b	3	3b	3BCD	3D	3	3	3	3c	3	3	3	3
Standard deviation	1.11	1.13	1.05	1.06	1.12	1.12	1.12	1.09	1.07	1.10	1.10	1.14	1.12	1.08	1.10	1.09	1.12	1.08
Standard error	.03	.03	.06	.04	.04	.04	.04	.05	.05	.04	.06	.06	.03	.08	.09	.09	.03	.07

95% lower case or +, 99% UPPER CASE or ++

Table 163 (continuation)

Z9r1.How strongly do you agree or disagree with the following statements.....I have strong political opinions

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree (1.0)	207 9%	193+bc 9%	12- 5%	5- 4%	6 9%	122 8%	79 9%	49 9%	153 9%	60 10%	147 8%	35c 12%	76c 10%	75- 7%	20 7%
Disagree (2.0)	547 23%	492 23%	52 21%	27 20%	13 19%	326 22%	207 25%	102-- 18%	425++A 24%	136 23%	411 23%	106++BCD 37%	194+CD 26%	215--D 20%	32-- 12%
Neither agree nor disagree (3.0)	755 31%	655 31%	91 36%	54+a 40%	23 33%	471 31%	257 31%	178 31%	537 31%	196 33%	546 31%	83 29%	229 30%	355 32%	89 32%
Agree (4.0)	618 26%	553 26%	56 22%	29 21%	17 25%	416+b 28%	192- 23%	142 25%	456 26%	138 23%	469 26%	38-- 13%	190A 25%	305A 28%	86+A 31%
Strongly agree (5.0)	236 10%	204 10%	28 11%	14 11%	4 6%	143 10%	87 10%	87++B 15%	141-- 8%	55 9%	173 10%	17 6%	47-- 6%	126+aB 12%	46++ABc 17%
I don't know	44 2%	28-- 1%	10++A 4%	5a 4%	5++A 7%	25 2%	15 2%	7 1%	26 1%	13 2%	30 2%	9 3%	14 2%	19 2%	1 1%
NET: Agree	854 35%	757 36%	85 34%	43 32%	21 31%	559+ 37%	280 33%	229+b 41%	597 34%	193 32%	642 36%	55-- 19%	237-A 32%	431++AB 39%	132++ABc 48%
NET: Disagree	754 31%	685+b 32%	65 26%	32 24%	19 28%	448 30%	286 34%	150- 27%	578++A 33%	195 33%	558 31%	141++BCD 49%	270++CD 36%	290--d 27%	52-- 19%
Mean score	3	3	3	3	3	3	3	3B	3	3	3	3	3A	3AB	3ABc
Standard deviation	1.11	1.12	1.06	1.01	1.08	1.10	1.14	1.17	1.10	1.12	1.11	1.06	1.09	1.10	1.12
Standard error	.03	.03	.07	.09	.12	.03	.04	.06	.03	.05	.03	.09	.05	.04	.07

95% lower case or +, 99% UPPER CASE or ++

Table 163 (continuation)

Z9r1.How strongly do you agree or disagree with the following statements.....I have strong political opinions

by

Base: All respondents

		Had reason to complain to									
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree (1.0)	207 9%	11-- 4%	8 5%	6 6%	5 6%	16 6%	12 6%	6 5%	38 7%	77-- 6%	83-- 6%
Disagree (2.0)	547 23%	46-- 15%	33Cd 21%	9-- 8%	7- 9%	34-- 14%	36c 17%	17-- 13%	103-c 19%	220--c 18%	267--Cd 19%
Neither agree nor disagree (3.0)	755 31%	72-- 24%	42 27%	33 31%	20 26%	79a 33%	56 27%	36 27%	158 29%	366a 30%	410 30%
Agree (4.0)	618 26%	104++ 34%	42 27%	32 30%	23 29%	70 29%	76++ 36%	37 28%	166+ 30%	356++ 30%	406++ 30%
Strongly agree (5.0)	236 10%	67++fHIJ 22%	27++ 17%	26++fHIJ 24%	16++ 20%	36+ 15%	28 13%	30++fHIJ 23%	70+ 13%	162++ 14%	178++ 13%
I don't know	44 2%	3 1%	4 2%	2 1%	8 10%	8 3%	5 2%	5 4%	12 2%	22 2%	26 2%
NET: Agree	854 35%	172++bEHIJ 56%	68+ 44%	58++ij 54%	38+ 49%	105+ 44%	103++ 49%	67++ 51%	237++ 43%	519++ 43%	584++ 43%
NET: Disagree	754 31%	57-- 19%	41c 26%	15-- 14%	12-- 15%	50-- 21%	48- 23%	23-- 18%	141--ac 26%	297--c 25%	350--ac 26%
Mean score	3	4befHIJ	3	4HIJ	4	3	3	4HIJ	3	3	3
Standard deviation	1.11	1.11	1.15	1.11	1.15	1.11	1.09	1.14	1.12	1.11	1.10
Standard error	.03	.07	.11	.12	.15	.08	.08	.10	.05	.04	.03

95% lower case or +, 99% UPPER CASE or ++

Table 163 (continuation)

Z9r1.How strongly do you agree or disagree with the following statements.....I have strong political opinions

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	207 9%	4-- 3%	* 1%	2 5%	-- -%	9 6%	8 6%	1 3%	18 6%	61-- 6%	66-- 6%	2 3%	1 4%	-- -%	-- -%	2 3%	13-- 3%	193++A 10%
Disagree (2.0)	547 23%	15-- 11%	5 15%	3 9%	1 6%	26 18%	28 21%	7 17%	60 20%	185-- 18%	207-- 19%	6-- 9%	4 14%	5 16%	1 2%	12 17%	52-- 10%	495++A 26%
Neither agree nor disagree (3.0)	755 31%	28-- 22%	7 21%	6 18%	3 11%	46 32%	27-- 21%	11 28%	82 27%	304f 30%	333f 30%	13-- 19%	7 23%	8 27%	7 28%	13-- 19%	188++B 38%	567-- 30%
Agree (4.0)	618 26%	53++egij 41%	8 25%	12 39%	11 48%	40 28%	51++ 39%	10 23%	100++ 32%	298++ 30%	327++ 30%	30++ 44%	10 32%	14 46%	11 49%	27+ 39%	163++B 33%	455-- 24%
Strongly agree (5.0)	236 10%	29++efhij 23%	11 33%	8 26%	6 24%	17 12%	16 12%	12++efHiJ 29%	38 12%	142++ 14%	148++ 13%	17++ 25%	8 27%	3 12%	5 22%	15++ 22%	74++B 15%	162-- 8%
I don't know	44 2%	* *%	2 5%	1 3%	3 11%	5 4%	1 1%	-- -%	9 3%	15 1%	20 2%	* *%	* *%	-- -%	-- -%	* *%	7 1%	37 2%
NET: Agree	854 35%	82++EHIJ 64%	19 58%	20 64%	17 72%	58 40%	67++ 51%	21+ 52%	138++ 45%	439++ 44%	475++ 43%	48++ 69%	18 59%	17 57%	17 70%	42++ 61%	238++B 48%	617-- 32%
NET: Disagree	754 31%	18-- 14%	5 16%	5 15%	1 6%	34 24%	36a 27%	8 21%	79-a 26%	246--a 25%	273--a 25%	8-- 12%	5 18%	5 16%	1 2%	14 20%	65-- 13%	688++A 36%
Mean score	3	4EFHIJ	4efhij	4ehij	4EFHIJ	3	3	4	3	3	3	4	4	4	4	4	3B	3
Standard deviation	1.11	1.04	1.14	1.14	.83	1.09	1.12	1.18	1.11	1.11	1.10	1.04	1.16	.91	.77	1.11	.96	1.12
Standard error	.03	.10	.22	.22	.20	.10	.11	.19	.07	.04	.04	.15	.23	.18	.17	.16	.05	.03

95% lower case or +, 99% UPPER CASE or ++

Table 163 (continuation)

Z9r1.How strongly do you agree or disagree with the following statements.....I have strong political opinions

by

Base: All respondents

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample		1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total		2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree	(1.0)	207 9%	13 9%	60 8%	66 9%	61 8%	89 9%	58 8%	12 6%	45 11%	26-- 4%	47a 9%	6- 4%	122++AC 11%	--- -%	207++A 27%
Disagree	(2.0)	547 23%	68++BCD 47%	161 22%	155 21%	159 21%	233 23%	151 20%	47 22%	114b 27%	134 23%	97-- 18%	29 18%	286++Bc 26%	--- -%	547++A 73%
Neither agree nor disagree	(3.0)	755 31%	34 23%	269++cd 36%	211 29%	232 30%	331 33%	247 33%	54 26%	116 27%	163 28%	195+ad 36%	70++AD 43%	318- 29%	--- -%	--- -%
Agree	(4.0)	618 26%	18- 13%	174 23%	209+ab 29%	208a 27%	243 24%	222++aD 30%	62d 30%	88- 21%	182++D 32%	142 26%	42 26%	248-- 23%	618++B 72%	--- -%
Strongly agree	(5.0)	236 10%	11 8%	60 8%	71 10%	92+b 12%	97 10%	62 8%	29b 14%	45 11%	64 11%	52 10%	13 8%	106 10%	236++B 28%	--- -%
I don't know		44 2%	- -%	22+ 3%	10 1%	11 1%	12 1%	9 1%	5 2%	16++Ab 4%	5 1%	10 2%	2 1%	22 2%	--- -%	--- -%
NET: Agree		854 35%	29- 20%	234- 31%	281+AB 39%	300+AB 39%	340 34%	284 38%	92+aD 44%	133 31%	246++bD 43%	194 36%	56 34%	354-- 32%	854++B 100%	--- -%
NET: Disagree		754 31%	81++BCD 56%	221 30%	221 31%	220 29%	322 32%	209- 28%	59 28%	158++Bc 37%	159 28%	144- 27%	35-- 22%	408++ABC 37%	--- -%	754++A 100%
Mean score		3	3	3a	3A	3Ab	3	3d	3aD	3	3D	3d	3d	3	4B	2
Standard deviation		1.11	1.07	1.06	1.13	1.13	1.11	1.07	1.14	1.17	1.07	1.09	.95	1.16	.45	.45
Standard error		.03	.15	.04	.05	.05	.04	.04	.09	.07	.06	.05	.08	.04	.02	.02

95% lower case or +, 99% UPPER CASE or ++

Table 164
 Z9r2.How strongly do you agree or disagree with the following statements..... I support the idea of Brexit
 by
 Base: All respondents

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample		1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total		2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree	(1.0)	615 26%	525++B 28%	89-- 17%	302 26%	309 25%	207 27%	218 26%	189 23%	200++CD 32%	229++CD 30%	84-- 19%	101-- 18%	495-- 24%	69++A 35%	29 25%	22a 32%	535 26%	80 23%
Disagree	(2.0)	383 16%	264-- 14%	119++A 23%	156-- 13%	224++A 18%	135 18%	130 16%	118 15%	102 16%	124 16%	66 15%	90 16%	321 16%	36 18%	13 11%	13 19%	322 16%	60 17%
Neither agree nor disagree	(3.0)	382 16%	289 15%	93 18%	174 15%	208 17%	163++bC 22%	138C 16%	81-- 10%	80- 13%	117 15%	74 16%	111++Ab 20%	319 16%	33 17%	19 17%	8 12%	330 16%	50 14%
Agree	(4.0)	535 22%	389-- 21%	146++A 28%	289+b 24%	244- 20%	142- 19%	193 23%	200a 25%	123 19%	167 21%	126++Ab 28%	120 22%	460 23%	36 18%	27 23%	13 19%	441 21%	94 27%
Strongly agree	(5.0)	371 15%	331++B 18%	40-- 8%	217++B 18%	153-- 13%	50-- 7%	119A 14%	203++AB 25%	103 16%	111 14%	77 17%	80 15%	332++B 16%	11-- 6%	18B 16%	9B 14%	318 15%	53 15%
I don't know		122 5%	81- 4%	41+a 8%	42-- 4%	80++A 7%	58++C 8%	42c 5%	21-- 3%	24 4%	28 4%	24 5%	45++AB 8%	96 5%	13 7%	9 8%	2 3%	107 5%	15 4%
NET: Agree		906 38%	720 38%	186 35%	506++B 43%	397-- 33%	192-- 25%	311A 37%	402++AB 50%	226 36%	278 36%	203++ABd 45%	199 36%	792++B 39%	47-- 24%	45B 39%	22 33%	759 37%	147 42%
NET: Disagree		998 41%	789 42%	208 39%	458- 39%	532+a 44%	342+C 45%	348 41%	308- 38%	303++CD 48%	354+CD 46%	150-- 33%	191-- 35%	817- 40%	104++AC 53%	42 37%	34+AC 52%	857 42%	140 40%
Mean score		3	3	3	3B	3	3	3A	3AB	3	3	3AB	3ab	3Bd	2	3B	3	3	3
Standard deviation		1.45	1.50	1.26	1.49	1.40	1.30	1.44	1.54	1.51	1.46	1.40	1.36	1.45	1.32	1.47	1.48	1.46	1.43
Standard error		.04	.04	.08	.05	.05	.05	.06	.07	.07	.06	.08	.07	.04	.10	.11	.13	.04	.10

95% lower case or +, 99% UPPER CASE or ++

Table 164 (continuation)

Z9r2.How strongly do you agree or disagree with the following statements..... I support the idea of Brexit
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree (1.0)	615 26%	532 25%	72 29%	38 29%	17 25%	410+b 27%	193 23%	134 24%	468+ 27%	144 24%	470 26%	68 24%	195 26%	291 27%	60 22%
Disagree (2.0)	383 16%	325- 15%	55++A 22%	23 17%	17+a 25%	227 15%	148 18%	75 13%	292 17%	87 15%	293 17%	56 19%	115 15%	176 16%	37 13%
Neither agree nor disagree (3.0)	382 16%	331 16%	48 19%	27 20%	16+a 24%	241 16%	126 15%	97 17%	259 15%	134++B 22%	239-- 13%	46 16%	127 17%	166 15%	43 16%
Agree (4.0)	535 22%	488+BD 23%	38-- 15%	25 18%	6-- 9%	336 22%	181 22%	114 20%	392 23%	136 23%	385 22%	60 21%	171 23%	243 22%	62 23%
Strongly agree (5.0)	371 15%	347++BCD 16%	20-- 8%	12- 9%	4- 6%	218 14%	146 17%	112++B 20%	243-- 14%	60-- 10%	304++A 17%	38 13%	105 14%	169 15%	59++aBc 22%
I don't know	122 5%	102 5%	17 7%	8 6%	7+a 11%	71 5%	45 5%	31 6%	83 5%	36 6%	85 5%	19 7%	37 5%	51 5%	14 5%
NET: Agree	906 38%	835++BCD 39%	58-- 23%	37-d 28%	10-- 15%	554 37%	327 39%	227 40%	635 37%	196- 33%	689a 39%	97 34%	276 37%	412 38%	121+a 44%
NET: Disagree	998 41%	857-- 40%	127++A 51%	61 46%	35 51%	637 42%	341 41%	209- 37%	760++a 44%	231 39%	763+ 43%	124 43%	310 41%	467d 43%	97- 35%
Mean score	3	3BcD	2	3	2	3	3	3b	3	3	3	3	3	3	3bc
Standard deviation	1.45	1.46	1.31	1.36	1.19	1.45	1.46	1.49	1.45	1.35	1.49	1.41	1.43	1.46	1.49
Standard error	.04	.04	.09	.12	.14	.04	.06	.07	.04	.06	.04	.12	.06	.05	.10

95% lower case or +, 99% UPPER CASE or ++

Table 164 (continuation)

Z9r2.How strongly do you agree or disagree with the following statements..... I support the idea of Brexit
by

Base: All respondents

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV Channel 4 (b) (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	
Unweighted row		2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample		1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total		2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree	(1.0)	615	60-b	17--	12--	8--	49bc	60aBCDG	20--	122Bcd	335	364aBCDG
		26%	20%	11%	11%	11%	20%	28%	15%	22%	+aBCDeGh	27%
Disagree	(2.0)	383	36	21	14	6	42d	28	17	86	194	221
		16%	12%	13%	13%	7%	17%	13%	13%	16%	16%	16%
Neither agree nor disagree	(3.0)	382	39	28	22	14	42	33	30+AIJ	88	163--	190--
		16%	13%	18%	20%	18%	18%	15%	23%	16%	14%	14%
Agree	(4.0)	535	75	45	28	32	61	45	40+ij	127	261	304
		22%	25%	29%	27%	41%	25%	21%	31%	23%	22%	22%
Strongly agree	(5.0)	371	79++EGHIJ	30	28++eGhi	12	36	39	15	90	195	221
		15%	26%	20%	26%	15%	15%	18%	12%	16%	16%	16%
I don't know		122	15	14+i	3	6	10	8	7	35	56	71
		5%	5%	9%	3%	8%	4%	4%	6%	6%	5%	5%
NET: Agree		906	154++efHIJ	76++ij	56++fhIJ	44++efhIJ	98	84	55	217	456	524
		38%	51%	49%	53%	56%	40%	40%	42%	40%	38%	38%
NET: Disagree		998	97--d	38--	26--	14--	91bcd	88aBCDg	37--	207Bcd	529	585ABCDG
		41%	32%	24%	24%	18%	38%	41%	29%	38%	+ABCDGh	43%
Mean score		3	3efhIJ	3eFHIJ	3EFHIJ	3eFhIJ	3	3	3i	3	3	3
Standard deviation		1.45	1.50	1.30	1.32	1.20	1.39	1.51	1.27	1.44	1.49	1.48
Standard error		.04	.10	.12	.14	.16	.10	.12	.12	.07	.05	.05

95% lower case or +, 99% UPPER CASE or ++

Table 164 (continuation)

Z9r2.How strongly do you agree or disagree with the following statements..... I support the idea of Brexit
by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	615 26%	30 24%	6 19%	4 14%	3 15%	34 24%	45+g 35%	6 16%	81 26%	289++ 29%	308+ 28%	19 28%	7 25%	4 14%	3 14%	14 20%	110 22%	505 26%
Disagree (2.0)	383 16%	11 9%	3 9%	4 13%	4 17%	25 18%	18 14%	7 16%	48 16%	171a 17%	181 16%	7 9%	3 11%	2 5%	2 8%	6 9%	54-- 11%	329++A 17%
Neither agree nor disagree (3.0)	382 16%	16 12%	5 15%	3 11%	1 4%	23 16%	16 12%	8 21%	49 16%	125-- 12%	146-- 13%	8 11%	3 11%	5 16%	4 18%	9 13%	73 15%	308 16%
Agree (4.0)	535 22%	29 22%	10 30%	10 31%	11 47%	35 24%	25 19%	14 33%	67 22%	213 21%	240 22%	12 17%	7 24%	10 32%	10 42%	14 20%	142++B 29%	393-- 21%
Strongly agree (5.0)	371 15%	41++EgHIJ 32%	9 27%	9 29%	3 13%	22 15%	26 20%	5 12%	54 18%	165 16%	181 16%	22++ 33%	9 29%	10 32%	4 16%	26++ 38%	109++B 22%	262-- 14%
I don't know	122 5%	1 1%	- -%	1 3%	1 4%	5 4%	1- 1%	1 2%	8 3%	41 4%	43- 4%	1 2%	- -%	- -%	1 2%	* *%	9-- 2%	112++A 6%
NET: Agree	906 38%	69++efhIJ 54%	19 57%	19 60%	14 60%	56 39%	51 39%	19 45%	121 39%	379 38%	421 38%	34 50%	16 53%	19 64%	14 58%	40++ 58%	251++B 50%	655-- 34%
NET: Disagree	998 41%	42 33%	9 28%	8 27%	7 31%	59 41%	63a 48%	13 32%	130 42%	460++a 46%	490+a 45%	25 37%	11 36%	6 19%	5 22%	21 30%	164-- 33%	834++A 44%
Mean score	3	3fhIJ	3i	4efhij	3	3	3	3	3	3	3	3	3	4	3	3	3B	3
Standard deviation	1.45	1.58	1.48	1.42	1.35	1.43	1.58	1.29	1.48	1.50	1.49	1.65	1.59	1.37	1.29	1.57	1.47	1.43
Standard error	.04	.16	.28	.28	.31	.14	.16	.21	.09	.05	.05	.24	.32	.28	.29	.22	.08	.04

95% lower case or +, 99% UPPER CASE or ++

Table 164 (continuation)

Z9r2.How strongly do you agree or disagree with the following statements..... I support the idea of Brexit

by

Base: All respondents

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample		1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total		2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree	(1.0)	615 26%	22 15%	159-- 21%	170 23%	258++ABC 34%	235 23%	185 25%	56 27%	130+a 31%	178++B 31%	109-- 20%	40 25%	284b 26%	308++B 36%	144-- 19%
Disagree	(2.0)	383 16%	45++BCD 31%	114 15%	116 16%	104 14%	174 17%	113 15%	32 15%	63 15%	100 17%	80 15%	27 17%	171 16%	98-- 12%	165++A 22%
Neither agree nor disagree	(3.0)	382 16%	15 10%	143++cd 19%	103 14%	113 15%	144 14%	120 16%	37 18%	77 18%	68- 12%	81 15%	32a 20%	189a 17%	60-- 7%	150++A 20%
Agree	(4.0)	535 22%	37 25%	195++D 26%	175D 24%	125-- 16%	242d 24%	168 22%	48 23%	75- 18%	132 23%	155++D 29%	35 22%	209-- 19%	177 21%	164 22%
Strongly agree	(5.0)	371 15%	17 12%	100 13%	129b 18%	124 16%	167d 17%	125d 17%	27 13%	49- 12%	79 14%	97 18%	20 12%	175 16%	195++B 23%	64-- 8%
I don't know		122 5%	9 6%	35 5%	30 4%	40 5%	44 4%	37 5%	9 4%	29 7%	16- 3%	21 4%	8 5%	74++Ab 7%	16-- 2%	67++A 9%
NET: Agree		906 38%	54 37%	295d 40%	304++D 42%	249-- 33%	409+D 41%	294D 39%	75 36%	124-- 29%	212 37%	252++ACD 46%	55 34%	383- 35%	372++B 44%	228-- 30%
NET: Disagree		998 41%	67 46%	273-- 37%	286 40%	362++BC 47%	409 41%	299 40%	89 42%	192 46%	278++Bd 48%	189-- 35%	67 41%	455b 41%	407++b 48%	309 41%
Mean score		3	3	3D	3D	3	3D	3D	3	3	3	3AcD	3	3	3	3
Standard deviation		1.45	1.32	1.38	1.47	1.52	1.45	1.46	1.42	1.42	1.47	1.42	1.39	1.46	1.64	1.28
Standard error		.04	.20	.06	.06	.06	.06	.06	.11	.08	.08	.07	.12	.05	.06	.06

95% lower case or +, 99% UPPER CASE or ++

Table 165
Z9r3.How strongly do you agree or disagree with the following statements.....I support the idea of Scottish Independence
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree (1.0)	340 14%	294++B 16%	46-- 9%	210++B 18%	129-- 11%	43-- 6%	125A 15%	171++AB 21%	121++BCD 19%	93 12%	61 14%	63 12%	263-- 13%	43++A 22%	19 17%	14+A 21%	276 13%	63 18%
Disagree (2.0)	458 19%	322-- 17%	135++A 26%	243 21%	214 18%	92-- 12%	150A 18%	215++AB 27%	133d 21%	134 17%	110++bD 24%	81- 15%	396 20%	31 15%	22 19%	10 14%	376 18%	82 23%
Neither agree nor disagree (3.0)	684 28%	533 28%	151 29%	311 26%	372+a 31%	251++C 33%	241 29%	192-- 24%	166 26%	223 29%	123 27%	172 32%	615++B 30%	23-- 12%	28B 24%	15B 23%	590 29%	94 27%
Agree (4.0)	411 17%	328 17%	84 16%	213 18%	195 16%	166++C 22%	152C 18%	93-- 12%	124D 20%	142d 18%	76 17%	69-- 13%	335 17%	39 20%	22 19%	15 23%	353 17%	56 16%
Strongly agree (5.0)	208 9%	191++B 10%	17-- 3%	114 10%	90 7%	78c 10%	73 9%	57 7%	44 7%	81 10%	38 8%	45 8%	143-- 7%	53++ACD 27%	5 5%	6 9%	190+b 9%	18- 5%
I don't know	307 13%	211-- 11%	95++A 18%	89-- 8%	217++A 18%	125++bC 17%	100 12%	82- 10%	45-- 7%	103A 13%	44 10%	115++ABC 21%	272+B 13%	8-- 4%	19B 17%	7b 10%	267 13%	38 11%
NET: Agree	619 26%	518++B 28%	101-- 19%	327b 28%	286- 23%	245++bC 32%	224C 27%	150-- 18%	168 27%	223+D 29%	114 25%	115- 21%	478-- 24%	92++ACD 47%	28 24%	21a 32%	544 26%	74 21%
NET: Disagree	797 33%	616 33%	181 34%	453++B 38%	342-- 28%	134-- 18%	275A 33%	387++AB 48%	254++BD 40%	227- 29%	171+BD 38%	145-- 26%	659 33%	74 37%	41 35%	23 35%	652-- 32%	145++A 41%
Mean score	3	3	3	3	3	3BC	3C	3	3	3Ac	3	3	3	3AC	3	3	3B	3
Standard deviation	1.20	1.24	1.01	1.25	1.13	1.06	1.21	1.20	1.22	1.20	1.18	1.16	1.15	1.55	1.19	1.32	1.20	1.16
Standard error	.03	.03	.07	.05	.04	.05	.05	.05	.06	.05	.07	.06	.03	.12	.10	.12	.03	.08

95% lower case or +, 99% UPPER CASE or ++

Table 165 (continuation)
 Z9r3.How strongly do you agree or disagree with the following statements.....I support the idea of Scottish Independence
 by
 Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	340 14%	324++BC 15%	13-- 5%	6-- 5%	6 9%	206 14%	124 15%	100+b 18%	232 13%	57-- 10%	280++A 16%	37 13%	109 15%	157 14%	37 14%
Disagree	(2.0)	458 19%	420+bd 20%	36- 14%	20 15%	7 11%	277 18%	173 21%	79-- 14%	362++A 21%	79-- 13%	377++A 21%	73+cd 26%	147 20%	196 18%	41 15%
Neither agree nor disagree	(3.0)	684 28%	598 28%	76 31%	44 33%	22 32%	422 28%	238 28%	169 30%	476 27%	203++B 34%	472-- 27%	79 28%	216 29%	317 29%	72 26%
Agree	(4.0)	411 17%	354 17%	55+a 22%	23 17%	17 24%	274 18%	127 15%	95 17%	303 17%	119b 20%	282- 16%	42 14%	112 15%	199 18%	59b 21%
Strongly agree	(5.0)	208 9%	179 8%	24 10%	11 8%	5 7%	148+b 10%	55- 7%	65+B 12%	131-- 8%	47 8%	154 9%	12- 4%	57 8%	100a 9%	39++ABc 14%
I don't know		307 13%	251-- 12%	47++A 19%	30++A 23%	12 18%	176 12%	121 14%	56- 10%	234 13%	92 15%	212 12%	44 15%	109 14%	128 12%	26 9%
NET: Agree		619 26%	532 25%	79+a 32%	34 25%	21 31%	422++B 28%	182-- 22%	160 28%	434 25%	166 28%	436 25%	54- 19%	169- 23%	298ab 27%	98++ABc 36%
NET: Disagree		797 33%	744++BCD 35%	48-- 19%	26-- 19%	13-- 19%	483 32%	297 35%	179 32%	594 34%	137-- 23%	656++A 37%	110d 38%	256 34%	353 32%	78 28%
Mean score		3	3	3A	3a	3a	3B	3	3	3	3B	3	3	3	3	3ABc
Standard deviation		1.20	1.20	1.06	1.03	1.08	1.21	1.16	1.28	1.17	1.10	1.22	1.08	1.18	1.21	1.28
Standard error		.03	.03	.08	.10	.13	.04	.05	.06	.04	.05	.04	.10	.05	.04	.09

95% lower case or +, 99% UPPER CASE or ++

Table 165 (continuation)

Z9r3.How strongly do you agree or disagree with the following statements.....I support the idea of Scottish Independence
by

Base: All respondents

Had reason to complain to											
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree (1.0)	340 14%	53BdGh 18%	11- 7%	11g 10%	4- 6%	29G 12%	26G 12%	3-- 3%	60-G 11%	155G 13%	181G 13%
Disagree (2.0)	458 19%	46g 15%	21 13%	17 16%	9 12%	30- 12%	25- 12%	10-- 8%	70-- 13%	205-Gh 17%	228--G 17%
Neither agree nor disagree (3.0)	684 28%	63-- 21%	46 30%	27 26%	18 23%	66 28%	56 26%	48+A 37%	171A 31%	353A 29%	387a 28%
Agree (4.0)	411 17%	59 19%	31 20%	24 22%	19 24%	54+ 23%	46 22%	36+++ij 27%	111+ 20%	229+ 19%	261++ 19%
Strongly agree (5.0)	208 9%	58+++IJ 19%	22+ 14%	21+++ij 19%	22+++beHIJ 28%	38++ 16%	44+++hIJ 21%	26+++iJ 20%	76++ 14%	139++ 12%	155++ 11%
I don't know	307 13%	24- 8%	24afg 15%	8 7%	6 7%	23 10%	15- 7%	8- 6%	58 11%	121-- 10%	158 12%
NET: Agree	619 26%	117+++ij 38%	54+ 35%	44+++ij 42%	41+++abHIJ 52%	93+++ij 38%	90+++IJ 42%	61+++bhIJ 47%	188++ 34%	368++ 31%	417++ 30%
NET: Disagree	797 33%	100bdGh 33%	32--g 20%	28G 26%	14-- 18%	59--G 24%	51--G 24%	13-- 10%	130--G 24%	360--bdGh 30%	409--bdGh 30%
Mean score	3	3	3ij	3j	4AeHIJ	3ij	3IJ	4AbEHIJ	3ij	3	3
Standard deviation	1.20	1.40	1.16	1.27	1.22	1.26	1.31	1.00	1.21	1.22	1.23
Standard error	.03	.09	.11	.14	.16	.10	.10	.09	.06	.04	.04

95% lower case or +, 99% UPPER CASE or ++

Table 165 (continuation)
 Z9r3.How strongly do you agree or disagree with the following statements.....I support the idea of Scottish Independence
 by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	340 14%	35+++eGHIJ 27%	6 18%	6 19%	1 6%	22g 15%	23g 18%	1- 2%	43g 14%	145g 14%	164g 15%	18++ 27%	7 24%	9 30%	1 4%	21++ 31%	90+b 18%	249- 13%
Disagree (2.0)	458 19%	23 18%	2 7%	4 12%	3 14%	16- 11%	20 15%	6 15%	41- 13%	172 17%	189 17%	17 24%	5 15%	2 5%	4 16%	10 15%	89 18%	369 19%
Neither agree nor disagree (3.0)	684 28%	22-- 17%	7 21%	8 24%	1 5%	44a 30%	33 25%	18+Afj 43%	96A 31%	289a 29%	312a 28%	12 18%	7 24%	2 7%	3 14%	12 18%	115-- 23%	569++A 30%
Agree (4.0)	411 17%	21 16%	8 25%	5 17%	6 26%	30 21%	20 15%	8 19%	58 19%	191 19%	205 19%	5 8%	8 26%	8 26%	9 38%	8 12%	99 20%	312 16%
Strongly agree (5.0)	208 9%	24+++ij 18%	6 19%	6 19%	9 38%	20 14%	28+++IJ 22%	7+ 18%	48++ 16%	111++ 11%	123++ 11%	13++ 19%	3 10%	8 25%	6 26%	13++ 19%	72++B 15%	135-- 7%
I don't know	307 13%	5-- 4%	3 10%	3 9%	3 11%	12 8%	6-- 4%	2 4%	23-- 7%	97--a 10%	108--a 10%	3 4%	- %	2 5%	1 2%	4 6%	32-- 6%	275++A 14%
NET: Agree	619 26%	45+ 35%	15 44%	11 36%	15 64%	50+ 35%	48++ 37%	15 37%	106++ 34%	302++ 30%	328++ 30%	18 27%	11 36%	15 52%	15 64%	21 31%	172++B 34%	447-- 23%
NET: Disagree	797 33%	58+EGHIj 45%	8 25%	10 31%	5 20%	38 27%	43g 33%	7- 16%	84- 27%	316g 31%	352g 32%	35++ 51%	12 40%	11 36%	5 20%	31 46%	179 36%	618 32%
Mean score	3	3	3	3	4AefhIJ	3	3	3aij	3	3	3	3	3	3	4b	3	3	3
Standard deviation	1.20	1.49	1.42	1.43	1.34	1.27	1.41	1.02	1.27	1.24	1.24	1.48	1.35	1.67	1.18	1.54	1.34	1.15
Standard error	.03	.15	.28	.29	.32	.13	.14	.17	.08	.05	.05	.21	.27	.34	.26	.22	.07	.03

95% lower case or +, 99% UPPER CASE or ++

Table 165 (continuation)
 Z9r3.How strongly do you agree or disagree with the following statements.....I support the idea of Scottish Independence
 by
 Base: All respondents

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample		1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total		2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree	(1.0)	340 14%	11 8%	102 14%	106 15%	117 15%	179++CD 18%	108D 14%	20 9%	30-- 7%	99+cD 17%	92cD 17%	16 10%	129-- 12%	150++B 18%	82-- 11%
Disagree	(2.0)	458 19%	65++BCD 45%	162+D 22%	137D 19%	91-- 12%	232++CD 23%	145Cd 19%	22-- 10%	58-- 14%	126d 22%	124+D 23%	28 17%	180-- 16%	130-- 15%	167+A 22%
Neither agree nor disagree	(3.0)	684 28%	26 18%	204 27%	215 30%	231 30%	269 27%	203 27%	66 32%	140+a 33%	159 28%	131- 24%	51 31%	331b 30%	191-- 22%	235A 31%
Agree	(4.0)	411 17%	16 11%	131 18%	124 17%	140 18%	144-- 14%	131 17%	45a 22%	87a 21%	90 16%	107 20%	32 20%	179 16%	189++B 22%	85-- 11%
Strongly agree	(5.0)	208 9%	-- -%	55a 7%	58a 8%	92++ABc 12%	64-- 6%	62 8%	32++AB 15%	47A 11%	45 8%	34- 6%	18b 11%	107b 10%	144++B 17%	27-- 4%
I don't know		307 13%	26 18%	92 12%	83 11%	93 12%	117 12%	99 13%	25 12%	61 14%	54- 9%	55 10%	17 11%	175++AB 16%	50-- 6%	158++A 21%
NET: Agree		619 26%	16- 11%	187a 25%	181a 25%	232++ABc 30%	208-- 21%	193a 26%	77++AB 37%	135++A 32%	135 24%	141 26%	51 31%	286 26%	333++B 39%	112-- 15%
NET: Disagree		797 33%	76++bCD 53%	264D 35%	243d 34%	208-- 27%	412++BCD 41%	254CD 34%	42-- 20%	87-- 21%	225++cD 39%	216++CD 40%	44 27%	310-- 28%	280 33%	249 33%
Mean score		3	2	3a	3a	3Abc	3	3A	3AB	3AB	3	3	3AB	3AB	3B	3
Standard deviation		1.20	.84	1.17	1.19	1.26	1.18	1.20	1.19	1.10	1.20	1.20	1.17	1.19	1.36	1.03
Standard error		.03	.13	.05	.05	.05	.05	.05	.09	.07	.07	.06	.10	.04	.05	.05

95% lower case or +, 99% UPPER CASE or ++

Table 166
 Z9r4.How strongly do you agree or disagree with the following statements.....I believe that if you earn more you should pay more taxes
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree (1.0)	78 3%	66 3%	12 2%	38 3%	39 3%	27 4%	37+c 4%	14- 2%	18 3%	27 3%	16 3%	17 3%	70c 3%	4 2%	1 1%	3c 4%	69 3%	9 3%
Disagree (2.0)	185 8%	120-- 6%	65++A 12%	90 8%	94 8%	92++BC 12%	60c 7%	33-- 4%	50 8%	65 8%	30 7%	41 7%	152 8%	15 8%	12 10%	5 7%	153 7%	32 9%
Neither agree nor disagree (3.0)	449 19%	361 19%	89 17%	198- 17%	249+a 20%	152 20%	163 19%	134 17%	103 16%	143 18%	104+a 23%	99 18%	384 19%	31 15%	20 18%	13 20%	381 19%	68 19%
Agree (4.0)	1095 45%	812-- 43%	283++A 54%	546 46%	549 45%	293-- 39%	377a 45%	424++Ab 52%	319+b 50%	330 42%	199 44%	247 45%	931 46%	83 42%	51 44%	30 45%	921 45%	173 49%
Strongly agree (5.0)	526 22%	465++B 25%	60-- 11%	282+b 24%	237- 19%	162 21%	175 21%	188 23%	129 20%	192+c 25%	85 19%	119 22%	423-- 21%	59++A 30%	27 24%	15 23%	461 22%	65 18%
I don't know	74 3%	55 3%	20 4%	26- 2%	48+a 4%	29 4%	27 3%	17 2%	14 2%	19 2%	17 4%	24 4%	63 3%	5 3%	5 4%	1 1%	68 3%	5 1%
NET: Agree	1621 67%	1278 68%	343 65%	827+b 70%	786- 65%	455-- 60%	552a 66%	613++AB 76%	448c 71%	522 67%	284 63%	366 67%	1354 67%	142 72%	78 68%	45 68%	1382 67%	238 68%
NET: Disagree	263 11%	186- 10%	77+a 15%	128 11%	134 11%	118++bC 16%	97C 12%	47-- 6%	68 11%	92 12%	46 10%	58 11%	222 11%	19 10%	12 11%	8 11%	222 11%	41 12%
Mean score	4	4B	4	4	4	4	4	4AB	4	4	4	4	4	4a	4	4	4	4
Standard deviation	.99	1.00	.93	1.00	.98	1.07	1.02	.85	.96	1.03	.98	.99	.99	.99	.94	1.03	1.00	.96
Standard error	.02	.03	.06	.03	.03	.04	.04	.04	.05	.04	.05	.05	.03	.07	.08	.09	.03	.06

95% lower case or +, 99% UPPER CASE or ++

Table 166 (continuation)

Z9r4.How strongly do you agree or disagree with the following statements.....I believe that if you earn more you should pay more taxes

by

Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	78 3%	64 3%	14+a 6%	9+a 7%	4 5%	60+b 4%	17- 2%	15 3%	61 3%	30++b 5%	47- 3%	13 4%	23 3%	25- 2%	17++bc 6%
Disagree	(2.0)	185 8%	160 8%	25 10%	14 10%	8 12%	126 8%	54 6%	46 8%	133 8%	65++B 11%	118-- 7%	18 6%	51 7%	93 8%	23 8%
Neither agree nor disagree	(3.0)	449 19%	391 18%	42 17%	25 19%	12 17%	287 19%	146 17%	95 17%	332 19%	135++B 23%	307-- 17%	47 16%	152 20%	198 18%	52 19%
Agree	(4.0)	1095 45%	983 46%	104 42%	57 43%	30 44%	667 44%	408+ 49%	231- 41%	811a 47%	244- 41%	838+a 47%	142 50%	346 46%	499 46%	108 39%
Strongly agree	(5.0)	526 22%	470 22%	50 20%	23 17%	12 17%	321 21%	187 22%	159++B 28%	352-- 20%	98-- 16%	417++A 23%	54 19%	156 21%	247 23%	70 25%
I don't know		74 3%	58-- 3%	15++A 6%	5 4%	4 5%	43 3%	26 3%	18 3%	49 3%	24 4%	49 3%	13 5%	23 3%	34 3%	4 2%
NET: Agree		1621 67%	1453++bc 68%	154- 61%	80 60%	41 60%	987 66%	595+a 71%	390 69%	1163 67%	342-- 57%	1255++A 71%	196 68%	502 67%	745 68%	178 65%
NET: Disagree		263 11%	223 11%	40+a 16%	23+a 17%	12 17%	186+b 12%	71- 8%	61 11%	194 11%	96++B 16%	165-- 9%	31 11%	74 10%	118 11%	40 14%
Mean score		4	4bc	4	4	4	4	4a	4b	4	4	4A	4	4	4	4
Standard deviation		.99	.98	1.11	1.12	1.10	1.03	.92	1.02	.99	1.07	.96	1.00	.97	.97	1.13
Standard error		.02	.03	.07	.10	.12	.03	.04	.05	.03	.05	.03	.08	.04	.03	.08

95% lower case or +, 99% UPPER CASE or ++

Table 166 (continuation)

Z9r4.How strongly do you agree or disagree with the following statements.....I believe that if you earn more you should pay more taxes
by

Base: All respondents

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row		2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample		1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total		2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree	(1.0)	78 3%	10 3%	5 3%	6 5%	1 2%	16++gj 7%	9 4%	2 2%	23 4%	43 4%	44 3%
Disagree	(2.0)	185 8%	33+ 11%	18 11%	12 11%	5 6%	22 9%	15 7%	13 10%	52 9%	116++ 10%	124+ 9%
Neither agree nor disagree	(3.0)	449 19%	59 20%	27 17%	16 15%	23+chij 29%	46 19%	42 20%	33ij 25%	103 19%	214 18%	245 18%
Agree	(4.0)	1095 45%	128 42%	73 47%	42 40%	32 41%	103 43%	87 41%	46- 35%	233 43%	525 44%	606 44%
Strongly agree	(5.0)	526 22%	70 23%	27 17%	28 26%	14 18%	46 19%	55 26%	33 25%	121 22%	274 23%	314 23%
I don't know		74 3%	3 1%	7 4%	3 3%	3 3%	7 3%	5 2%	3 2%	15 3%	31 3%	37 3%
NET: Agree		1621 67%	198 65%	100 64%	70 66%	46 59%	149 62%	142 67%	79 61%	354 65%	799 66%	920 67%
NET: Disagree		263 11%	43 14%	22 14%	17 16%	6 8%	38+ 16%	24 11%	16 12%	75+ 14%	159++ 13%	168+ 12%
Mean score		4	4	4	4	4	4	4	4	4	4	4e
Standard deviation		.99	1.04	1.01	1.14	.92	1.11	1.05	1.02	1.06	1.04	1.02
Standard error		.02	.07	.09	.12	.12	.08	.08	.09	.05	.03	.03

95% lower case or +, 99% UPPER CASE or ++

Table 166 (continuation)

Z9r4.How strongly do you agree or disagree with the following statements.....I believe that if you earn more you should pay more taxes

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	78 3%	6 5%	4 12%	6 18%	1 6%	13+++iJ 9%	8 6%	2 4%	21+++j 7%	40 4%	41 4%	5 8%	1 2%	- %	1 6%	3 4%	19 4%	59 3%
Disagree (2.0)	185 8%	13 10%	1 4%	1 5%	1 5%	17 12%	6 5%	1 3%	28 9%	100++ 10%	107++ 10%	9 13%	3 9%	1 4%	1 2%	9 13%	42 8%	143 7%
Neither agree nor disagree (3.0)	449 19%	23 18%	9 26%	5 17%	2 6%	25 18%	15 12%	6 15%	55 18%	175 17%	194 18%	16 23%	4 13%	4 12%	4 15%	12 18%	104 21%	346 18%
Agree (4.0)	1095 45%	48 37%	13 40%	11 36%	12 52%	59 41%	56 42%	20 48%	123 40%	437 44%	477 43%	20- 29%	13 43%	15 51%	11 46%	22- 32%	205 41%	890 47%
Strongly agree (5.0)	526 22%	37 29%	6 17%	6 20%	6 26%	26 18%	45++EhIJ 34%	10 25%	74 24%	227 23%	252 23%	18 27%	10 33%	9 29%	7 30%	22 32%	117 24%	409 21%
I don't know	74 3%	1 1%	* 1%	1 4%	1 4%	3 2%	1 1%	2 5%	7 2%	26 3%	30 3%	* %	* %	1 4%	* 1%	1 2%	11 2%	63 3%
NET: Agree	1621 67%	85 66%	19 57%	17 56%	18 78%	86 60%	101+Ehij 77%	30 73%	197 64%	664 66%	729 66%	38 56%	23 76%	24 81%	18 76%	44 64%	322 65%	1298 68%
NET: Disagree	263 11%	19 15%	5 16%	7 23%	3 12%	30+++fj 21%	14 10%	3 7%	49++ 16%	140++ 14%	147++ 13%	14+ 21%	3 11%	1 4%	2 8%	11 17%	61 12%	202 11%
Mean score	4	4	3	3	4	3	4bcEhij	4	4	4e	4e	4	4	4	4	4	4	4
Standard deviation	.99	1.12	1.20	1.40	1.09	1.20	1.09	.98	1.15	1.05	1.04	1.24	1.02	.77	1.05	1.16	1.04	.98
Standard error	.02	.11	.23	.27	.25	.11	.11	.16	.07	.04	.04	.18	.20	.16	.23	.16	.05	.03

95% lower case or +, 99% UPPER CASE or ++

Table 166 (continuation)

Z9r4.How strongly do you agree or disagree with the following statements.....I believe that if you earn more you should pay more taxes

by

Base: All respondents

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample		1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total		2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree	(1.0)	78 3%	2 1%	25 3%	12- 2%	38++C 5%	24 2%	30 4%	6 3%	17 4%	16 3%	8- 2%	3 2%	49++B 4%	29 3%	32 4%
Disagree	(2.0)	185 8%	5 3%	55 7%	50 7%	73+ 10%	64 6%	56 8%	20 10%	42a 10%	38 7%	25-- 5%	19B 12%	102+B 9%	59 7%	70 9%
Neither agree nor disagree	(3.0)	449 19%	23 16%	169++Cd 23%	121 17%	132 17%	136-- 14%	162+A 22%	40 19%	106++A 25%	80-- 14%	86 16%	39Ab 24%	233+Ab 21%	107-- 13%	144A 19%
Agree	(4.0)	1095 45%	92++bcD 64%	344D 46%	352D 49%	293-- 38%	524++BCD 52%	332d 44%	83 39%	151-- 36%	285cD 50%	286++CD 53%	64 39%	452-- 41%	363 42%	355 47%
Strongly agree	(5.0)	526 22%	16 11%	124-- 17%	172aB 24%	209++aB 27%	229 23%	145 19%	59+b 28%	89 21%	139 24%	120 22%	35 21%	228 21%	295++B 35%	113-- 15%
I don't know		74 3%	6 4%	29 4%	16 2%	20 3%	29 3%	23 3%	2 1%	18c 4%	15 3%	16 3%	3 2%	38 3%	2-- *%	39++A 5%
NET: Agree		1621 67%	108 75%	468-- 63%	525++BD 73%	502 66%	753++BcD 75%	477-d 64%	142d 68%	240-- 57%	424++CD 74%	407++CD 75%	99 61%	680-- 62%	658++B 77%	468-- 62%
NET: Disagree		263 11%	7 5%	80 11%	62- 9%	111++abC 15%	88- 9%	87 12%	26 12%	59a 14%	54 9%	33-- 6%	22B 14%	151++aB 14%	88 10%	102+ 14%
Mean score		4	4	4	4Bd	4	4BD	4	4	4	4cD	4CD	4	4	4B	4
Standard deviation		.99	.72	.96	.91	1.12	.92	1.01	1.04	1.07	.95	.85	1.01	1.06	1.03	1.01
Standard error		.02	.10	.04	.04	.05	.03	.04	.08	.06	.05	.04	.08	.04	.04	.04

95% lower case or +, 99% UPPER CASE or ++

Table 167

Z9r5.How strongly do you agree or disagree with the following statements.....I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society by

Base: All respondents

		Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
			Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row		2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample		1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total		2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree	(1.0)	206 9%	196++B 10%	10-- 2%	137++B 12%	69-- 6%	41-- 5%	72a 9%	93++A 11%	61 10%	60 8%	39 9%	46 8%	174 9%	15 8%	9 8%	8 13%	177 9%	29 8%
Disagree	(2.0)	374 16%	264-- 14%	110++A 21%	187 16%	183 15%	86-- 11%	132a 16%	155++A 19%	93 15%	118 15%	79 18%	83 15%	309 15%	29 14%	23 20%	14 20%	305 15%	68 19%
Neither agree nor disagree	(3.0)	586 24%	479 26%	107 20%	284 24%	302 25%	141-- 19%	202a 24%	243++Ab 30%	138 22%	178 23%	115 26%	155+ab 28%	504d 25%	45 23%	25 22%	12 17%	492 24%	93 27%
Agree	(4.0)	745 31%	573 31%	172 33%	352 30%	393 32%	274++C 36%	276C 33%	194-- 24%	216d 34%	259d 33%	126 28%	144- 26%	631 31%	65 33%	31 26%	18 27%	645 31%	100 29%
Strongly agree	(5.0)	329 14%	270 14%	59 11%	153 13%	170 14%	172++BC 23%	106C 13%	51-- 6%	91 14%	113 15%	57 13%	68 12%	277 14%	27 14%	14 12%	10 15%	298+b 15%	31- 9%
I don't know		167 7%	96-- 5%	71++A 13%	67- 6%	100+a 8%	40 5%	52 6%	75++Ab 9%	33 5%	48 6%	34 8%	51+a 9%	129- 6%	17 8%	15++A 13%	5 7%	136 7%	30 9%
NET: Agree		1074 45%	844 45%	231 44%	505 43%	563 46%	446++BC 59%	382C 46%	245-- 30%	307cD 48%	372+cD 48%	184 41%	212-- 39%	908 45%	92 47%	44 38%	28 43%	943++b 46%	131- 37%
NET: Disagree		579 24%	460 24%	119 23%	324++B 27%	252-- 21%	127-- 17%	204A 24%	248++Ab 31%	154 24%	178 23%	118 26%	129 24%	483 24%	43 22%	32 27%	22+ab 33%	481 23%	97 28%
Mean score		3	3	3	3	3A	4BC	3C	3	3	3	3	3	3	3	3	3	3b	3
Standard deviation		1.17	1.20	1.05	1.22	1.11	1.14	1.16	1.12	1.20	1.16	1.18	1.16	1.17	1.16	1.18	1.31	1.18	1.12
Standard error		.03	.03	.07	.04	.04	.05	.05	.05	.06	.05	.07	.06	.03	.09	.09	.11	.03	.08

95% lower case or +, 99% UPPER CASE or ++

Table 167 (continuation)

Z9r5.How strongly do you agree or disagree with the following statements.....I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society by

Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	206 9%	187bc 9%	10- 4%	5- 3%	3 5%	135 9%	61 7%	52 9%	151 9%	50 8%	154 9%	24 8%	48- 6%	103b 9%	31b 11%
Disagree	(2.0)	374 16%	353++BcD 17%	17-- 7%	13 10%	2-- 4%	220 15%	146 17%	75 13%	288+ 17%	73- 12%	298+a 17%	39 14%	127 17%	172 16%	35 13%
Neither agree nor disagree	(3.0)	586 24%	543++BcD 26%	37-- 15%	22- 17%	6-- 8%	344 23%	223 27%	136 24%	413 24%	138 23%	443 25%	89+C 31%	215++C 29%	221-- 20%	61 22%
Agree	(4.0)	745 31%	645 30%	94+a 38%	57++A 43%	26 39%	517++B 34%	215-- 26%	165 29%	555 32%	211+b 35%	524- 30%	71 25%	209 28%	382++aB 35%	84 31%
Strongly agree	(5.0)	329 14%	252-- 12%	76++A 30%	29++A 22%	26++AC 38%	206 14%	114 14%	105++B 19%	214-- 12%	94 16%	225- 13%	30 10%	86 11%	164 15%	49+ab 18%
I don't know		167 7%	144 7%	16 6%	8 6%	5 7%	80-- 5%	78++A 9%	30 5%	115 7%	32 5%	132 7%	35++Cd 12%	65C 9%	54-- 5%	13 5%
NET: Agree		1074 45%	897-- 42%	170++A 68%	86++A 64%	53++A 77%	724++B 48%	330-- 39%	270 48%	770 44%	304++B 51%	749-- 42%	101-- 35%	295-- 39%	546++AB 50%	133Ab 49%
NET: Disagree		579 24%	540++BCD 25%	28-- 11%	17-- 13%	6-- 9%	356 24%	207 25%	127 23%	439+ 25%	123- 21%	451+a 25%	63 22%	176 23%	275 25%	66 24%
Mean score		3	3	4A	4A	4Ac	3	3	3	3	3B	3	3	3	3	3
Standard deviation		1.17	1.16	1.08	1.04	1.07	1.18	1.16	1.22	1.17	1.17	1.17	1.12	1.11	1.21	1.26
Standard error		.03	.03	.07	.09	.12	.04	.05	.06	.03	.05	.03	.10	.05	.04	.09

95% lower case or +, 99% UPPER CASE or ++

Table 167 (continuation)

Z9r5. How strongly do you agree or disagree with the following statements.....I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society by

Base: All respondents

		Had reason to complain to										
		Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
		-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----
Unweighted row		2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample		1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total		2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree	(1.0)	206	51	12	11	5	19	25	8	55	112	127
		9%	++bdEGhIJ 17%	8%	11%	6%	8%	12%	6%	10%	9%	9%
Disagree	(2.0)	374	53E	23	11	10	21--	25	13	68--	180e	207e
		16%	18%	15%	11%	12%	9%	12%	10%	12%	15%	15%
Neither agree nor disagree	(3.0)	586	55--	32	20	25aij	56	45	36a	117	246--	277--
		24%	18%	21%	19%	31%	23%	21%	28%	21%	20%	20%
Agree	(4.0)	745	93	54	39	24	91+	75	38	178	392	447
		31%	30%	35%	36%	30%	38%	35%	29%	33%	33%	33%
Strongly agree	(5.0)	329	39	21	24+a	12	45+	37	32++Abj	102++a	211++	231++
		14%	13%	14%	22%	15%	19%	17%	24%	19%	18%	17%
I don't know		167	13	13cf	2--	3	10	6--	4	26--	62--	81--
		7%	4%	8%	2%	4%	4%	3%	3%	5%	5%	6%
NET: Agree		1074	131	75	62++a	36	135++A	112+	69	281++a	603++	678++
		45%	43%	48%	58%	46%	56%	53%	53%	51%	50%	49%
NET: Disagree		579	104	35	23	15	40--	50	21-	123	292e	335e
		24%	++bcdEfGH IJ 34%	22%	21%	19%	16%	23%	17%	22%	24%	24%
Mean score		3	3	3a	3A	3	4A	3a	4A	3A	3A	3A
Standard deviation		1.17	1.32	1.16	1.26	1.11	1.14	1.25	1.17	1.23	1.23	1.22
Standard error		.03	.09	.11	.13	.14	.08	.10	.11	.06	.04	.04

95% lower case or +, 99% UPPER CASE or ++

Table 167 (continuation)

Z9r5.How strongly do you agree or disagree with the following statements.....I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	206 9%	25+++ 19%	2GhIJ 7%	1 4%	- -%	11 8%	16 12%	1 1%	30 10%	101 10%	111+ 10%	14++ 20%	3 11%	8 26%	- -%	13++ 20%	52 10%	154 8%
Disagree (2.0)	374 16%	19 14%	4 13%	3 9%	2 10%	10- 7%	17 13%	6 14%	32- 10%	143e 14%	152e 14%	12 17%	5 18%	2 5%	1 4%	14 20%	78 16%	296 15%
Neither agree nor disagree (3.0)	586 24%	27 21%	11 32%	7 23%	6 25%	31 22%	25 19%	9 23%	70 23%	206-- 21%	231-- 21%	15 22%	7 22%	5 18%	5 19%	13 19%	120 24%	466 24%
Agree (4.0)	745 31%	40 31%	11 34%	13 43%	8 34%	61+++ 42%	48 37%	15 37%	114+ 37%	326 32%	366 33%	21 31%	8 25%	11 37%	13 53%	19 28%	147 30%	598 31%
Strongly agree (5.0)	329 14%	16 12%	5 15%	5 16%	6 27%	25 17%	21 16%	10+ 25%	55+ 18%	181++ 18%	190++ 17%	6 9%	6 19%	4 13%	5 23%	7 11%	85+b 17%	244- 13%
I don't know	167 7%	2- 2%	- -%	1 3%	1 4%	5 4%	3- 2%	- -%	8-- 2%	46-- 5%	50-- 5%	1 2%	1 4%	- -%	- -%	2 3%	17-- 3%	150++A 8%
NET: Agree	1074 45%	56 43%	16 49%	19 60%	14 61%	86+++ 60%	70 53%	25+a 62%	169++ 55%	508++ 51%	556++ 51%	27 40%	13 44%	15 51%	18 76%	26 38%	232 47%	843 44%
NET: Disagree	579 24%	43+EgHij 34%	6 19%	4 14%	2 10%	22- 15%	33 25%	6 15%	62 20%	245e 24%	263e 24%	25+ 37%	9 29%	9 32%	1 4%	27++ 40%	129 26%	450 24%
Mean score	3	3	3	4a	4a	4A	3	4A	3A	3a	3a	3	3	3	4B	3	3	3
Standard deviation	1.17	1.33	1.11	1.04	.98	1.12	1.26	1.05	1.19	1.24	1.23	1.30	1.31	1.44	.79	1.32	1.23	1.16
Standard error	.03	.13	.21	.20	.23	.11	.13	.17	.08	.05	.04	.18	.27	.29	.17	.19	.06	.03

95% lower case or +, 99% UPPER CASE or ++

Table 167 (continuation)

Z9r5.How strongly do you agree or disagree with the following statements.....I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society by

Base: All respondents

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample		1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total		2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree	(1.0)	206 9%	*- *%	61a 8%	60a 8%	83+a 11%	78 8%	71 10%	17 8%	38 9%	40 7%	41 8%	11 7%	113+ 10%	98++ 11%	61 8%
Disagree	(2.0)	374 16%	23 16%	136+d 18%	105 15%	106 14%	177+c 18%	106 14%	23 11%	64 15%	81 14%	98 18%	19 12%	173 16%	99-- 12%	138+A 18%
Neither agree nor disagree	(3.0)	586 24%	46 32%	206+D 28%	173 24%	154-- 20%	258 26%	185 25%	50 24%	87 21%	144 25%	140 26%	48 29%	245- 22%	144-- 17%	204A 27%
Agree	(4.0)	745 31%	26- 18%	217 29%	251+ab 35%	245a 32%	319 32%	228 30%	72 35%	124 29%	192 33%	178 33%	48 30%	320 29%	288 34%	231 31%
Strongly agree	(5.0)	329 14%	10 7%	84- 11%	92 13%	139+++ABC 18%	106-- 11%	101 14%	38A 18%	80++Ab 19%	63 11%	57- 10%	31aB 19%	176++aB 16%	202++B 24%	47-- 6%
I don't know		167 7%	39+++BCD 27%	43 6%	43 6%	38- 5%	68 7%	57 8%	9 4%	30 7%	53+bc 9%	29 5%	6 4%	75 7%	24-- 3%	72++A 10%
NET: Agree		1074 45%	36-- 25%	301-a 40%	342Ab 47%	384+++AB 50%	425 42%	329 44%	111+ab 53%	204 48%	255 44%	235 43%	79 48%	496 45%	490++B 57%	279-- 37%
NET: Disagree		579 24%	24 16%	197 26%	165 23%	188 25%	255 25%	178 24%	40 19%	102 24%	122 21%	139 26%	30 19%	286 26%	197 23%	199 26%
Mean score		3	3	3	3	3b	3	3	3A	3	3	3	3	3	3B	3
Standard deviation		1.17	.91	1.14	1.15	1.26	1.13	1.19	1.17	1.24	1.11	1.12	1.15	1.24	1.30	1.08
Standard error		.03	.16	.05	.05	.05	.04	.05	.09	.07	.06	.06	.10	.04	.05	.05

95% lower case or +, 99% UPPER CASE or ++

Table 168
 Z9r6.How strongly do you agree or disagree with the following statements.....I am very concerned about the impact of climate change
 by
 Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree (1.0)	103 4%	89 5%	13 3%	69++B 6%	34-- 3%	23 3%	42 5%	37 5%	31 5%	24 3%	13 3%	34+bc 6%	89 4%	7 4%	3 3%	3 5%	94 5%	8 2%
Disagree (2.0)	207 9%	155 8%	52 10%	114 10%	93 8%	66 9%	70 8%	70 9%	45 7%	64 8%	49 11%	48 9%	181c 9%	16 8%	5-- 4%	4 6%	188+b 9%	18-- 5%
Neither agree nor disagree (3.0)	391 16%	324 17%	67 13%	183 16%	207 17%	125 17%	133 16%	133 16%	70-- 11%	137A 18%	75a 17%	110+A 20%	325 16%	41c 21%	14 12%	10 15%	337 16%	54 15%
Agree (4.0)	996 41%	712-- 38%	284++A 54%	456-- 39%	533+a 44%	309 41%	366 44%	322 40%	269 43%	308 40%	196 44%	223 41%	841 42%	69 35%	56b 48%	27 41%	833 41%	160 46%
Strongly agree (5.0)	684 28%	577++B 31%	107-- 20%	349 30%	333 27%	221 29%	217 26%	246 30%	211++CD 33%	238D 31%	112 25%	124-- 23%	565 28%	60 30%	37 32%	21 32%	578 28%	106 30%
I don't know	27 1%	22 1%	5 1%	10 1%	17 1%	11 1%	12 1%	4 *%	6 1%	6 1%	7 2%	8 1%	22 1%	4 2%	1 1%	* *%	22 1%	4 1%
NET: Agree	1680 70%	1289 69%	391 74%	805 68%	866 71%	530 70%	583 69%	567 70%	480++bcd 76%	545d 70%	308 68%	347-- 63%	1406 69%	129 66%	93++AB 80%	48 73%	1411-- 69%	267+a 76%
NET: Disagree	309 13%	244 13%	65 12%	182++B 15%	127-- 10%	89 12%	112 13%	107 13%	76 12%	89 11%	62 14%	82 15%	270c 13%	23 12%	8-- 7%	8 12%	282++B 14%	27-- 8%
Mean score	4	4	4	4	4	4	4	4	4cD	4D	4	4	4	4	4a	4	4	4a
Standard deviation	1.07	1.10	.96	1.15	1.00	1.04	1.08	1.09	1.09	1.04	1.04	1.12	1.08	1.07	.93	1.10	1.09	.95
Standard error	.03	.03	.06	.04	.03	.04	.04	.05	.05	.04	.06	.05	.03	.08	.07	.09	.03	.06

95% lower case or +, 99% UPPER CASE or ++

Table 168 (continuation)

Z9r6.How strongly do you agree or disagree with the following statements.....I am very concerned about the impact of climate change

by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree (1.0)	103 4%	92c 4%	7c 3%	-- -%	6+abC 9%	69 5%	30 4%	24 4%	72 4%	22 4%	80 5%	20 7%	26 3%	45 4%	12 5%
Disagree (2.0)	207 9%	177 8%	29 11%	14 10%	10 14%	142 9%	62 7%	47 8%	152 9%	55 9%	152 9%	25 9%	62 8%	87 8%	32 12%
Neither agree nor disagree (3.0)	391 16%	349 16%	33 13%	19 14%	10 15%	241 16%	137 16%	89 16%	274 16%	112 19%	273 15%	50 18%	127d 17%	185d 17%	29- 11%
Agree (4.0)	996 41%	884 42%	108 43%	61 46%	26 38%	622 41%	352 42%	213 38%	734 42%	252 42%	729 41%	122 42%	323 43%	448 41%	103 38%
Strongly agree (5.0)	684 28%	605 28%	71 28%	38 29%	15 21%	414 28%	251 30%	187+ 33%	492 28%	147- 25%	525a 30%	65 23%	209 28%	315 29%	95+a 35%
I don't know	27 1%	18-- 1%	2 1%	1 *%	1 2%	15 1%	6 1%	5 1%	13- 1%	9 2%	17 1%	5 2%	4 1%	15 1%	2 1%
NET: Agree	1680 70%	1489d 70%	179d 72%	100d 75%	41- 60%	1035 69%	602 72%	399 71%	1226 71%	399 67%	1254 71%	187 65%	532 71%	764 70%	198 72%
NET: Disagree	309 13%	269 13%	36 14%	14 10%	16++AbC 24%	211+ 14%	92 11%	71 13%	224 13%	76 13%	232 13%	45 16%	88 12%	132 12%	45 16%
Mean score	4	4D	4d	4D	3	4	4	4	4	4	4	4	4	4	4
Standard deviation	1.07	1.07	1.06	.92	1.25	1.09	1.04	1.10	1.07	1.04	1.09	1.13	1.03	1.06	1.15
Standard error	.03	.03	.07	.08	.14	.03	.04	.05	.03	.05	.03	.09	.04	.04	.08

95% lower case or +, 99% UPPER CASE or ++

Table 168 (continuation)

Z9r6.How strongly do you agree or disagree with the following statements.....I am very concerned about the impact of climate change by

Base: All respondents

Had reason to complain to											
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree (1.0)	103 4%	27+++hIJ 9%	11 7%	7 7%	5 7%	13 5%	9 4%	4 3%	22 4%	51 4%	60 4%
Disagree (2.0)	207 9%	37+ 12%	19 12%	10 9%	7 9%	20 8%	25 12%	14 11%	52 10%	100 8%	117 9%
Neither agree nor disagree (3.0)	391 16%	41 14%	34a 22%	20 19%	19a 24%	34 14%	38 18%	20 15%	93 17%	188 16%	217 16%
Agree (4.0)	996 41%	115 38%	60 38%	38 36%	23 30%	106df 44%	70- 33%	48 37%	212 39%	481 40%	560f 41%
Strongly agree (5.0)	684 28%	81 27%	28- 18%	29 27%	18 23%	64 26%	69B 33%	40b 31%	159b 29%	370+B 31%	400b 29%
I don't know	27 1%	3 1%	3 2%	2 2%	6+++AeFHIJ 5 7%	2 2%	2 1%	4+ 3%	9 2%	12 1%	17 1%
NET: Agree	1680 70%	196 64%	88-- 57%	67 62%	41-- 53%	169bd 70%	139 65%	88 68%	371bd 68%	851BD 71%	960BD 70%
NET: Disagree	309 13%	64+++ehIJ 21%	30+ij 19%	17 16%	12 16%	33 14%	34 16%	18 14%	74 14%	151 13%	176 13%
Mean score	4	4	3	4	4	4b	4b	4b	4aB	4AB	4AB
Standard deviation	1.07	1.25	1.15	1.18	1.17	1.10	1.15	1.10	1.09	1.08	1.08
Standard error	.03	.08	.11	.13	.15	.08	.09	.10	.05	.04	.03

95% lower case or +, 99% UPPER CASE or ++

Table 168 (continuation)

Z9r6.How strongly do you agree or disagree with the following statements.....I am very concerned about the impact of climate change by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of organisation (i)	Any organisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	103 4%	10f 8%	6 17%	1 3%	2 7%	6 4%	3 2%	- -%	12 4%	39 4%	44 4%	4 6%	3 12%	3 9%	1 4%	4 5%	30 6%	73 4%
Disagree (2.0)	207 9%	17 13%	4 11%	3 10%	3 13%	11 7%	14 11%	3 8%	27 9%	82 8%	91 8%	8 11%	5 15%	5 16%	2 8%	12+ 18%	47 9%	160 8%
Neither agree nor disagree (3.0)	391 16%	14 11%	7 21%	4 13%	3 11%	17 12%	17 13%	11ae 26%	48 16%	147 15%	165 15%	11 17%	1 4%	1 4%	- -%	10 14%	74 15%	317 17%
Agree (4.0)	996 41%	46 36%	9 26%	14 45%	9 39%	62g 43%	45 34%	10- 25%	112 36%	412g 41%	447g 41%	24 34%	12 40%	11 36%	11 47%	25 37%	197 40%	799 42%
Strongly agree (5.0)	684 28%	40 31%	8 23%	7 24%	6 26%	45 31%	52+ 39%	17 41%	103 33%	312+ 31%	338+ 31%	22 31%	9 29%	10 33%	9 39%	18 26%	145 29%	539 28%
I don't know	27 1%	1 1%	* 1%	1 4%	1 4%	4 3%	1 1%	* 1%	6 2%	12 1%	15 1%	* *%	- -%	1 2%	* 1%	* *%	5 1%	22 1%
NET: Agree	1680 70%	87 67%	16 49%	21 69%	15 65%	106 74%	97 74%	27 66%	215 70%	724 72%	785 71%	45 66%	21 69%	21 69%	20 86%	43 63%	342 69%	1338 70%
NET: Disagree	309 13%	27+++hIj 21%	10 29%	4 14%	5 20%	17 11%	17 13%	3 8%	39 13%	121 12%	136 12%	12 17%	8 27%	7 25%	3 13%	16+ 23%	77 15%	232 12%
Mean score	4	4	3	4	4	4B	4B	4b	4B	4B	4B	4	4	4	4	4	4	4
Standard deviation	1.07	1.26	1.41	1.07	1.24	1.06	1.07	1.01	1.10	1.06	1.07	1.20	1.37	1.34	1.08	1.21	1.15	1.05
Standard error	.03	.13	.27	.21	.29	.10	.11	.16	.07	.04	.04	.17	.27	.28	.24	.17	.06	.03

95% lower case or +, 99% UPPER CASE or ++

Table 168 (continuation)

Z9r6.How strongly do you agree or disagree with the following statements.....I am very concerned about the impact of climate change

by

Base: All respondents

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample		1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total		2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree	(1.0)	103 4%	* *%	27 4%	33 5%	39 5%	25-- 3%	37a 5%	10 5%	28+A 7%	16 3%	18 3%	5 3%	61+a 6%	49+ 6%	26 3%
Disagree	(2.0)	207 9%	11 8%	58 8%	66 9%	70 9%	72 7%	64 9%	20 9%	49+a 12%	37 6%	41 8%	14 9%	113+a 10%	67 8%	88++a 12%
Neither agree nor disagree	(3.0)	391 16%	28 19%	130 17%	100 14%	126 17%	140-- 14%	123 16%	38 18%	87+A 21%	74-- 13%	87 16%	29 18%	194a 18%	83-- 10%	151++A 20%
Agree	(4.0)	996 41%	82+cD 56%	336+D 45%	297 41%	274-- 36%	460++CD 46%	333cD 44%	72-- 34%	124-- 29%	245 43%	237 44%	70 43%	435 39%	301-- 35%	340+A 45%
Strongly agree	(5.0)	684 28%	24-- 16%	183-- 25%	222ab 31%	245+aB 32%	295 29%	187-- 25%	69b 33%	127 30%	199++bD 35%	151 28%	42 26%	286-- 26%	352++B 41%	141-- 19%
I don't know		27 1%	-- -%	11 1%	5 1%	10 1%	13 1%	4 *%	1 *%	7 2%	3 *%	7 1%	1 1%	13 1%	2-- *%	7 1%
NET: Agree		1680 70%	105 73%	519 70%	519 72%	519 68%	755++bcd 75%	520D 69%	141 67%	251-- 59%	444++D 77%	388d 72%	112 69%	721-- 65%	653++B 76%	482-- 64%
NET: Disagree		309 13%	11 8%	86 11%	99 14%	109 14%	97-- 10%	102a 14%	30 14%	78++A 18%	53-- 9%	59 11%	20 12%	174++Ab 16%	116 14%	114 15%
Mean score		4	4	4	4	4	4BD	4	4	4	4bcd	4d	4	4	4B	4
Standard deviation		1.07	.80	1.02	1.10	1.14	.98	1.08	1.14	1.22	1.00	1.02	1.03	1.13	1.16	1.02
Standard error		.03	.11	.04	.05	.05	.04	.04	.08	.07	.05	.05	.09	.04	.05	.04

95% lower case or +, 99% UPPER CASE or ++

Table 169
Z9r7.How strongly do you agree or disagree with the following statements..... I am very concerned about the impact of Covid 19
by

Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
Strongly disagree (1.0)	86 4%	75 4%	11 2%	50 4%	36 3%	26 4%	41+c 5%	18- 2%	16 3%	21 3%	25+ab 6%	23 4%	72 4%	9 5%	2 2%	3 4%	76 4%	9 3%
Disagree (2.0)	205 9%	138-- 7%	67++A 13%	104 9%	101 8%	92++BC 12%	63 7%	50- 6%	52 8%	70 9%	36 8%	47 9%	185+d 9%	10 5%	8 7%	2- 4%	177 9%	27 8%
Neither agree nor disagree (3.0)	337 14%	295++B 16%	43-- 8%	166 14%	171 14%	120 16%	117 14%	99 12%	83 13%	99 13%	69 15%	87 16%	285 14%	26 13%	18 16%	8 13%	301 15%	36 10%
Agree (4.0)	1161 48%	887 47%	274 52%	580 49%	573 47%	350 46%	401 48%	410 51%	291 46%	374 48%	224 50%	271 49%	957- 47%	111+a 56%	59 51%	32 48%	978 48%	180 51%
Strongly agree (5.0)	592 25%	461 25%	131 25%	271 23%	319 26%	156-- 21%	206 25%	231++A 28%	182+cD 29%	207cd 27%	93 21%	111- 20%	504 25%	38 19%	26 23%	20b 31%	495 24%	98 28%
I don't know	26 1%	24 1%	3 *%	9 1%	17 1%	10 1%	13 2%	3 *%	8 1%	6 1%	4 1%	8 2%	20 1%	4 2%	2 1%	1 1%	26 1%	1 *%
NET: Agree	1753 73%	1348 72%	405 77%	851 72%	892 73%	506-- 67%	606a 72%	640++AB 79%	473 75%	581 75%	318 70%	381 70%	1462 72%	149 76%	86 74%	52 79%	1473- 72%	278+a 79%
NET: Disagree	290 12%	213 11%	78 15%	153 13%	137 11%	118++C 16%	104c 12%	68-- 8%	68 11%	91 12%	61 14%	70 13%	256+ 13%	18 9%	10 9%	5 8%	253 12%	37 10%
Mean score	4	4	4	4	4	4	4	4AB	4cd	4cd	4	4	4	4	4	4	4	4
Standard deviation	1.01	1.02	1.00	1.03	1.00	1.05	1.05	.93	.99	.99	1.06	1.02	1.03	.96	.92	.99	1.02	.97
Standard error	.02	.03	.06	.04	.03	.04	.04	.04	.05	.04	.06	.05	.03	.07	.07	.08	.03	.06

95% lower case or +, 99% UPPER CASE or ++

Table 169 (continuation)

Z9r7.How strongly do you agree or disagree with the following statements..... I am very concerned about the impact of Covid 19

by

Base: All respondents

		Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
			White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row		2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample		1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total		2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
Strongly disagree	(1.0)	86 4%	80b 4%	2- 1%	1 1%	- -%	65+b 4%	20- 2%	15 3%	66 4%	31+b 5%	53- 3%	15 5%	27 4%	30 3%	14 5%
Disagree	(2.0)	205 9%	175 8%	25 10%	10 8%	10+a 15%	137 9%	65 8%	37 7%	167++ 10%	56 9%	149 8%	23 8%	70 9%	87 8%	24 9%
Neither agree nor disagree	(3.0)	337 14%	293 14%	39 16%	17 12%	15+a 22%	243++B 16%	87-- 10%	56-- 10%	261+A 15%	105++B 18%	225-- 13%	35 12%	108 14%	152 14%	42 15%
Agree	(4.0)	1161 48%	1046+bd 49%	102- 41%	56 42%	25- 37%	698 46%	432+a 52%	284 50%	824 47%	262- 44%	880+a 50%	140D 49%	364D 49%	561+D 51%	95-- 35%
Strongly agree	(5.0)	592 25%	509 24%	79+++a 32%	48+++A 36%	17 25%	341- 23%	229+a 27%	165++b 29%	409 24%	134 22%	451 25%	69 24%	174 23%	253 23%	97++aABC 35%
I don't know		26 1%	21 1%	2 1%	2 1%	1 1%	18 1%	5 1%	7 1%	12-- 1%	9 2%	17 1%	4 1%	7 1%	12 1%	3 1%
NET: Agree		1753 73%	1555d 73%	181 72%	104d 78%	42- 62%	1039-- 69%	661+++A 79%	449++B 80%	1232-- 71%	395-- 66%	1331+++A 75%	209 73%	538 72%	814 74%	191 70%
NET: Disagree		290 12%	255 12%	28 11%	12 9%	10 15%	202+b 13%	84 10%	52- 9%	232+++a 13%	87 15%	202 11%	38 13%	97 13%	117 11%	38 14%
Mean score		4	4	4	4ad	4	4	4A	4B	4	4	4A	4	4	4	4
Standard deviation		1.01	1.01	.98	.95	1.01	1.05	.95	.95	1.03	1.08	.99	1.06	1.02	.96	1.14
Standard error		.02	.03	.06	.08	.11	.03	.04	.04	.03	.05	.03	.09	.04	.03	.08

95% lower case or +, 99% UPPER CASE or ++

Table 169 (continuation)

Z9r7.How strongly do you agree or disagree with the following statements..... I am very concerned about the impact of Covid 19

by

Base: All respondents

Had reason to complain to											
	Weighted Total	BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
Strongly disagree (1.0)	86 4%	21+++ij 7%	8 5%	3 3%	3 3%	11 4%	7 3%	3 3%	20 4%	42 4%	54 4%
Disagree (2.0)	205 9%	36 12%	20 13%	9 8%	5 7%	18 7%	19 9%	15 11%	51 9%	115 10%	132+ 10%
Neither agree nor disagree (3.0)	337 14%	42 14%	23 15%	21ij 20%	20+++ahIJ 25%	43ij 18%	39ij 18%	19 14%	82 15%	141-- 12%	170- 12%
Agree (4.0)	1161 48%	135 44%	64 41%	46 43%	31 40%	103 43%	85- 40%	56 43%	247 45%	581f 48%	661f 48%
Strongly agree (5.0)	592 25%	70 23%	35 23%	25 23%	17 21%	60 25%	60 28%	37 29%	136 25%	310 26%	335 24%
I don't know	26 1%	* *%	5+a 3%	3a 3%	3+A 4%	6+a 3%	3 2%	* *%	9 2%	14 1%	17 1%
NET: Agree	1753 73%	205- 67%	99- 64%	71 66%	48- 61%	163 68%	145 68%	93 71%	383 70%	891abd 74%	996bd 73%
NET: Disagree	290 12%	57+++ij 19%	28+ 18%	11 11%	8 10%	29 12%	25 12%	18 14%	72 13%	157 13%	186+ 14%
Mean score	4	4	4	4	4	4	4	4	4	4a	4a
Standard deviation	1.01	1.16	1.14	.99	1.01	1.06	1.05	1.05	1.04	1.03	1.04
Standard error	.02	.07	.11	.11	.13	.08	.08	.10	.05	.03	.03

95% lower case or +, 99% UPPER CASE or ++

Table 169 (continuation)

Z9r7.How strongly do you agree or disagree with the following statements..... I am very concerned about the impact of Covid 19

by

Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
Strongly disagree (1.0)	86 4%	9+ 7%	3 8%	1 2%	- -%	4 3%	4 3%	1 4%	12 4%	35 3%	41 4%	6+ 9%	3 9%	1 2%	- -%	1 2%	17 3%	69 4%
Disagree (2.0)	205 9%	10 8%	3 8%	3 10%	1 6%	8 6%	10 8%	4 9%	25 8%	93 9%	101 9%	8 12%	1 4%	1 3%	1 4%	8 11%	30- 6%	175+a 9%
Neither agree nor disagree (3.0)	337 14%	11 8%	3 9%	5 15%	3 14%	23 16%	19 15%	8 19%	48 16%	117- 12%	137 12%	7 10%	1 5%	2 8%	* 1%	7 10%	79 16%	258 14%
Agree (4.0)	1161 48%	60 46%	11 32%	9 31%	10 42%	57 39%	55 42%	18 44%	122-- 40%	479h 48%	518h 47%	30 44%	11 38%	18 61%	17 72%	29 42%	226 45%	935 49%
Strongly agree (5.0)	592 25%	39 30%	13 39%	12 38%	7 30%	48+ 33%	41 31%	10 24%	93+ 30%	270 27%	288 26%	18 26%	13 43%	8 26%	5 23%	24 34%	140 28%	452 24%
I don't know	26 1%	* *%	1 3%	1 3%	2 8%	4 3%	1 1%	- -%	7 2%	11 1%	15 1%	* *%	- -%	- -%	- -%	* *%	6 1%	20 1%
NET: Agree	1753 73%	98 77%	24 71%	21 69%	17 72%	104 73%	96 74%	28 68%	216 70%	749 75%	807 73%	48 70%	24 81%	26 87%	22 95%	53 76%	366 74%	1387 73%
NET: Disagree	290 12%	20 15%	6 17%	4 13%	1 6%	12 9%	14 11%	5 13%	37 12%	128 13%	142 13%	14 20%	4 14%	2 5%	1 4%	9 14%	47 9%	244 13%
Mean score	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
Standard deviation	1.01	1.16	1.28	1.12	.88	1.00	1.03	1.05	1.07	1.03	1.04	1.23	1.25	.81	.64	1.05	.99	1.02
Standard error	.02	.12	.25	.22	.21	.10	.10	.17	.07	.04	.04	.17	.25	.16	.14	.15	.05	.03

95% lower case or +, 99% UPPER CASE or ++

Table 169 (continuation)

Z9r7.How strongly do you agree or disagree with the following statements..... I am very concerned about the impact of Covid 19
by

Base: All respondents

		Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
			Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row		2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample		1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total		2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
Strongly disagree	(1.0)	86 4%	- -%	33 4%	19 3%	34 4%	24- 2%	25 3%	12a 6%	24+A 6%	17 3%	18 3%	3 2%	47 4%	36 4%	24 3%
Disagree	(2.0)	205 9%	14 10%	46- 6%	75+B 10%	67 9%	62-- 6%	64 8%	23a 11%	56++Ab 13%	44 8%	35 6%	9 5%	116++b 11%	66 8%	91++a 12%
Neither agree nor disagree	(3.0)	337 14%	5- 3%	126+AC 17%	84- 12%	117a 15%	127 13%	103 14%	36 17%	66 16%	64 11%	71 13%	20 12%	175+a 16%	78-- 9%	116A 15%
Agree	(4.0)	1161 48%	84d 58%	370d 50%	359d 50%	333-- 44%	510D 51%	373D 50%	99 47%	171-- 40%	280 49%	287+D 53%	90d 56%	495-- 45%	406 47%	357 47%
Strongly agree	(5.0)	592 25%	41 28%	159- 21%	180 25%	207b 27%	278+c 28%	171 23%	39 19%	101 24%	167+d 29%	128 24%	40 25%	254 23%	264++B 31%	156- 21%
I don't know		26 1%	* *%	13 2%	5 1%	6 1%	5- 1%	13a 2%	1 *%	6 1%	3 *%	4 1%	1 *%	15 1%	5 1%	9 1%
NET: Agree		1753 73%	125+bd 87%	528 71%	539 75%	540 71%	788++bCD 78%	545D 73%	138- 66%	271-- 64%	447+D 78%	415D 76%	130+D 80%	748-- 68%	670++B 78%	513-- 68%
NET: Disagree		290 12%	14 10%	78 11%	94 13%	101 13%	86-- 9%	88a 12%	35+A 17%	79++AB 19%	60 10%	52 10%	12 7%	163++abc 15%	101 12%	115++ 15%
Mean score		4	4	4	4	4	4bCD	4cd	4	4	4D	4d	4d	4	4B	4
Standard deviation		1.01	.84	1.00	1.00	1.07	.93	1.00	1.09	1.15	.98	.95	.86	1.07	1.04	1.03
Standard error		.02	.12	.04	.04	.04	.03	.04	.08	.06	.05	.05	.07	.04	.04	.05

95% lower case or +, 99% UPPER CASE or ++

Table 170

Z9.How strongly do you agree or disagree with the following statements?

by

Base: All respondents

		I have strong political opinions	I support the idea of Brexit	I support the idea of Scottish Ind ependence	I believe that if you earn more you should pay more taxes	I believe that if minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	I am very concerned about the impact of climate change	I am very concerned about the impact of Covid 19
Unweighted row		2407	2407	2407	2407	2407	2407	2407
Effective sample		1812	1812	1812	1812	1812	1812	1812
Weighted Total		2407	2407	2407	2407	2407	2407	2407
Strongly disagree	(1.0)	207 9%	615 26%	340 14%	78 3%	206 9%	103 4%	86 4%
Disagree	(2.0)	547 23%	383 16%	458 19%	185 8%	374 16%	207 9%	205 9%
Neither agree nor disagree	(3.0)	755 31%	382 16%	684 28%	449 19%	586 24%	391 16%	337 14%
Agree	(4.0)	618 26%	535 22%	411 17%	1095 45%	745 31%	996 41%	1161 48%
Strongly agree	(5.0)	236 10%	371 15%	208 9%	526 22%	329 14%	684 28%	592 25%
I don't know		44 2%	122 5%	307 13%	74 3%	167 7%	27 1%	26 1%
NET: Agree		854 35%	906 38%	619 26%	1621 67%	1074 45%	1680 70%	1753 73%
NET: Disagree		754 31%	998 41%	797 33%	263 11%	579 24%	309 13%	290 12%
Mean score		3	3	3	4	3	4	4
Standard deviation		1.11	1.45	1.20	.99	1.17	1.07	1.01
Standard error		.03	.04	.03	.02	.03	.03	.02

Table 171
<Z9> NET agree Summary
by
Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I have strong political opinions	854 35%	707++B 38%	148-- 28%	517++B 44%	331-- 27%	276 37%	277 33%	302 37%	273++bCD 43%	283D 36%	144 32%	154-- 28%	716 35%	72 37%	39 33%	25 38%	735 36%	120 34%
I support the idea of Brexit	906 38%	720 38%	186 35%	506++B 43%	397-- 33%	192-- 25%	311A 37%	402++AB 50%	226 36%	278 36%	203++ABd 45%	199 36%	792++B 39%	47-- 24%	45B 39%	22 33%	759 37%	147 42%
I support the idea of Scottish Independence	619 26%	518++B 28%	101-- 19%	327b 28%	286- 23%	245++bc 32%	224C 27%	150-- 18%	168 27%	223+D 29%	114 25%	115- 21%	478-- 24%	92++ACD 47%	28 24%	21a 32%	544 26%	74 21%
I believe that if you earn more you should pay more taxes	1621 67%	1278 68%	343 65%	827+b 70%	786- 65%	455-- 60%	552a 66%	613++AB 76%	448c 71%	522 67%	284 63%	366 67%	1354 67%	142 72%	78 68%	45 68%	1382 67%	238 68%
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	1074 45%	844 45%	231 44%	505 43%	563 46%	446++BC 59%	382C 46%	245-- 30%	307cD 48%	372+cD 48%	184 41%	212-- 39%	908 45%	92 47%	44 38%	28 43%	943++b 46%	131- 37%
I am very concerned about the impact of climate change	1680 70%	1289 69%	391 74%	805 68%	866 71%	530 70%	583 69%	567 70%	480++bcd 76%	545d 70%	308 68%	347-- 63%	1406 69%	129 66%	93++AB 80%	48 73%	1411- 69%	267+a 76%
I am very concerned about the impact of Covid 19	1753 73%	1348 72%	405 77%	851 72%	892 73%	506-- 67%	606a 72%	640++AB 79%	473 75%	581 75%	318 70%	381 70%	1462 72%	149 76%	86 74%	52 79%	1473- 72%	278+a 79%

95% lower case or +, 99% UPPER CASE or ++

Table 171 (continuation)
 <Z9> NET agree Summary
 by
 Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I have strong political opinions	854 35%	757 36%	85 34%	43 32%	21 31%	559+ 37%	280 33%	229+b 41%	597 34%	193 32%	642 36%	55-- 19%	237-A 32%	431++AB 39%	132++ABc 48%
I support the idea of Brexit	906 38%	835++BCD 39%	58-- 23%	37-d 28%	10-- 15%	554 37%	327 39%	227 40%	635 37%	196- 33%	689a 39%	97 34%	276 37%	412 38%	121+a 44%
I support the idea of Scottish Independence	619 26%	532 25%	79+a 32%	34 25%	21 31%	422++B 28%	182-- 22%	160 28%	434 25%	166 28%	436 25%	54- 19%	169- 23%	298ab 27%	98++ABc 36%
I believe that if you earn more you should pay more taxes	1621 67%	1453++bc 68%	154- 61%	80 60%	41 60%	987 66%	595+a 71%	390 69%	1163 67%	342-- 57%	1255++A 71%	196 68%	502 67%	745 68%	178 65%
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	1074 45%	897-- 42%	170++A 68%	86++A 64%	53++A 77%	724++B 48%	330-- 39%	270 48%	770 44%	304++B 51%	749-- 42%	101-- 35%	295-- 39%	546++AB 50%	133Ab 49%
I am very concerned about the impact of climate change	1680 70%	1489d 70%	179d 72%	100d 75%	41- 60%	1035 69%	602 72%	399 71%	1226 71%	399 67%	1254 71%	187 65%	532 71%	764 70%	198 72%
I am very concerned about the impact of Covid 19	1753 73%	1555d 73%	181 72%	104d 78%	42- 62%	1039-- 69%	661++A 79%	449++B 80%	1232-- 71%	395-- 66%	1331++A 75%	209 73%	538 72%	814 74%	191 70%

95% lower case or +, 99% UPPER CASE or ++

Table 171 (continuation)
 <Z9> NET agree Summary
 by
 Base: All respondents

	Weighted Total	Had reason to complain to										
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391	
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070	
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370	
I have strong political opinions	854 35%	172++bEH 56%	117++ij 44%	68++ij 54%	58++ij 49%	38+ 44%	105+ 44%	103++ 49%	67++ 51%	237++ 43%	519++ 43%	584++ 43%
I support the idea of Brexit	906 38%	154+++efH 51%	76+++ij 49%	56+++fhI 53%	44+++efhI 56%	98 40%	84 40%	55 42%	217 40%	456 38%	524 38%	
I support the idea of Scottish Independence	619 26%	117+++ij 38%	54+ 35%	44+++ij 42%	41+++abHI 52%	93+++ij 38%	90+++IJ 42%	61+++bhI 47%	188++ 34%	368++ 31%	417++ 30%	
I believe that if you earn more you should pay more taxes	1621 67%	198 65%	100 64%	70 66%	46 59%	149 62%	142 67%	79 61%	354 65%	799 66%	920 67%	
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	1074 45%	131 43%	75 48%	62+++a 58%	36 46%	135+++A 56%	112+ 53%	69 53%	281+++a 51%	603++ 50%	678++ 49%	
I am very concerned about the impact of climate change	1680 70%	196 64%	88-- 57%	67 62%	41-- 53%	169bd 70%	139 65%	88 68%	371bd 68%	851BD 71%	960BD 70%	
I am very concerned about the impact of Covid 19	1753 73%	205- 67%	99- 64%	71 66%	48- 61%	163 68%	145 68%	93 71%	383 70%	891abd 74%	996bd 73%	

95% lower case or +, 99% UPPER CASE or ++

Table 171 (continuation)
<Z9> NET agree Summary
by
Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I have strong political opinions	854 35%	82++EHIJ 64%	19 58%	20 64%	17 72%	58 40%	67++ 51%	21+ 52%	138++ 45%	439++ 44%	475++ 43%	48++ 69%	18 59%	17 57%	17 70%	42++ 61%	238++B 48%	617-- 32%
I support the idea of Brexit	906 38%	69++efhIJ 54%	19 57%	19 60%	14 60%	56 39%	51 39%	19 45%	121 39%	379 38%	421 38%	34 50%	16 53%	19 64%	14 58%	40++ 58%	251++B 50%	655-- 34%
I support the idea of Scottish Independence	619 26%	45+ 35%	15 44%	11 36%	15 64%	50+ 35%	48++ 37%	15 37%	106++ 34%	302++ 30%	328++ 30%	18 27%	11 36%	15 52%	15 64%	21 31%	172++B 34%	447-- 23%
I believe that if you earn more you should pay more taxes	1621 67%	85 66%	19 57%	17 56%	18 78%	86 60%	101+Ehij 77%	30 73%	197 64%	664 66%	729 66%	38 56%	23 76%	24 81%	18 76%	44 64%	322 65%	1298 68%
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	1074 45%	56 43%	16 49%	19 60%	14 61%	86+++a 60%	70 53%	25+a 62%	169++ 55%	508++ 51%	556++ 51%	27 40%	13 44%	15 51%	18 76%	26 38%	232 47%	843 44%
I am very concerned about the impact of climate change	1680 70%	87 67%	16 49%	21 69%	15 65%	106 74%	97 74%	27 66%	215 70%	724 72%	785 71%	45 66%	21 69%	21 69%	20 86%	43 63%	342 69%	1338 70%
I am very concerned about the impact of Covid 19	1753 73%	98 77%	24 71%	21 69%	17 72%	104 73%	96 74%	28 68%	216 70%	749 75%	807 73%	48 70%	24 81%	26 87%	22 95%	53 76%	366 74%	1387 73%

95% lower case or +, 99% UPPER CASE or ++

Table 171 (continuation)
 <Z9> NET agree Summary
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I have strong political opinions	854 35%	29- 20%	234- 31%	281+AB 39%	300+AB 39%	340 34%	284 38%	92+aD 44%	133 31%	246++bD 43%	194 36%	56 34%	354-- 32%	854++B 100%	--- -%
I support the idea of Brexit	906 38%	54 37%	295d 40%	304++D 42%	249-- 33%	409+D 41%	294D 39%	75 36%	124-- 29%	212 37%	252++ACD 46%	55 34%	383- 35%	372++B 44%	228-- 30%
I support the idea of Scottish Independence	619 26%	16- 11%	187a 25%	181a 25%	232++ABc 30%	208-- 21%	193a 26%	77++AB 37%	135++A 32%	135 24%	141 26%	51 31%	286 26%	333++B 39%	112-- 15%
I believe that if you earn more you should pay more taxes	1621 67%	108 75%	468-- 63%	525++BD 73%	502 66%	753++BcD 75%	477-d 64%	142d 68%	240-- 57%	424++CD 74%	407++CD 75%	99 61%	680-- 62%	658++B 77%	468-- 62%
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	1074 45%	36-- 25%	301-a 40%	342Ab 47%	384++AB 50%	425 42%	329 44%	111+ab 53%	204 48%	255 44%	235 43%	79 48%	496 45%	490++B 57%	279-- 37%
I am very concerned about the impact of climate change	1680 70%	105 73%	519 70%	519 72%	519 68%	755++bcD 75%	520D 69%	141 67%	251-- 59%	444++D 77%	388d 72%	112 69%	721-- 65%	653++B 76%	482-- 64%
I am very concerned about the impact of Covid 19	1753 73%	125+bd 87%	528 71%	539 75%	540 71%	788++bCD 78%	545D 73%	138- 66%	271-- 64%	447+D 78%	415D 76%	130+D 80%	748-- 68%	670++B 78%	513-- 68%

95% lower case or +, 99% UPPER CASE or ++

Table 172
<Z9> NET Disagree Summary
by
Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample size	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I have strong political opinions	754 31%	538-- 29%	215++A 41%	272-- 23%	480++A 39%	222 29%	285 34%	245 30%	142-- 22%	244A 31%	165+A 37%	203++A 37%	634 31%	54 27%	43b 37%	21 32%	632 31%	120 34%
I support the idea of Brexit	998 41%	789 42%	208 39%	458- 39%	532+a 44%	342+C 45%	348 41%	308- 38%	303++CD 48%	354+CD 46%	150-- 33%	191-- 35%	817- 40%	104++AC 53%	42 37%	34+AC 52%	857 42%	140 40%
I support the idea of Scottish Independence	797 33%	616 33%	181 34%	453++B 38%	342-- 28%	134-- 18%	275A 33%	387++AB 48%	254++BD 40%	227- 29%	171+BD 38%	145-- 26%	659 33%	74 37%	41 35%	23 35%	652-- 32%	145++A 41%
I believe that if you earn more you should pay more taxes	263 11%	186- 10%	77+a 15%	128 11%	134 11%	118++bC 16%	97C 12%	47-- 6%	68 11%	92 12%	46 10%	58 11%	222 11%	19 10%	12 11%	8 11%	222 11%	41 12%
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	579 24%	460 24%	119 23%	324++B 27%	252-- 21%	127-- 17%	204A 24%	248++Ab 31%	154 24%	178 23%	118 26%	129 24%	483 24%	43 22%	32 27%	22+ab 33%	481 23%	97 28%
I am very concerned about the impact of climate change	309 13%	244 13%	65 12%	182++B 15%	127-- 10%	89 12%	112 13%	107 13%	76 12%	89 11%	62 14%	82 15%	270c 13%	23 12%	8- 7%	8 12%	282++B 14%	27-- 8%
I am very concerned about the impact of Covid 19	290 12%	213 11%	78 15%	153 13%	137 11%	118++C 16%	104c 12%	68-- 8%	68 11%	91 12%	61 14%	70 13%	256+ 13%	18 9%	10 9%	5 8%	253 12%	37 10%

95% lower case or +, 99% UPPER CASE or ++

Table 172 (continuation)
<Z9> NET Disagree Summary
by

Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample size	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I have strong political opinions	754 31%	685+b 32%	65 26%	32 24%	19 28%	448 30%	286 34%	150- 27%	578++A 33%	195 33%	558 31%	141++BCD 49%	270++CD 36%	290--d 27%	52-- 19%
I support the idea of Brexit	998 41%	857-- 40%	127++A 51%	61 46%	35 51%	637 42%	341 41%	209- 37%	760++a 44%	231 39%	763+ 43%	124 43%	310 41%	467d 43%	97- 35%
I support the idea of Scottish Independence	797 33%	744++BCD 35%	48-- 19%	26-- 19%	13-- 19%	483 32%	297 35%	179 32%	594 34%	137-- 23%	656++A 37%	110d 38%	256 34%	353 32%	78 28%
I believe that if you earn more you should pay more taxes	263 11%	223 11%	40+a 16%	23+a 17%	12 17%	186+b 12%	71- 8%	61 11%	194 11%	96++B 16%	165-- 9%	31 11%	74 10%	118 11%	40 14%
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	579 24%	540++BCD 25%	28-- 11%	17-- 13%	6-- 9%	356 24%	207 25%	127 23%	439+ 25%	123- 21%	451+a 25%	63 22%	176 23%	275 25%	66 24%
I am very concerned about the impact of climate change	309 13%	269 13%	36 14%	14 10%	16++AbC 24%	211+ 14%	92 11%	71 13%	224 13%	76 13%	232 13%	45 16%	88 12%	132 12%	45 16%
I am very concerned about the impact of Covid 19	290 12%	255 12%	28 11%	12 9%	10 15%	202+b 13%	84 10%	52- 9%	232++a 13%	87 15%	202 11%	38 13%	97 13%	117 11%	38 14%

95% lower case or +, 99% UPPER CASE or ++

Table 172 (continuation)
<Z9> NET Disagree Summary
by
Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample size	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
I have strong political opinions	754 31%	57-- 19%	41c 26%	15-- 14%	12-- 15%	50-- 21%	48- 23%	23-- 18%	141--ac 26%	297--c 25%	350--ac 26%
I support the idea of Brexit	998 41%	97--d 32%	38-- 24%	26-- 24%	14-- 18%	91bcd 38%	88aBCDg 41%	37-- 29%	207BcD 38%	529 +ABCDGh 44%	585ABCDG 43%
I support the idea of Scottish Independence	797 33%	100bdGh 33%	32--g 20%	28G 26%	14-- 18%	59--G 24%	51--G 24%	13-- 10%	130--G 24%	360--bdGh 30%	409--bdGh 30%
I believe that if you earn more you should pay more taxes	263 11%	43 14%	22 14%	17 16%	6 8%	38+ 16%	24 11%	16 12%	75+ 14%	159++ 13%	168+ 12%
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	579 24%	104 ++bcdEFGH IJ 34%	35 22%	23 21%	15 19%	40-- 16%	50 23%	21- 17%	123 22%	292e 24%	335e 24%
I am very concerned about the impact of climate change	309 13%	64++ehIJ 21%	30+ij 19%	17 16%	12 16%	33 14%	34 16%	18 14%	74 14%	151 13%	176 13%
I am very concerned about the impact of Covid 19	290 12%	57++ij 19%	28+ 18%	11 11%	8 10%	29 12%	25 12%	18 14%	72 13%	157 13%	186+ 14%

95% lower case or +, 99% UPPER CASE or ++

Table 172 (continuation)
<Z9> NET Disagree Summary
by
Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample size	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I have strong political opinions	754 31%	18-- 14%	5 16%	5 15%	1 6%	34 24%	36a 27%	8 21%	79-a 26%	246--a 25%	273--a 25%	8-- 12%	5 18%	5 16%	1 2%	14 20%	65-- 13%	688++A 36%
I support the idea of Brexit	998 41%	42 33%	9 28%	8 27%	7 31%	59 41%	63a 48%	13 32%	130 42%	460++a 46%	490+a 45%	25 37%	11 36%	6 19%	5 22%	21 30%	164-- 33%	834++A 44%
I support the idea of Scottish Independence	797 33%	58+EGHIj 45%	8 25%	10 31%	5 20%	38 27%	43g 33%	7- 16%	84- 27%	316g 31%	352g 32%	35++ 51%	12 40%	11 36%	5 20%	31 46%	179 36%	618 32%
I believe that if you earn more you should pay more taxes	263 11%	19 15%	5 16%	7 23%	3 12%	30+++fj 21%	14 10%	3 7%	49++ 16%	140++ 14%	147++ 13%	14+ 21%	3 11%	1 4%	2 8%	11 17%	61 12%	202 11%
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	579 24%	43+EgHIj 34%	6 19%	4 14%	2 10%	22- 15%	33 25%	6 15%	62 20%	245e 24%	263e 24%	25+ 37%	9 29%	9 32%	1 4%	27++ 40%	129 26%	450 24%
I am very concerned about the impact of climate change	309 13%	27+++hIj 21%	10 29%	4 14%	5 20%	17 11%	17 13%	3 8%	39 13%	121 12%	136 12%	12 17%	8 27%	7 25%	3 13%	16+ 23%	77 15%	232 12%
I am very concerned about the impact of Covid 19	290 12%	20 15%	6 17%	4 13%	1 6%	12 9%	14 11%	5 13%	37 12%	128 13%	142 13%	14 20%	4 14%	2 5%	1 4%	9 14%	47 9%	244 13%

95% lower case or +, 99% UPPER CASE or ++

Table 172 (continuation)
 <Z9> NET Disagree Summary
 by
 Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample size	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I have strong political opinions	754 31%	81++BCD 56%	221 30%	221 31%	220 29%	322 32%	209- 28%	59 28%	158++Bc 37%	159 28%	144- 27%	35-- 22%	408++ABC 37%	--- -%	754++A 100%
I support the idea of Brexit	998 41%	67 46%	273-- 37%	286 40%	362++BC 47%	409 41%	299 40%	89 42%	192 46%	278++Bd 48%	189-- 35%	67 41%	455b 41%	407++b 48%	309 41%
I support the idea of Scottish Independence	797 33%	76++bCD 53%	264D 35%	243d 34%	208-- 27%	412++BCD 41%	254CD 34%	42-- 20%	87-- 21%	225++cD 39%	216++CD 40%	44 27%	310-- 28%	280 33%	249 33%
I believe that if you earn more you should pay more taxes	263 11%	7 5%	80 11%	62- 9%	111++abC 15%	88- 9%	87 12%	26 12%	59a 14%	54 9%	33-- 6%	22B 14%	151++aB 14%	88 10%	102+ 14%
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	579 24%	24 16%	197 26%	165 23%	188 25%	255 25%	178 24%	40 19%	102 24%	122 21%	139 26%	30 19%	286 26%	197 23%	199 26%
I am very concerned about the impact of climate change	309 13%	11 8%	86 11%	99 14%	109 14%	97-- 10%	102a 14%	30 14%	78++A 18%	53- 9%	59 11%	20 12%	174++Ab 16%	116 14%	114 15%
I am very concerned about the impact of Covid 19	290 12%	14 10%	78 11%	94 13%	101 13%	86-- 9%	88a 12%	35+A 17%	79++AB 19%	60 10%	52 10%	12 7%	163++abc 15%	101 12%	115++ 15%

95% lower case or +, 99% UPPER CASE or ++

Table 173
<Z9> Mean Score Summary
by
Base: All respondents

	Weighted Total	Type		Gender		Age			Social Grade				Nations				Urban/Rural	
		Online (a)	CATI (b)	Male (a)	Female (b)	16 to 34 (a)	35 to 54 (b)	55+ (c)	AB (a)	C1 (b)	C2 (c)	DE (d)	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	Urban (a)	Rural (inc Remote) (b)
Unweighted row	2407	1879	528	1116	1281	856	774	776	595	783	463	566	1709	229	239	226	2026	378
Effective sample	1812	1598	282	828	983	659	634	540	456	606	327	425	1429	180	162	146	1580	234
Weighted Total	2407	1879	528	1180	1217	755	840	811	632	776	452	547	2024	197	116	67	2053	351
I have strong political opinions	3	3B	3	3B	3	3b	3	3b	3BCD	3D	3	3	3	3c	3	3	3	3
Standard error	.03	.03	.06	.04	.04	.04	.04	.05	.05	.04	.06	.06	.03	.08	.09	.09	.03	.07
I support the idea of Brexit	3	3	3	3B	3	3	3A	3AB	3	3	3AB	3ab	3Bd	2	3B	3	3	3
Standard error	.04	.04	.08	.05	.05	.05	.06	.07	.07	.06	.08	.07	.04	.10	.11	.13	.04	.10
I support the idea of Scottish Independence	3	3	3	3	3	3BC	3C	3	3	3Ac	3	3	3	3AC	3	3	3B	3
Standard error	.03	.03	.07	.05	.04	.05	.05	.05	.06	.05	.07	.06	.03	.12	.10	.12	.03	.08
I believe that if you earn more you should pay more taxes	4	4B	4	4	4	4	4	4AB	4	4	4	4	4	4a	4	4	4	4
Standard error	.02	.03	.06	.03	.03	.04	.04	.04	.05	.04	.05	.05	.03	.07	.08	.09	.03	.06
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	3	3	3	3	3A	4BC	3C	3	3	3	3	3	3	3	3	3	3b	3
Standard error	.03	.03	.07	.04	.04	.05	.05	.05	.06	.05	.07	.06	.03	.09	.09	.11	.03	.08
I am very concerned about the impact of climate change	4	4	4	4	4	4	4	4	4cD	4D	4	4	4	4	4a	4	4	4a
Standard error	.03	.03	.06	.04	.03	.04	.04	.05	.05	.04	.06	.05	.03	.08	.07	.09	.03	.06
I am very concerned about the impact of Covid 19	4	4	4	4	4	4	4	4AB	4cd	4cd	4	4	4	4	4	4	4	4
Standard error	.02	.03	.06	.04	.03	.04	.04	.04	.05	.04	.06	.05	.03	.07	.07	.08	.03	.06

95% lower case or +, 99% UPPER CASE or ++

Table 173 (continuation)
<Z9> Mean Score Summary
by
Base: All respondents

	Weighted Total	Ethnicity				Working Status		Any impacting/ limiting condition		Children in HH		How often complain in general			
		White (a)	Minority ethnic (b)	Asian (c)	Black (d)	Working (a)	Not working (b)	Yes (a)	No (b)	Yes (a)	No (b)	Never (a)	Rarely (b)	Sometimes (c)	Regularly (d)
Unweighted row	2407	2048	340	172	113	1323	1007	605	1712	595	1765	251	786	1092	278
Effective sample	1812	1570	240	132	84	1097	657	459	1290	480	1301	155	573	889	225
Weighted Total	2407	2125	250	134	69	1503	838	564	1737	597	1776	287	751	1095	274
I have strong political opinions	3	3	3	3	3	3	3	3B	3	3	3	3	3A	3AB	3ABc
Standard error	.03	.03	.07	.09	.12	.03	.04	.06	.03	.05	.03	.09	.05	.04	.07
I support the idea of Brexit	3	3BcD	2	3	2	3	3	3b	3	3	3	3	3	3	3bc
Standard error	.04	.04	.09	.12	.14	.04	.06	.07	.04	.06	.04	.12	.06	.05	.10
I support the idea of Scottish Independence	3	3	3A	3a	3a	3B	3	3	3	3B	3	3	3	3	3ABc
Standard error	.03	.03	.08	.10	.13	.04	.05	.06	.04	.05	.04	.10	.05	.04	.09
I believe that if you earn more you should pay more taxes	4	4bc	4	4	4	4	4a	4b	4	4	4A	4	4	4	4
Standard error	.02	.03	.07	.10	.12	.03	.04	.05	.03	.05	.03	.08	.04	.03	.08
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	3	3	4A	4A	4Ac	3	3	3	3	3B	3	3	3	3	3
Standard error	.03	.03	.07	.09	.12	.04	.05	.06	.03	.05	.03	.10	.05	.04	.09
I am very concerned about the impact of climate change	4	4D	4d	4D	3	4	4	4	4	4	4	4	4	4	4
Standard error	.03	.03	.07	.08	.14	.03	.04	.05	.03	.05	.03	.09	.04	.04	.08
I am very concerned about the impact of Covid 19	4	4	4	4ad	4	4	4A	4B	4	4	4A	4	4	4	4
Standard error	.02	.03	.06	.08	.11	.03	.04	.04	.03	.05	.03	.09	.04	.03	.08

95% lower case or +, 99% UPPER CASE or ++

Table 173 (continuation)
 <Z9> Mean Score Summary
 by
 Base: All respondents

	Weighted Total	Had reason to complain to									
		BBC (a)	ITV (b)	Channel 4 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)
Unweighted row	2407	313	161	112	81	241	214	154	564	1218	1391
Effective sample	1812	241	121	89	64	196	175	120	441	942	1070
Weighted Total	2407	304	155	107	78	241	212	130	547	1203	1370
I have strong political opinions	3	4b	efHIJ	3	4HIJ	4	3	3	4HIJ	3	3
Standard error	.03	.07	.11	.12	.15	.08	.08	.10	.05	.04	.03
I support the idea of Brexit	3	3efhIJ	3eFHIJ	3EFHIJ	3eFhIJ	3	3	3i	3	3	3
Standard error	.04	.10	.12	.14	.16	.10	.12	.12	.07	.05	.05
I support the idea of Scottish Independence	3	3	3ij	3j	4AeHIJ	3ij	3IJ	4AbEHIJ	3ij	3	3
Standard error	.03	.09	.11	.14	.16	.10	.10	.09	.06	.04	.04
I believe that if you earn more you should pay more taxes	4	4	4	4	4	4	4	4	4	4	4e
Standard error	.02	.07	.09	.12	.12	.08	.08	.09	.05	.03	.03
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	3	3	3a	3A	3	4A	3a	4A	3A	3A	3A
Standard error	.03	.09	.11	.13	.14	.08	.10	.11	.06	.04	.04
I am very concerned about the impact of climate change	4	4	3	4	4	4b	4b	4b	4aB	4AB	4AB
Standard error	.03	.08	.11	.13	.15	.08	.09	.10	.05	.04	.03
I am very concerned about the impact of Covid 19	4	4	4	4	4	4	4	4	4	4a	4a
Standard error	.02	.07	.11	.11	.13	.08	.08	.10	.05	.03	.03

95% lower case or +, 99% UPPER CASE or ++

Table 173 (continuation)
<Z9> Mean Score Summary
by
Base: All respondents

	Weighted Total	Complained directly to										Number of times complained to BBC in last year			Overall BBC complaints experience		Aware of BBC First	
		BBC (a)	ITV Channel 4 (b)	Channel 5 (c)	Channel 5 (d)	Sky (e)	Virgin Media (TV) (f)	Netflix (g)	Other media (h)	Other type of org anisation (i)	Any org anisation (j)	Once (a)	Twice (b)	Three times or more (c)	Very good/good (a)	Very bad/Bad (b)	Yes (a)	No (b)
Unweighted row	2407	118	36	33	22	139	125	48	307	1000	1089	61	30	27	25	59	487	1920
Effective sample	1812	100	28	28	20	114	104	39	249	781	857	50	25	24	21	51	386	1426
Weighted Total	2407	129	33	31	24	144	131	41	308	1004	1100	69	30	30	24	69	498	1909
I have strong political opinions Standard error	3 .03	4EFHIJ .10	4efhij .22	4ehij .22	4EfHIJ .20	3 .10	3 .11	4 .19	3 .07	3 .04	3 .04	4 .15	4 .23	4 .18	4 .17	4 .16	3B .05	3 .03
I support the idea of Brexit Standard error	3 .04	3fhIJ .16	3i .28	4efhij .28	3 .31	3 .14	3 .16	3 .21	3 .09	3 .05	3 .05	3 .24	3 .32	4 .28	3 .29	3 .22	3B .08	3 .04
I support the idea of Scottish Independence Standard error	3 .03	3 .15	3 .28	3 .29	4AefhIJ .32	3 .13	3 .14	3aij .17	3 .08	3 .05	3 .05	3 .21	3 .27	3 .34	4b .26	3 .22	3 .07	3 .03
I believe that if you earn more you should pay more taxes Standard error	4 .02	4 .11	3 .23	3 .27	4 .25	3 .11	4bcEhij .11	4 .16	4 .07	4e .04	4e .04	4 .18	4 .20	4 .16	4 .23	4 .16	4 .05	4 .03
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society Standard error	3 .03	3 .13	3 .21	4a .20	4a .23	4A .11	3 .13	4A .17	3A .08	3a .05	3a .04	3 .18	3 .27	3 .29	4B .17	3 .19	3 .06	3 .03
I am very concerned about the impact of climate change Standard error	4 .03	4 .13	3 .27	4 .21	4 .29	4B .10	4B .11	4b .16	4B .07	4B .04	4B .04	4 .17	4 .27	4 .28	4 .24	4 .17	4 .06	4 .03
I am very concerned about the impact of Covid 19 Standard error	4 .02	4 .12	4 .25	4 .22	4 .21	4 .10	4 .10	4 .17	4 .07	4 .04	4 .04	4 .17	4 .25	4 .16	4 .14	4 .15	4 .05	4 .03

95% lower case or +, 99% UPPER CASE or ++

Table 173 (continuation)
<Z9> Mean Score Summary
by
Base: All respondents

	Weighted Total	Type of internet user				How often watch BBC TV				How often listen to BBC Radio				Strong political opinions	
		Non-i nternet (a)	Light (b)	Medium (c)	Heavy (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not watched (d)	Daily (a)	Weekly (b)	Monthly (c)	Less often/not listened (d)	Agree (a)	Disagree (b)
Unweighted row	2407	100	782	737	757	980	740	235	432	521	537	185	1128	863	750
Effective sample	1812	49	615	601	604	722	576	182	321	378	426	145	848	661	527
Weighted Total	2407	144	746	723	764	1005	749	210	423	574	542	162	1102	854	754
I have strong political opinions	3	3	3a	3A	3Ab	3	3d	3aD	3	3D	3d	3d	3	4B	2
Standard error	.03	.15	.04	.05	.05	.04	.04	.09	.07	.06	.05	.08	.04	.02	.02
I support the idea of Brexit	3	3	3D	3D	3	3D	3D	3	3	3	3AcD	3	3	3	3
Standard error	.04	.20	.06	.06	.06	.06	.06	.11	.08	.08	.07	.12	.05	.06	.06
I support the idea of Scottish Independence	3	2	3a	3a	3Abc	3	3A	3AB	3AB	3	3	3AB	3AB	3B	3
Standard error	.03	.13	.05	.05	.05	.05	.05	.09	.07	.07	.06	.10	.04	.05	.05
I believe that if you earn more you should pay more taxes	4	4	4	4Bd	4	4BD	4	4	4	4cD	4CD	4	4	4B	4
Standard error	.02	.10	.04	.04	.05	.03	.04	.08	.06	.05	.04	.08	.04	.04	.04
I believe minority groups (e.g. LGBTQ, minority ethnic communities) are unfairly treated in society	3	3	3	3	3b	3	3	3A	3	3	3	3	3	3B	3
Standard error	.03	.16	.05	.05	.05	.04	.05	.09	.07	.06	.06	.10	.04	.05	.05
I am very concerned about the impact of climate change	4	4	4	4	4	4BD	4	4	4	4bcD	4d	4	4	4B	4
Standard error	.03	.11	.04	.05	.05	.04	.04	.08	.07	.05	.05	.09	.04	.05	.04
I am very concerned about the impact of Covid 19	4	4	4	4	4	4bCD	4cd	4	4	4D	4d	4d	4	4B	4
Standard error	.02	.12	.04	.04	.04	.03	.04	.08	.06	.05	.05	.07	.04	.04	.05

95% lower case or +, 99% UPPER CASE or ++