

Complaints to the BBC

This fortnightly report for the BBC complaints service¹ shows for the periods covered:

- the number of complaints about programmes and those which received more than 100² at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)³;
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

Stage 1 complaints

Between 21 June – 4 July 2021, BBC Audience Services (Stage 1) received a total of **6,049** complaints about programmes. **10,582** complaints in total were received at Stage 1.

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

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Moral Maze	Radio 4	23/06/21	Bias in favour of trans participation in women's sport.	165 (after invitations to complain were posted online).

92% of all complaints dealt with between 21 June – 4 July 2021 received an initial response within the stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at:
<http://www.bbc.co.uk/complaints/complaint/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 19 findings at Stage 2 between 21 June – 4 July 2021. Highlighted text links to published findings. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here:
<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

¹ Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

² As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

³ Excluding investigations of online material outside Ofcom's remit.

Programme	Service	Date of Transmission	Issue	Outcome
Sunday Breakfast	Radio 5 Live	11/04/2021	Offence	Resolved
Have I Got News for You	BBC One	30/04/2021	Mockery of the Welsh language	Not upheld
News	BBC News Channel	18/05/2021	Anti-Palestinian bias x7	Not upheld
The Ranganation	BBC Two	21/02/2021	Anti-male bias	Not upheld
Positive Thinking	Radio 4	03/03/2021	Pro-feminist bias	Not upheld
Last Word	Radio 4	09/05/2021	Insensitive obituary	Not upheld
Breakfast with Greg James	Radio 1	17/03/2021	Offensive language	Not upheld
Newsnight	BBC Two	28/04/2021	Failed to disclose contributor's political affiliation	Not upheld
Breakfast	BBC One	26/05/2021	Inaccuracy about Covid death rate	Not upheld
Midlands Today	BBC One (Birmingham)	19/01/2021	Misleading use of hospital footage	Not upheld
A Perfect Planet	BBC One	17/01/2021	Inaccuracy about long-term weather patterns	Not upheld
PM	Radio 4	14/12/2020	Report about Pornhub normalised pornography	Not upheld
News	BBC One (London)	14/05/2021	Inaccuracy about the number of EU workers leaving London	Not upheld

89% of complaints (17 out of 19) dealt with between 21 June – 4 July 2021 received a response within the target time.