

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 11 - 24 October 2021, BBC Audience Services (Stage 1) received a total of **3,287** complaints about programmes. **9,107** complaints in total were received at Stage 1.

No BBC programme received more than 100² complaints during this period:

97% of all complaints dealt with between 11 – 24 October 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 13 findings at Stage 2 between 11 - 24 October 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/>

Programme	Service	Date of Transmission	Issue	Outcome
The Corrections	Radio 4	20/11/2020	No right of reply	Partly upheld
Jeremy Vine	Radio 2	11/08/2021	Pro-vaccination bias x2	Not upheld

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.

News (6pm)	Radio 4	14/08/2021	Inaccuracy about Ken Loach & Labour	Not upheld
BBC News (10pm)	BBC One	16/05/2021	Bias against Palestinians	Not upheld
Politics Live	BBC Two	08/07/2021	Unwarranted attack on Keir Starmer	Not upheld
Today	Radio 4	05/05/2021	Failure to correct false claim about Nicola Sturgeon	Not upheld
More or Less	Radio 4	03/07/2021	Unsubstantiated criticism of scientific study	Not upheld
Breakfast	BBC One	23/07/2021	Pro-vaccination bias	Not upheld
BBC London News	BBC One (London)	07/04/2021	Bias in favour of Conservative mayoral candidate	Not upheld
Newsline	BBC One Northern Ireland	11/08/2021	Rangers supporters presented as Chelsea supporters	Not upheld
News programmes	Radio Scotland & BBC Scotland	27-29/09/2021	Pro-Labour bias in party conference coverage	Not upheld
Mock the Week	BBC Two	08/09/2021	Callous and offensive humour	Not upheld

92% of complaints (12 out of 13) dealt with between 11 -24 October 2021 received a response within the target time.