

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 13 - 26 September 2021, BBC Audience Services (Stage 1) received a total of **4,264** complaints about programmes. **8,824** complaints in total were received at Stage 1.

BBC programmes receiving more than 100²complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Saturday Kitchen	BBC One	18/09/2021	Unhappy with references to Coeliac disease/seriousness of illness not reflected.	217 (after invitations to complain were posted online)
Strictly Come Dancing	BBC One	25/09/2021	Blasphemous language / feels a same-sex dance partnership is inappropriate / sexist comments re male contestant.	128

97% of all complaints dealt with between 13 – 26th September 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 12 findings at Stage 2 between 13 - 26 September 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
Panorama: The Missing Princess	BBC One	16/02/2021	Insufficient right of reply for President of UAE	Not upheld
Politics Live	BBC Two	13/07/2021	Use of n-word	Not upheld
Disclosure: Am I Safe on Campus?	BBC One Scotland	12/07/2021	Wrong to identify individual accused of sexual assault	Not upheld
Euro 2020: Germany v Hungary	BBC Two	23/06/2021	Sexism towards men	Not upheld
Today	Radio 4	27/03/2021	Inaccuracy about remarks by Alex Salmond's lawyer	Not upheld
PM	Radio 4	20/07/2021	Anti-Government bias	Not upheld
Sickness and Lies	BBC iPlayer		Failed in duty of care towards contributor	Not upheld
BBC News (6pm)	BBC One	11/05/2021	Archive footage not labelled	Not upheld
Wimbledon	BBC One	09/07/2021	Derogatory towards Italians	Not upheld
BBC London News	BBC One (London)	14/07/2021	Absence of expert view on Covid vaccination	Not upheld
Morning Live	BBC One	17/06/2021	Failure to mention Foetal Alcohol Spectrum Disorder	Not upheld
The World at One	Radio 4	10/03/2021	Misleading about effect of Brexit	Not upheld

92% of complaints (11 out of 12) dealt with between 13 - 26 September 2021 received a response within the target time.