

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 27 September – 10 October 2021, BBC Audience Services (Stage 1) received a total of **5,431** complaints about programmes. **10,707** 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.	115 (after invitations to complain were posted online)
The Andrew Marr Show	BBC One	03/10/2021	Bias against Boris Johnson.	376
Today	Radio 4	05/10/2021	Bias against Boris Johnson.	558

97% of all complaints dealt with between 27 September – 10 October 2021 received an initial response within the stage 1 target period of 10 working days.

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.

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 22 findings at Stage 2 between 27 September – 10 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
Euro 2020: Denmark v Finland	BBC One	12/06/2021	Distressing images following collapse of player x7	Upheld
Sunday Supplement	Radio Wales	25/07/2021	Anti-Brexit bias	Not upheld
Points West & News bulletins	BBC One (West) Radio Bristol	12/11/2020	Unfair treatment of complainant	Not upheld
News bulletins	Radio 4	10/01/2021	Trump supporters wrongly described as “armed”	Not upheld
Newsnight	BBC Two	20/01/2021	Anti-Trump bias	Not upheld
Strictly Amy: Crohn’s and Me	BBC One Wales	27/08/2021	Objects to term “wheelchair-bound”	Not upheld
Today	Radio 4	03/08/2021	Inaccuracy about local authority spending cuts	Not upheld
A Dangerous Dynasty: House of Assad	BBC Two	23/10/2018	Anti-Assad bias	Not upheld
Woman’s Hour	Radio 4	03/09/2021	Bias against Texas abortion law	Not upheld
Woman’s Hour	Radio 4	17/06/2021	Failure to report effects of alcohol during pregnancy	Not upheld
BBC News (6pm)	BBC One	27/07/2021	Pro-Labour bias	Not upheld
Politics Live	BBC Two	14/07/2021	Offensive comments on BLM	Not upheld
Today	Radio 4	25/08/2021	Biased and aggressive interview of Dominic Raab	Not upheld
That Peter Crouch Podcast	Radio 5 Live	10/07/2021	Mockery of speech impediment	Not upheld
You and Yours	Radio 4	01/09/2021	Anti-Brexit bias	Not upheld

Breakfast	BBC One	23/08/2021	Bias in favour of Prime Minister	Not upheld
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59% of complaints (13 out of 22) dealt with between 27 September – 10 October 2021 received a response within the target time.