

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 25 October – 7 November 2021, BBC Audience Services (Stage 1) received a total of **8,907** complaints about programmes. **14,809** 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
Today	Radio 4	30/10/2021	Lack of balance when discussing the National Trust's report into slavery and colonialism.	343 (after invitations to complain were posted online)

96% of all complaints dealt with between 25 October – 7 November 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 7 findings at Stage 2 between 25 October – 7 November 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
Woman's Hour	Radio 4	03/09/2021	Bias on Texas abortion law	Not upheld
Today	Radio 4	13/08/2021	Bias on climate change policy	Not upheld
University Challenge	BBC Two	26/07/2021	Inaccurate to say English parliament has never been abolished	Not upheld
The Unbelievable Truth	Radio 4	23/08/2021	Offensive to Catholics	Not upheld
Today	Radio 4	17/07/2021	Anti-Russian bias	Not upheld
QI	BBC Two	31/07/2021	Offensive reference to child abuse	Not upheld
Saturday Kitchen Live	BBC One	18/09/2021	Harmful portrayal of Coeliac Disease	Not upheld

100% of complaints (7 out of 7) dealt with between 25 October – 7 November 2021 received a response within the target time.