

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 8 – 21 November 2021, BBC Audience Services (Stage 1) received a total of **12,816** complaints about programmes. **17,599** 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
Two Minute's Silence – Remembrance Day	BBC One	11/11/2021	Disrespectful coverage of the Two Minute's Silence.	113

94% of all complaints dealt with between 8 – 21 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 14 findings at Stage 2 between 8 – 21 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
BBC News (10pm)	BBC One	03/08/2021	Misleading presentation of Covid data	Not upheld
Antiques Roadshow	BBC One	26/09/2021	Alleged images of “upskirting”	Not upheld
News (8am)	Radio 4	09/07/2021	Inaccurate reporting of Immigration Service concerns	Not upheld
BBC News (6pm)	BBC One	21/09/2021	Unduly aggressive interviewing of Prime Minister	Not upheld
The Papers	BBC News Channel	04/07/2021	UK incorrectly termed 5 th richest nation	Not upheld
BBC News (10pm)	BBC One	20/07/2021	Dominic Cummings quoted incorrectly	Not upheld
News (9pm)	BBC News Channel	01/09/2021	Bias on Texas abortion law	Not upheld
Question Time	BBC One	14/10/2021	Anti-trans bias	Not upheld
Saturday Kitchen Live	BBC One	18/09/2021	Misleading reference to Coeliac Disease	Not upheld
Look East	BBC One (East)	25/10/2021	Report on prostitution unsuitable for family viewing	Not upheld
Question Time	BBC One	14/10/2021	Inappropriate intervention by presenter	Not upheld
BBC News (10pm)	BBC One	24/09/2021	Inappropriate promotion of face-masks	Not upheld
Today	Radio 4	29/06/2021	Inappropriate reference to GB News	Not upheld
News (6pm)	BBC One	28/06/2021	Failed to report Minister’s reply to Parliamentary question	Not upheld

100% of complaints (14 out of 14) dealt with between 8 – 21 November 2021 received a response within the target time.