

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- 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 6 – 19 December 2021, BBC Audience Services (Stage 1) received a total of **3,917** complaints about programmes. **8,672** complaints in total were received at Stage 1.

BBC programmes receiving more than 100<sup>2</sup> complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
BBC News Special: Coronavirus Update	BBC One	08/12/2021	Bias against the Conservative party	103

84% of all complaints dealt with between 6 – 19 December 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 8 findings at Stage 2 between 6 – 19 December 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/>

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<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

Programme	Service	Date of Transmission	Issue	Outcome
The Stephen Nolan Show	Radio Ulster	28/04/2021	Intrusive and aggressive questioning of caller	Not upheld
Impeachment: American Crime Story	BBC Two	Series	Bias against Clintons	Not upheld
Talkback	Radio Ulster	24/08/2021	Unduly aggressive interviewing	Not upheld
Breakfast	BBC One	01/11/2021	Disrespectful interviewing of Prime Minister	Not upheld
BBC News (10pm)	BBC One	21/08/2021	Biased interviewing of Prime minister	Not upheld
Strictly Come Dancing	BBC One	06/11/2021	Casual use of holy names	Not upheld
The Blame Game	BBC Two (Northern Ireland)	22/11/2021	Bias against anti-vaxers	Not upheld
Euro 2020	BBC One	12/06/2020		<a href="#">Upheld</a> *

\*Finding on earlier complaints published on 14 October 2021.

75% of complaints (6 out of 8) dealt with between 6 – 19 December 2021 received a response within the target time.