

## 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 20 December 2021 – 2 January 2022, BBC Audience Services (Stage 1) received a total of **3,881** complaints about programmes. **6,655** 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 (10.25pm)	BBC News	29/12/2021	Relevant background of interviewee re Ghislaine Maxwell verdict not made clear.	672
Today	Radio 4	31/12/2021	Bias in favour of Ghislaine Maxwell.	370
The Big New Years & Years Eve Party with Kylie and Pet Shop Boys	BBC One	31/12/2021	Performances over-sexualised.	179

80% of all complaints dealt with between 20 December 2021 – 2 January 2022 received an initial response within the stage 1 target period of 10 working days.

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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.

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 20 December 2021 – 2 January 2022. 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
The Andrew Marr Show	BBC One	03/10/2021	Bias against Prime Minister	Not upheld
Scooby Doo: Camp Scare	CBBC	29/10/2021	Inappropriate sexualisation	Not upheld
China's Magic Weapon	BBC Two	23/08/2021	Claim by contributor not properly substantiated	Not upheld
Countryfile	BBC One	29/08/2021	Failed to disclose sponsorship of contributor	Not upheld
News	BBC News Channel	05/10/2021	Anti-Catholic bias	Not upheld
News	Red Button	23/08/2021	Report endangered Afghan family	Not upheld
The Trick	BBC Two	18/10/2021	Climate change alarmism	Not upheld

100% of complaints dealt with between 20 December 2021 – 2 January 2022 received a response within the target time.