

## 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 17 - 30 January 2022, BBC Audience Services (Stage 1) received a total of **4,768** complaints about programmes. **8,885** 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
The Apprentice	BBC One	17/01/2022	Cruelty to animals.	102

94% of all complaints dealt with between 17 - 30 January 2022 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 22 findings at Stage 2 between 17 - 30 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/>

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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
Enslaved with Samuel L Jackson	BBC Two	25/10/2020	Inaccuracies in relation to slavery in late 18 <sup>th</sup> century	<a href="#">Partly upheld</a>
Today	Radio 4	13/10/2021	Inaccuracy in relation to protests against Professor Kathleen Stock x4	<a href="#">Partly upheld</a>
BBC London News	BBC One (London)	02/12/2021	Inaccuracy in report of anti-Semitic incident <sup>4</sup>	<a href="#">Partly upheld</a>
Nolan Investigates	BBC Sounds		Misrepresentation of Gender Recognition Act x2	Not upheld
Don't Exclude Me	BBC Two	07/10/2021	Misleading information about restraint techniques	Not upheld
Vigil	BBC One	Series	Misleading storylines involving lesbians	Not upheld
BBC News (10pm)	BBC One	29/09/2021	Expressed personal opinion on sentencing of Wayne Couzens	Not upheld
The Andrew Marr Show	BBC One	18/07/2021	Bias on global warming	Not upheld
Breakfast	BBC One	04/10/2021	Biased interview with Chancellor	Not upheld
News	BBC News Channel	12/09/2021	Wrong to describe Taliban Guard as "elite"	Not upheld
Date Night Radio	Radio 4	28/10/2021	Offensive reference to sex aid	Not upheld
BBC News (6pm)	BBC One	02/12/2021	Sensationalist use of graphics x2	Not upheld
The Graham Norton Show	BBC One	29/10/2021	Offensive language	Not upheld
The Nolan Show	Radio Ulster	15/12/2021	Pro-vaccination bias	Not upheld
BBC News (6pm)		04/11/2021	Inappropriate promotion of new medication for Covid	Not upheld
Showtrial	BBC One	31/10/2021	Offensive language	Not upheld

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<sup>4</sup> The finding also addresses complaints about a related BBC online article.

77% of complaints (17 out of 22) dealt with between 17 - 30 January 2022 received a response within the target time.