

## 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 14 – 27 February 2022, BBC Audience Services (Stage 1) received a total of **4,588** complaints about programmes. **7,710** 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
Panorama: A Cow's Life: The True Cost of Milk	BBC One	14/02/2022	Biased against/not representative of the dairy industry	319
Sunday Morning	BBC One	20/02/2022	Felt Sophie Raworth was aggressive toward Prime Minister Boris Johnson and/or it was inappropriate to raise questions about alleged parties in Downing Street	236

90% of all complaints dealt with between 14 – 27 February 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/>

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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.

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 12 findings at Stage 2 between 14 – 27 February 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
Ambulance	BBC One	14/10/2021	“Racist” slur against Scots	Not upheld
The Mating Game	BBC One	31/10/2021	Animal mating inappropriate pre-watershed	Not upheld
Rickie, Melvin and Charlie	Radio One	02/11/2021	Inappropriate references to Squid Game	Not upheld
Panorama: Coca Cola’s 100 Billion Bottle Problem	BBC One	25/10/2021	Scaremongering on climate change	Not upheld
Question Time	BBC One	13/01/2022	Anti-Government bias	Not upheld
Jeremy Vine	Radio 2	09/09/2021	Bias in favour of Covid vaccination	Not upheld
Today	Radio 4	23/10/2021	Inaccurate claim about “locus of history” since 1492	Not upheld
News	BBC News Channel	15/12/2021	Inaccurate claim that Prime Minister had been “defeated” in Parliament	Not upheld
The Andrew Marr Show	BBC One	31/10/2021	Insufficient challenge to Ed Miliband	Not upheld
Talkback	Radio Ulster	14/01/2022	Promoted “male-negative view”	Not upheld
Countryfile	BBC One	10/10/2021	Irresponsible use of sewage sludge on farm	Not upheld
Reporting Scotland	BBC One Scotland	05/01/2022	Inaccuracy about babies born addicted to drugs	Not upheld

100% of complaints (12 out of 12) dealt with between 14 – 27 February 2022 received a response within the target time.