

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 28 February - 13 March 2022, BBC Audience Services (Stage 1) received a total of **4,171** complaints about programmes. **7,775** 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
FA Cup Match of the Day Live	BBC One	02/03/2022	Bias against Roman Abramovich and/or Chelsea FC.	179
BBC News (10pm)	BBC One	10/03/2022	Graphic footage from Ukraine.	175
Katie Price: What Harvey Did Next	BBC One	07/03/2022	Katie Price an inappropriate subject for documentary / concerns re featuring vulnerable young adult.	103

78% of all complaints dealt with between 28 February – 13 March 2022 received an initial response within the stage 1 target period of 10 working days.

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.

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 28 February – 13 March 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
Nuremburg: The Trial of the Nazi War Criminals	Radio 4	08/10/2021	Speech by complainant's father attributed to another character	Not upheld
Today	Radio 4	06/11/2021	Implied racism was acceptable	Not upheld
Michael McIntyre's The Wheel	BBC One	08/01/2022	Derogatory reference to redheads	Not upheld
White Mischief	Radio 4	04/10/2021	Programme had racist premise	Not upheld
News	Various	Various	Biased coverage of Azeem Rafiq allegations	Not upheld
RHS Chelsea Flower Show 2021	BBC One	20/09/2021	Excessive prominence for sponsors	Not upheld
Points West	BBC One (West)	24/01/2022	Inaccuracies about care of hospital patients moved to Bristol Hotel	Not upheld
This Is Going To Hurt	BBC One	15/02/2022	Offensive use of holy names	Not upheld

87.5% of complaints (7 out of 8) dealt with between 28 February – 13 March 2022 received a response within the target time.