

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 14 - 27 March 2022, BBC Audience Services (Stage 1) received a total of **3,613** complaints about programmes. **6,745** complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

| Programme | Service | Date of Transmission | Main Issue(s) | Number of Complaints |
|----------------|-------------|----------------------|--------------------------------------------------------------------|--------------------------------------------------------|
| Front Row | BBC Radio 4 | 24/03/2022 | Misrepresentation of JK Rowling's views / bias against the author. | 584 (after invitations to complain were posted online) |
| Sara Cox | BBC Radio 2 | 15/03/2022 | Unfair or misleading comment about fairground rides. | 220 |
| BBC News (6pm) | BBC One | 24/03/2022 | Misleading footage of Boris Johnson / bias against him. | 109 |

95% of all complaints dealt with between 14 – 27 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 6 findings at Stage 2 between 14 – 27 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 |
|-------------------------------------|-------------|----------------------|----------------------------------------------------------------|------------------------|
| Strictly Come Dancing | BBC One | 23/10/2021 | Removing hands from wheel while driving | Upheld |
| Jeremy Vine | Radio 2 | 01/11/2021 | Bias in favour of private dentistry | Not upheld |
| Lunchtime Story | CBeebies | 29/12/2021 | Age-inappropriate treatment of racial discrimination | Not upheld |
| Our World: Who Won the Karabakh War | BBC iPlayer | N/A | Bias against Armenians | Not upheld |
| Saturday Kitchen | BBC One | 29/01/2022 | “Free advertising” for wine brand | Not upheld |
| Ukraine: How Did We Get Here? | Radio 4 | 28/02/2022 | Misleading suggestion that 1932-3 famine affected only Ukraine | Not upheld |

83% of complaints (5 out of 6) dealt with between 14 - 27 March 2022 received a response within the target time.