

## 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 28 March – 10 April 2022, BBC Audience Services (Stage 1) received a total of **3,105** complaints about programmes. **5,948** complaints in total were received at Stage 1.

No BBC programmes received more than 100<sup>2</sup> complaints during this period:

95% of all complaints dealt with between 28 March – 10 April 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 7 findings at Stage 2 between 28 March – 10 April 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
Good Morning Ulster	Radio Ulster	23/07/2021	Inaccuracy in attributed quote	<a href="#">Upheld</a>
The Stephen Nolan Show	Radio Ulster	23/07/2021	Inaccuracy in attributed quote	<a href="#">Upheld</a>

<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.

Breakfast	BBC One	11/10/2021	Implicit endorsement of anti-Irish behaviour	Not upheld
BBC News (6pm)	BBC One	27/01/2022	Bias against Prime Minister	Not upheld
Sunday	Radio 4	31/10/2021	Lack of impartiality on conversion therapy	Not upheld
Westminster Hour	Radio 4	31/10/2021	Bias towards low interest rates	Not upheld
Reporting Scotland	BBC One Scotland	20/03/2022	Bias against UK Government	

70% of complaints (5 out of 7) dealt with between 28 March – 10 April 2022 received a response within the target time.