

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 11 - 24 April 2022, BBC Audience Services (Stage 1) received a total of **2,606** complaints about programmes. **5,516** 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
The One Show	BBC One	14/04/2022	Bias against Boris Johnson	102

93% of all complaints dealt with between 11 - 24 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 13 findings at Stage 2 between 11 - 24 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/>

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.

Programme	Service	Date of Transmission	Issue	Outcome
Panorama: Wild Weather	BBC One	03/11/2021	Inaccuracy x2	Upheld
Sarah Cox	Radio 2	15/03/2022	Misleading remarks about small fairgrounds x7	Not upheld
MOTD Live	BBC One	02/03/2022	Bias against Chelsea FC	Not upheld
PM	Radio 4	14/12/2021	False equivalence between democracy and popular opinion	Not upheld
Continuity announcement for The River Man	Radio 3	05/12/2021	Term “colonial” incorrectly applied to Ireland in 1921	Not upheld
Coverage of Northern Ireland Assembly election campaign	BBC One Northern Ireland & Radio Ulster	Various	Insufficient coverage of Green Party NI	Not upheld

100% of complaints (13 out of 13) dealt with between 11 - 24 April 2022 received a response within the target time.