

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 25 April – 8 May 2022, BBC Audience Services (Stage 1) received a total of **2,638** complaints about programmes. **5,195** 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
Sunday Morning	BBC One	01/05/2022	Unfair criticism of GPs understanding of HRT and the menopause / bias against David Lammy.	119

94% of all complaints dealt with between 25 April – 8 May 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 25 April – 8 May 2022. Highlighted text links to published findings. Further information on complaints which were upheld

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.

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
Today	Radio 4	03/06/2021	Inaccuracy about composition of Israeli coalition	<u>Upheld</u>
The Cleaner	BBC One	10/09/2021	Offensive to people with disabilities	Not upheld
RuPaul's Drag Race UK	BBC Three	Series	Feels concept is discriminatory	Not upheld
BBC News (6pm & 10pm)	BBC One	24/03/2022	Bias against Prime Minister in report of NATO summit x3	Not upheld
BBC News (10pm)	BBC One	06/01/2022	Misleading impression of Prime Minister's WhatsApp messages	Not upheld
The Apprentice: You're Fired	BBC Two	02/04/2022	"Racist" comment by contestant	Not upheld
Winter Olympics Beijing 2022: Today at the Games	BBC Two	08/02/2022	Cultural insensitivity	Not upheld
New (6.30am)	Radio 3	17/11/2021	Objects to term "refugees"	Not upheld
Reporting Scotland	BBC One Scotland	16/03/2022	Did not give information about interviewee's political affiliation	Not upheld
Panorama: Britain's Killer Roads	BBC One	17/01/2022	Unsafe driving by reporter	Not upheld
News	BBC News Channel	30/11/2021	Did not give information about interviewee's political affiliation	Not upheld

87% of complaints (11 out of 13) dealt with between 25 April – 8 May 2022 received a response within the target time.