

## 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 9 - 22 May 2022, BBC Audience Services (Stage 1) received a total of **2,606** complaints about programmes. **5,408** complaints in total were received at Stage 1.

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

93% of all complaints dealt with between 9 - 22 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 11 findings at Stage 2 between 9 – 22 May 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
Front Row	Radio 4	24/03/2022	Inaccuracy about JK Rowling	<a href="#">Resolved</a>
Points West	BBC One (West)	25/11/2021	Exaggerated Covid risk	Not upheld
BBC News (10pm)	BBC One	07/02/2022	Bias against Prime Minister	Not upheld

---

<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.

Rethink	Radio 4	04/01/2022	Stoking generational conflict	Not upheld
BBC News (10pm)	BBC One	09/11/2021	Bias against Covid vaccination	Not upheld
Freeze the Fear with Wim Hof	BBC One	12/04/2022	Encouraged dangerous behaviour	Not upheld
Not Going Out	BBC One	08/04/2022	Mistreatment of Asian character	Not upheld
News	BBC News Channel	20/12/2021	Failed to mention guest's political affiliation	Not upheld
Today	Radio 4	09/12/2021	Inaccurate claim about Covid patients in intensive care	Not upheld
Promotion for 100 years of the BBC	Various	Various	Misleading to use footage of Jimmy Reid	Not upheld
				Not upheld

91% of complaints (10 out of 11) dealt with between 9 – 22 May 2022 received a response within the target time.