

## 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 23 May – 5 June 2022, BBC Audience Services (Stage 1) received a total of **3,687** complaints about programmes. **7,463** complaints in total were received at Stage 1.

BBC programmes receiving more than 100<sup>2</sup> complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
EastEnders	BBC One	23/05/2022	Distressing sexual assault scene.	353
The Queen's Platinum Jubilee: Trooping the Colour	BBC One	02/06/2022	Offensive reference to the Irish Guards.	139

96% of all complaints dealt with between 23 May – 5 June 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 23 May – 5 June 2022. Highlighted text links to published findings. Further information on complaints which were upheld

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<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.

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
The Papers	BBC News Channel	Various	Failure to provide appropriate information about IEA	<u>Upheld</u>
BBC News (6pm & 10pm)	BBC One	11/04/2022	Breach of complainant's privacy	Not upheld
The News Quiz	Radio 4	29/01/2022	Misrepresentation of Labour Party	Not upheld
Tim Westwood: Abuse of Power	BBC Three	26/04/2022	Unhappy with allegations against Tim Westwood	Not upheld
BBC News (various)	BBC One	Various	Bias against Russia	Not upheld
BBC News (6pm)	BBC One	15/02/2022	Failure to recognise acquired Covid immunity	Not upheld
BBC News (6pm)	BBC One	12/10/2021	Bias against Prime Minister	Not upheld
Today	Radio 4	05/01/2022	Stigmatised the unvaccinated	Not upheld
BBC News (6pm)	BBC One	07/02/2022	Misleading claims about AZ vaccine	Not upheld
Today	Radio 4	07/10/2021	Bias against Ivermectin	Not upheld
BBC News (5pm)	BBC One	20/02/2022	Inaccuracy about the Queen's medication	Not upheld

100% of complaints dealt with between 23 May – 5 June 2022 received a response within the target time.