

## 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 6 - 19 June 2022, BBC Audience Services (Stage 1) received a total of **3,777** complaints about programmes. **7,400** complaints in total were received at Stage 1.

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

94% of all complaints dealt with between 6 - 19 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 6 findings at Stage 2 between 6 - 19 June 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
Panorama: Britain's Killer Roads	BBC One	17/01/2022	Unsafe driving	Not upheld
Panorama: A Cow's Life	BBC One	14/02/2022	Misleading impression of milk production	Not upheld
The One Show	BBC One	03/03/2022	Sexist comment	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.

BBC News (1pm)	BBC One	13/01/2022	Bias against Prime Minister	Not upheld
A Point of View	Radio 4	01/05/2022	Biased towards legalisation of Cannabis	Not upheld
The Now Show	Radio 4	29/10/2021	Anti-Conservative bias	Not upheld

100% of complaints dealt with between 6 - 19 June 2022 received a response within the target time.