

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 20 June – 3 July 2022, BBC Audience Services (Stage 1) received a total of **6,997** complaints about programmes. **10,270** 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
Question Time	BBC One	23/06/2022	Bias against Mick Lynch / Bias in favour of the Conservative Party	708
Wimbledon	BBC One	02/07/2022	Bias both for and against Nick Kyrgios / audible on-court swearing / inappropriate to broadcast unsportsmanlike behaviour.	119

91% of all complaints dealt with between 20 June – 3 July 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 13 findings at Stage 2 between 20 June – 3 July 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
The Misinvestigations of Romesh Ranganathan	BBC Two	27/03/2022	Inaccuracy about Jimi Hendrix gig	Not upheld
Today	Radio 4	11/02/2022	Excessive interruption	Not upheld
The World at One	Radio 4	18/03/2022	Inaccurate reporting of P&O protest	Not upheld
Nolan Live	Radio Ulster	23/03/2022	Failure to correct interviewee about trans athlete	Not upheld
PM	Radio 4	03/02/2022	Author wrongly presented as victim of cancel culture	Not upheld
Stand-Up Specials	Radio 4	08/05/2022	“Anti-Semitic” reference to shekels	Not upheld
Rules of the Game	BBC One	11/01/2022	Insensitive suicide reference	Not upheld
The Green Planet	BBC One	09/01/2022	Inaccurate statement about photosynthesis	Not upheld
The Nolan Show	Radio Ulster	17/05/2022	Slurs against listeners who disagree with presenter	Not upheld
This Is Going To Hurt	BBC One	28/02/2022	Offensive language	Not upheld
BBC News (6pm)	BBC One	28/02/2022	Inaccuracy about effect of H-Bomb in World War II	Not upheld
The Misadventures of Romesh Ranganathan	BBC Two	13/03/2022	Inaccuracy about legacy of slave trade	Not upheld
Breakfast	BBC One	24/05/2022	Misrepresented public opinion about the Queen	Not upheld

100% of complaints dealt with between 20 June – 3 July 2022 received a response within the target time.