

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 1 – 14 August 2022, BBC Audience Services (Stage 1) received a total of **3,603** complaints about programmes. **6,331** 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
Today	Radio 4	05/08/2022	Hillsborough tragedy linked to football hooliganism.	214

94% of all complaints dealt with between 1-14 August 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 22 findings at Stage 2 between 1 – 14 August 2022. Highlighted text links to published findings⁴. Other recently-published findings can be found here:

<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

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.

⁴ These include all upheld, partly-upheld and resolved findings, all not-upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.

Programme	Service	Date of Transmission	Issue	Outcome
BBC News (6pm)	BBC One	12/04/2022	Inaccuracy about Prime Minister's lockdown fine	Upheld
Joe Costin	Radio Cumbria	01/05/2022	Inaccuracies about 50s and 60s pop	Not upheld
Fighting Talk	Radio 5 Live	16/04/2022	Mockery of Christianity	Not upheld
Question Time	BBC One	23/06/2022	Pro-Conservative bias x3	Not upheld
Question Time	BBC One	09/06/2022	Inappropriate use of Prime Minister's forename	Not upheld
BBC News (6pm)	BBC One	14/06/2022	Inaccurate reference to "illegal" asylum-seekers	Not upheld
Showtrial	BBC iPlayer	N/a	Offensive language	Not upheld
Today	Radio 4	08/02/2022	Biased questioning of Chris Philp	Not upheld
Newsnight	BBC Two	24/03/2022	Bias in favour of Prime Minister	Not upheld
News	BBC News Channel	09/06/2022	Bias against President Trump	Not upheld
Andy Collins	Three Counties Radio	12/05/2022	Bias in favour of Luton Council	Not upheld
BBC News (10pm)	BBC One	02/06/2022	Bias against Johnny Depp	Not upheld
Points West	BBC One (West)	06/01/2022	Bias on removal of Colston statue	Not upheld
Match of the Day Live: Denmark v Finland	BBC Two	12/07/2022	Anti-white racism x3	Not upheld
BBC News (6pm)	BBC One	15/02/2022	Failure to label archive footage	Not upheld
BBC News (6pm)	BBC One	16/02/2022	Failure to label archive footage	Not upheld
BBC News (10pm)	BBC One	24/06/2022	Pro-abortion bias	Not upheld
When the Dust Settles	Radio 4	31/03/2022	Inaccuracy about nuclear waste disposal	Not upheld

91% of complaints (20 out of 22) dealt with between 1 – 14 August 2022 received a response within the target time.