

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 18-31 July 2022, BBC Audience Services (Stage 1) received a total of **4,222** complaints about programmes. **7,401** 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
Our Next Prime Minister	BBC One	25/07/2022	Sophie Raworth allowed Rishi Sunak to dominate the debate	226
Unvaccinated	BBC One	20/07/2022	Bias in favour of Covid vaccinations	133
Women's Euros 2022	BBC Two	12/07/2022	Inappropriate or "racist" to discuss diversity in sport.	107

93% of all complaints dealt with between 18-31 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 14 findings at Stage 2 between 18-31 July 2022. Highlighted text links to published findings⁴. 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
News	BBC News Channel	08/05/2022	Inappropriate expression of political opinion	Upheld
Today	Radio 4	27/04/2021	Anti-Brexit bias	Not upheld
Around the World in 80 Days	BBC One	16/01/2022	Potential for dangerous imitation	Not upheld
Talkback	Radio Ulster	10/06/2022	Biased and hostile questioning of guest	Not upheld
Today	Radio 4	20/01/2022	Misleading impression of ECHR report on Labour	Not upheld
BBC News (10pm)	BBC One	05/06/2022	Pro-monarchy bias	Not upheld
Question Time	BBC One	23/06/2022	Pro-Conservative bias x3	Not upheld
BBC News (1pm)	BBC One	03/06/2022	Pro-monarch bias	Not upheld
BBC London News	BBC One (London)	06/06/2022	Inaccurate item incited "Afriphobia"	Not upheld
News bulletins (7.30 & 8am)	Radio 4	10/02/2022	Inaccurate account of Shireen Abu Akleh funeral	Not upheld
Today	Radio 4	29/04/2022	Inaccuracy about effect of lockdown on health services	Not upheld
The World at One	Radio 4	07/04/2022	Inaccuracy about relative costs of renewable energy sources	Not upheld

93% of complaints (13 out of 14) dealt with between 18-31 July 2022 received a response within the target time.

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.

