

## 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 15 - 28 August 2022, BBC Audience Services (Stage 1) received a total of **2,335** complaints about programmes. **4,817** complaints in total were received at Stage 1.

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

95% of all complaints dealt with between 15 - 28 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 12 findings at Stage 2 between 15 - 28 August 2022.

Highlighted text links to published findings<sup>4</sup>. Other recently-published findings can be found here:

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

Programme	Service	Date of Transmission	Issue	Outcome
Six O'Clock News	Radio 4	11/10/2021	Statistics not contextualised	<a href="#">Upheld</a>
Match of the Day	BBC One	22/05/2022	Inaccuracy about Manchester bombing	<a href="#">Upheld</a>

<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.

<sup>4</sup> 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.

Good Ship BrewDog	BBC Sounds	(Series)	Unfair, biased and misleading	<a href="#">Not upheld</a>
More or Less	Radio 4	13/02/2022	Unsuitable contributor on trans inclusion in women's sports	<a href="#">Not upheld</a>
The One Show	BBC One	05/05/2022	Inappropriate book recommendation	Not upheld
Question Time	BBC One	23/06/2022	Pro-Conservative bias	<a href="#">Not upheld</a>
Pointless	BBC One	18/06/2023	Objects to use of "welching"	Not upheld
Today	Radio 4	24/02/2022	Wrong to report unconfirmed claims	<a href="#">Not upheld</a>
The World at One	Radio 4	04/07/2022	Presenter endorsed guest's anti-Brexit views	<a href="#">Not upheld</a>
News	BBC News Channel	06/06/2022	False claim that PM had lied to the Queen	<a href="#">Not upheld</a>
Politics Live	BBC Two	15/06/2022	False claim that PM had broken the law	<a href="#">Not upheld</a>
Inside Dubai: Playground of the Rich	BBC Two	03/01/2022	Inaccuracy about Emirates airline	<a href="#">Not upheld</a>

75% of complaints (9 out of 12) dealt with between 15 - 28 August 2022 received a response within the target time.