

## 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 29 August – 11 September 2022, BBC Audience Services (Stage 1) received a total of **4,267** complaints about programmes. **7,884** complaints in total were received at Stage 1.

BBC programmes receiving more than 100<sup>2</sup> complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
EastEnders	BBC One	29/08/2022	Inaccurate portrayal of social work procedures	193
Have I Got News For You	BBC One	02/09/2022	Bias against Boris Johnson/Strong language	307
Sunday with Laura Kuenssberg	BBC One	04/09/2022	Bias against Liz Truss	144
BBC News Special (1.35pm)	BBC One	08/09/2022	Insensitive reference to cost of energy bills/presenters wearing black/speculation around the Queen's health	204

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<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 Special (6.30pm)	BBC One	08/09/2022	Disrespectful to see BBC staff in the background of the news room/biased or inappropriate to include statement from Boris Johnson	260
BBC News Special: The Queen's Coffin Moved to Edinburgh	BBC One	11/09/2022	Disrespectful level of commentary/offensive reference to John Knox/inappropriate to refer to Scottish Independence	269

96% of all complaints dealt with between 29 August – 11 September 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 7 findings at Stage 2 between 29 August – 11 September 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
<a href="#">Glastonbury</a>	BBC One	26/06/2022	Offensive language	Resolved
<a href="#">News bulletins (7am &amp; 1pm)</a>	Radio 4	15/04/2022	Pro-Israel bias	Not upheld
<a href="#">BBC News (1, 6 &amp; 10pm)</a>	BBC One	19/05/2022	Incorrect use of MI5 "agent"	Not upheld
News	BBC News Channel	06/03/2022	"Sexist" comment	Not upheld
EastEnders	BBC One	12/07/2022	Depiction of smoking	Not upheld
<a href="#">BBC News (10pm)</a>	BBC One	18/07/2022	Bias on climate change	Not upheld
<a href="#">Panorama: SAS Death Squads</a>	BBC One	17/07/2022	Narrative "fabricated"	Not upheld

<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.

71% of complaints (5 out of 7) dealt with between 29 August – 11 September 2022 received a response within the target time.