

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 26 September – 9 October 2022, BBC Audience Services (Stage 1) received a total of **2,949** complaints about programmes. **5,560** 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
Sunday with Laura Kuenssberg	BBC One	02/10/2022	Bias against Liz Truss	101

92% of all complaints dealt with between 26 September – 9 October 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 5 findings at Stage 2 between 26 September – 9 October 2022. Highlighted text links to published findings⁴. Other recently-published findings can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Wales Today	BBC One Wales	25/03/2022	Unfair to Welsh Ambulance Service Trust	Not upheld
Politics Live	BBC Two	20/07/2022	“Racist and misogynistic” treatment of guest	Not upheld
Wimbledon mixed doubles semi-final	Red Button	06/07/2022	Offensive comment about Liverpoolian	Not upheld
Celebrity Masterchef	BBC One	30/08/2022	Inappropriate use of holy names	Not upheld
Commonwealth Games	BBC Three	01/08/2022	Profanity by presenter	Not upheld

100% of complaints dealt with between 26 September – 9 October 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.