

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 24th October – 6th November 2022, BBC Audience Services (Stage 1) received a total of **7,380** complaints about programmes. **12,086** 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
The Papers	BBC News	23/10/2022	Bias against Boris Johnson and the Conservative Party.	566
BBC News Special: Our New Prime Minister	BBC One	25/10/2022	Bias in favour of the conservatives/their approach to public spending and taxation.	2,211 (after invitations to complain were posted online)
Question Time	BBC One	27/10/2022	Panellist's views on climate change felt to be inaccurate/not sufficiently challenged.	704
Have I Got News For You	BBC One	28/10/2022	Insensitivity to panellist's visual impairment.	126

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.

The World At One	Radio 4	31/10/2022	Nigel Farage's views on immigration felt to be offensive/not sufficiently challenged.	177
BBC News (10am)	BBC News	03/11/2022	Bias against immigration.	181

97% of all complaints dealt with between 24th October – 6th November 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 24th October – 6th November 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
Five Live Breakfast	Radio Five Live	12/01/2022	Misleading correction	Upheld
The World at One	Radio 4	24/01/2022	Inaccuracy about Nusrat Ghani MP	Upheld
Gymstars	CBBC	Series	Included inappropriate contributors	Not upheld
Unvaccinated	BBC Two	20/07/2022	Pro-vaccination bias	Not upheld
BBC News (10pm)	BBC One	07/09/2022	Biased coverage of new Cabinet	Not upheld
Ashley Blaker's Goyish Guide to Judaism	Radio 4	30/06/2022	Joke offensive to Christians	Not upheld
Today	Radio 4	20/06/2022	Inaccuracy about trans women in sport	Not upheld
BBC News (6pm)	BBC News Channel	13/07/2022	Uncritical treatment of Azov Battalion	Not upheld
All That Glitters: Britain's Next Jewellery Star	BBC Two	10/10/2022	Offensive reference to straight white males	Not upheld
BBC News (6 & 10pm), News	BBC One BBC News Channel	15/04/2022	Pro-Israeli bias	Not upheld
Breakfast	BBC One	23/07/2022	Heatwave wrongly linked to climate change	Not upheld
Breakfast	BBC One	26/08/2022	Anti-Government bias	Not upheld
The Ranganation	BBC Two	09/10/2022	Irresponsible treatment of food-labelling	Not upheld

75% of complaints (9 out of 12) dealt with between 24th October – 6th November 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.