

## 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 7<sup>th</sup> - 20<sup>th</sup> November 2022, BBC Audience Services (Stage 1) received a total of **4,363** complaints about programmes. **7,555** 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
World Cup 2022: Qatar v Ecuador	BBC One	20/11/2022	Inappropriate or overly critical coverage of Qatar.	1,435

94% of all complaints dealt with between 7<sup>th</sup> – 20<sup>th</sup> 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/>

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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.

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 6 findings at Stage 2 between 7<sup>th</sup> - 20<sup>th</sup> November 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
Reporting Scotland	BBC One Scotland	20/12/2021	Bias against Brexit	<a href="#">Upheld</a>
Book of the Week: Preventable	Radio 4	19/05/2022	Pro-SNP bias	<a href="#">Upheld</a>
Dateline London	BBC News Channel	19/08/2022	Objected to contributor	Not upheld
The One Show	BBC One	06/10/2022	Inaccuracy about Ignatius Sancho	<a href="#">Not -upheld</a>
BBC News (6pm)	BBC One	22/09/2022	Bias against fracking	<a href="#">Not upheld</a>
News	BBC News Channel	20/09/2022	Inaccuracy about climate change	<a href="#">Not upheld</a>

67% of complaints (4 out of 6) dealt with between 7<sup>th</sup> - 20<sup>th</sup> November 2022 received a response within the target time.

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<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.