

## 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 21<sup>st</sup> November 2022 – 4<sup>th</sup> December, BBC Audience Services (Stage 1) received a total of **5,327** complaints about programmes. **8,363** 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. | 1,477                |
| World Cup 2022: Wales v Iran    | BBC One | 25/11/2022           | Overly critical analysis of Iran.                   | 298                  |

96% of all complaints dealt with between 21<sup>st</sup> November 2022 – 4<sup>th</sup> December 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 7 findings at Stage 2 between 21<sup>st</sup> November 2022 – 4<sup>th</sup> December 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                    |
|---------------------|---------|----------------------|---|----------------------------|
| Unvaccinated        | BBC Two | 20/07/2022           | Inaccuracy and bias                         | <a href="#">Not upheld</a> |
| Match of the Day    | BBC One | 15/10/2022           | Offensive chanting                          | Not upheld                 |
| Today               | Radio 4 | 03/10/2022           | Failure to provide information about IEA    | <a href="#">Not upheld</a> |
| BBC News (6pm)      | BBC One | 02/09/2022           | Bias on planning dispute in Epsom and Ewell | <a href="#">Not upheld</a> |
| Today               | Radio 4 | 22/10/2022           | Inappropriate description of Mao            | <a href="#">Not upheld</a> |
| Today               | Radio 4 | 23/07/2022           | Misleading claim about climate change       | <a href="#">Not upheld</a> |
| BBC News (6 & 10pm) | BBC One | 05/10/2022           | Bias against Liz Truss                      | <a href="#">Not upheld</a> |

86% of complaints (6 out of 7) dealt with between 21<sup>st</sup> November 2022 – 4<sup>th</sup> December 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.