

## 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 2 - 15 January 2023, BBC Audience Services (Stage 1) received a total of **3,099** complaints about programmes. **6,317** 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
BBC News (9am)	BBC News Channel	13/01/2023	Guest's view on vaccines not sufficiently challenged.	253

89% of all complaints dealt with between 2 - 15 January 2023 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/>

---

<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 27 findings at Stage 2 between 2 - 15 January 2023. 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
News Special: Our New Prime Minister	BBC One	25/10/2022	Misleading claim about economics x12	<a href="#">Not upheld</a>
Days that Shook the BBC with David Dimbleby	BBC Two	06/09/2022	Misleading about Harold Wilson	<a href="#">Not upheld</a>
News	BBC News Channel	12/11/2022	Bias against Prime Minister	<a href="#">Not upheld</a>
Today	Radio 4	15/06/2022	Inaccurate about size of UK economy	<a href="#">Not upheld</a>
World Cup 2022	BBC One	20/22/2022	Biased not to show opening ceremony x5	<a href="#">Not upheld</a>
World Cup 2022	BBC One	20/22/2022	Biased portrayal of Qatar	<a href="#">Not upheld</a>
PM	Radio 4	25/08/2022	Inaccurate about nuclear reactors	<a href="#">Not upheld</a>
Morning Live	BBC One	04/11/2022	Misleading money-saving tip	<a href="#">Not upheld</a>
Newsnight	BBC Two	22/11/2022	Bias against Mick Lynch	<a href="#">Not upheld</a>
5 Live Drive	Radio 5 Live	18/10/2022	Inaccurate about size of UK economy	<a href="#">Not upheld</a>
Newsnight	BBC Two	27/10/2022	Climate change sceptic insufficiently challenged	Not upheld
News	BBC News Channel	08/02/2022	Inaccurate about Canadian truckers	<a href="#">Not upheld</a>

59% of complaints (16 out of 27) dealt with between 2 - 15 January 2023 received a response within the target time.

<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.