

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 13th – 26th February 2023, BBC Audience Services (Stage 1) received a total of **3,563** complaints about programmes. **6,718** 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
Question Time	BBC One	16/02/2023	Bias in favour of the Conservatives/Robert Jenrick.	169 (After invitations to complain were posted online)

96% of all complaints dealt with between 13th – 26th February 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/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 13 findings at Stage 2 between 13th – 26th February 2023. Highlighted text links to published findings⁴. Other recently-published findings can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

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.

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.

Programme	Service	Date of Transmission	Issue	Outcome
The Nolan Show	Radio Ulster	17/08/2022 & 18/08/2022	Unfair and inaccurate portrayal of school uniform policy	Not Upheld
News (6pm)	BBC One	05/12/2022	Report on violence in Haiti too violent for pre-watershed audience	Not Upheld
Weekend Woman's Hour	Radio 4	22/10/2022	Failure to recognise male victims of domestic abuse	Not Upheld
Question Time	BBC One	10/11/2022	Political bias	Not Upheld
Today	Radio 4	6/12/2022	Misrepresentation of staffing on driver-only trains	Not Upheld
Understand: The Economy	Radio 4	2/12/2022	Misrepresentation of wealth inequality	Not Upheld
The World at One	Radio 4	22/12/2022	Bias against Russia	Not Upheld
The Scramble for Rare Earths	Radio 4	30/09/2022	Inaccurate and misleading statement about how to cope with climate change	Not Upheld
Question Time	BBC One	27/10/2022	Insufficient challenge to climate change sceptic	Not Upheld
Newsnight	BBC Two	19/10/2022	Unsubstantiated statement by presenter that Prime Minister 'forced' to make pensions promise	Not Upheld
PM	Radio 4	27/10/2022	Lack of impartiality in item about cannabis legislation	Upheld
Politics Live	BBC Two	01/12/2022	Failure to highlight contributor's business background	Not Upheld

Newsbeat	Radio 1	4/01/2023	Undue prominence	Not Upheld
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85% of complaints (11 out of 13) dealt with between 13th – 26th February 2023 received a response within the target time.