

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 March 2023, BBC Audience Services (Stage 1) received a total of **6,643** complaints about programmes. **11,695** 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	09/03/2023	Complaints about the context Fiona Bruce gave during a discussion concerning domestic violence allegations against Stanley Johnson.	218
The Apprentice	BBC One	16/03/23	Interview task felt to be unfair or overly critical of contestants	278

99% of all complaints dealt with between 13th – 26th March 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)

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 Executive Complaints Unit made 17 findings at Stage 2 between 13 – 30 March 2023. 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
Newsbeat	Radio 1	06/01/2023	Inappropriate to mention TikTok	Not upheld
Newsnight	BBC Two	15/11/2022	Bias against home schooling	Not upheld
The Media Show	BBC News Channel	13/01/2023	Misleading account of Ofcom finding	Not upheld
News	BBC News Channel	27/01/2023	Overstated size of UK economy	Not upheld
Jason Mohammad	Radio Wales	07/12/2022	Failed to highlight risks of ethanol stoves	Not upheld
The World at One	Radio 4	22/06/2022	“Ageist” report on pensions triple lock	Not upheld
FA Cup Match of the Day	BBC One	17/01/2023	Inappropriate humour about security breach	Not upheld
News	BBC News Channel	07/02/2023	Sexually explicit details in sentencing of rapist/murderer	Not upheld
Any Answers?	Radio 4	21/01/2023	False claim about UK per capita GDP	Not upheld
The Repair Shop at Christmas	BBC One	26/12/2022	Incited racial hatred	Not upheld
East Midlands Today	BBC One (East Midlands)	01/02/2023	Bias in favour of striking teachers	Not upheld
BBC News (6pm)	BBC One	02/02/2023	Misleading account of decision to drop prosecution	Not upheld
The People’s Piazza: A History of Covent Garden	BBC Two	13/11/2022	Inaccuracy about Covent Garden refurbishment	Not upheld
East Midlands Today	BBC One (East Midlands)	13/01/2023	Bias against Andrew Bridgen MP	Not upheld
BBC News (6.15pm)	BBC One	27/12/2022	US cold snap wrongly attributed to global warming	Not upheld
News bulletins	Radio 4	19/01/2023	Inadequate context for King’s statement about income from wind farms	Not upheld

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.

I'm an Alcoholic: Inside Recovery	BBC Two	07/12/2022	"Propaganda" for Alcoholics Anonymous	<u>Not upheld</u>
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88% of complaints (15 out of 17) dealt with between 13 – 30 March 2023 received a response within the target time.