

## 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 10<sup>th</sup> – 23<sup>rd</sup> April 2023, BBC Audience Services (Stage 1) received a total of **2,741** complaints about programmes. **5,763** 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 London News	BBC One London	15/04/2023	Complaints about description of people attending an ultra-low emission zone protest.	506

73% of all complaints dealt with between 10<sup>th</sup> – 23<sup>rd</sup> April 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 10<sup>th</sup> – 23<sup>rd</sup> April 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/>

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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.

<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.

Programme	Service	Date of Transmission	Issue	Outcome
Sunday with Laura Kuenssberg	BBC One	11/12/2022	Inaccuracy about nurses' pay	<a href="#">Upheld</a>
Sunday with Laura Kuenssberg	BBC One	19/02/2023	Inaccuracy about development of Covid vaccine in UK	<a href="#">Not upheld</a>
Digging for Britain	BBC Two	13/01/2022	Misrepresentation of Peel's position on Potato Famine	<a href="#">Not upheld</a>
BBC London News	BBC One (London)	21/02/2023	Inaccuracy about link between road traffic and air pollution x2	<a href="#">Not upheld</a>
Sunday Sequence	Radio Ulster	02/10/2022	Failure to mention male victims of domestic violence	<a href="#">Not upheld</a>
Morning Live	BBC One	08/11/2022	Misleading advice about switching to cheaper brands of pet food	<a href="#">Not upheld</a>
Newsday	BBC News Channel	17/10/2022	Failure to acknowledge conflict of interest	<a href="#">Not upheld</a>
Start the Week	Radio 4	06/03/2023	Bias in introduction to discussion of Iraq invasion	<a href="#">Not upheld</a>
Politics Live	BBC Two	20/02/2023	False allegation about Jeremy Corbyn and anti-Semitism	Not upheld
Pointless	BBC One	15/02/2023	Inaccuracy in clue about Berlin Wall	<a href="#">Not upheld</a>
Saturday Kitchen	BBC One	27/02/2023	Undue prominence for commercial product	Not upheld
Digging for Britain	BBC Two	08/01/2023	Unfair to passers-by caught on camera	Not upheld

77% of complaints (10 out of 13) dealt with between 10<sup>th</sup> – 23<sup>rd</sup> April 2023 received a response within the target time.