

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 24th April – 7th May 2023, BBC Audience Services (Stage 1) received a total of **2,992** complaints about programmes. **6,180** 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
BBC London News	BBC One London	15/04/2023	Complaints about description of people attending an ultra-low emission zone protest.	125
The Coronation of TM the King and Queen Camilla	BBC One, Two & BBC News	06/05/2023	Bias both for and against the Monarchy.	133

90% of all complaints dealt with between 24th April – 7th May 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 7 findings at Stage 2 between 24th April – 7th May 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
HARDtalk	BBC News Channel	26/01/2023	Insensitivity to Armenian genocide	Not upheld
Mastermind	BBC Two	06/02/2023	Inconsistent treatment of contestants	Not upheld
Start the Week	Radio 4	27/02/2023	Bias against contributor's views on economics	Not upheld
Morning Live	BBC One	14/04/2022	Limescale tip damaged complainant's taps	Not upheld
Question Time	BBC One	16/02/2023	Pro-conservative bias	Not upheld
Our Troubled Rivers	BBC Two	05/03/2023	Archive clip used without complainant's consent	Not upheld
Mr Willow's Wife	Radio 4 Extra	17/03/2023	Objected to content advice	Not upheld

100% of complaints dealt with between 24th April – 7th May 2023 received a response within the target time.

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.