

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 8th – 21st May 2023, BBC Audience Services (Stage 1) received a total of **4,320** complaints about programmes. **7,317** 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
Broadcasting House	Radio 4	07/05/2023	Bias when discussing a guest's explanation of a comment made while appearing on ITV's coverage of the Coronation.	196
Panorama: Private ADHD Clinics Exposed	BBC One	15/05/2023	Concerned the programme stigmatised people with ADHD.	1,283 (After invitations to complain were posted online)
Breakfast	BBC One	16/05/2023	Reference to the Dambusters raid as "infamous".	145

96% of all complaints dealt with between 8th – 21st 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 14 findings at Stage 2 between 8th – 21st 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
The Shamima Begum Story	BBC Two	07/02/2023	Bias in favour of Shamima Begum	Not upheld
Panorama: Crisis Pregnancy Centres Uncovered	BBC One	27/02/2023	Bias against crisis pregnancy centres	Not upheld
Question Time	BBC One	09/03/2023	Offensive attitude to domestic abuse x5	Not upheld
Look North	BBC One (North)	08/03/2023	Misleading about Staffordshire bull terriers	Not upheld
The World at One	Radio 4	20/03/2023	Bias in favour of Boris Johnson	Not upheld
Newsnight	BBC Two	10/01/2023	Misrepresentation of Andrew Tate	Not upheld
EastEnders	BBC One	27/02/2023	Objects to abortion storyline	Not upheld
Comic Relief		17/03/2023	Inappropriately sexualised dance routine	Not upheld
Sunday with Laura Kuenssberg	BBC One	02/04/2023	Failure to challenge reference to “illegal” migrants	Not upheld

93% of complaints (13 out of 14) dealt with between 8th – 21st 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.