

## 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 22<sup>nd</sup> May – 4<sup>th</sup> June 2023, BBC Audience Services (Stage 1) received a total of **3,200** complaints about programmes. **6,198** 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
Panorama: Private ADHD Clinics Exposed	BBC One	15/05/2023	Concerned the programme stigmatised people with ADHD.	356 (After invitations to complain were posted online)
Casualty	BBC One	03/06/2023	Inappropriate breast surgery storyline.	142

91% of all complaints dealt with between 22<sup>nd</sup> May – 4<sup>th</sup> June 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)

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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.

The Executive Complaints Unit made 17 findings at Stage 2 between 22<sup>nd</sup> May – 4<sup>th</sup> June 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/>

Programme	Service	Date of Transmission	Issue	Outcome
Today	Radio 4	07/12/2022	Tendentious terminology about abortion	<a href="#">Not upheld</a>
Today	Radio 4	07/03/2023	Unfair to Jordan Gray, harmful to trans community	Not upheld
Just One Thing	Radio 4	08/03/2023	Misleading information about turmeric	<a href="#">Not upheld</a>
BBC News (10pm)	BBC One	07/02/2023	Failure to report profiteering by BP	<a href="#">Not upheld</a>
The James Hanson Show	Radio Bristol	14/04/2023	Bias against Disclosure and Barring Service	Not upheld
News	BBC News	12/04/2023	Interviewer of Elon Musk told lies	<a href="#">Not upheld</a>
Politics Live	BBC Two	14/03/2023	Failure to challenge inaccurate claim by MP	<a href="#">Not upheld</a>
News	BBC News	15/03/2023	Undue prominence for Chat GPT	Not upheld
Panorama: What's Gone Wrong with Our Housing?	BBC One	27/03/2023	Undue prominence for North Face	Not upheld
Panorama: Surviving the Pay Squeeze	BBC One	07/02/2023	Wrong to call UK a rich country	<a href="#">Not upheld</a>
Inside Health	Radio 4	07/02/2023	Wrong to call UK a rich country	<a href="#">Not upheld</a>
Panorama: Crisis Pregnancy Centres Uncovered	BBC One	27/02/2023	Bias against crisis pregnancy centres	<a href="#">Not upheld</a>
Moment of Truth	Radio 5 Live	17/10/2022	Offensive language	Not upheld
The Now Show	Radio 4	31/03/2023	Offensive to Christians	Not upheld
Today	Radio 4	02/11/2022	Misleading references by presenter to tweets about him	<a href="#">Not upheld</a>

<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.

Question Time	BBC One	09/03/2023	Offensive attitude to domestic abuse	Not upheld
Newsbeat	Radio 1	13/03/2023	Inaccurate reference to the Holocaust	<u>Resolved</u>

88% of complaints (15 out of 17) dealt with between 22<sup>nd</sup> May – 4<sup>th</sup> June 2023 received a response within the target time.