

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 5 – 18 June 2023, BBC Audience Services (Stage 1) received a total of **2,504** complaints about programmes. **4,976** complaints in total were received at Stage 1.

No BBC programme received more than 100² complaints during this period:

87% of all complaints dealt with between 5 - 18 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)

The Executive Complaints Unit made 12 findings at Stage 2 between 5th – 18th June 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
Today	Radio 4	05/04/2023	Pro-Palestinian bias	<u>Not upheld</u>
Analysis	Radio 4	27/03/2023	Inaccurate to describe UK as rich country	<u>Not upheld</u>

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.

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.

Paul Whitehouse: Our Troubled Rivers	BBC Two	05/03/2023	Inaccuracy about source of pollution	Not upheld
Troubles and Peace	BBC News Channel	08/04/2023	Inaccuracy about causes of NI Troubles	Not upheld
The Nolan Show	Radio Ulster	03/03/2023	Bias against interviewee	Not upheld
Newsnight	BBC Two	24/04/2023	Bias against interviewee	Not upheld
The Now Show	Radio 4	24/03/2023	Offensive to Christians	Not upheld
Any Answers?	Radio 4	18/03/2023	Inaccurate to describe UK as rich country	Not upheld
Born in Bradford	Radio 4	22/01/2023	Anti-white discrimination	Not upheld
The World at One	Radio 4	09/05/2023	Bias against Russia	Not upheld
Drivetime	Radio Scotland	02/05/2023	Untrue statements about MP	Not upheld
Spring Walks	BBC Four	07/02/2023	Promotion of Swinton Estate	Not upheld

92% of complaints (11 out of 12) dealt with between 5th – 18th June 2023 received a response within the target time.