

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 19 June – 2 July 2023, BBC Audience Services (Stage 1) received a total of **2,748** complaints about programmes. **5,214** 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
Question Time	BBC One	22/06/2023	Audience biased in favour of Brexit/ Panellist's claim re Irish Government "weaponizing" the border/audience member's claim re immigrants' rights to benefits.	200
Sunday with Laura Kuenssberg	BBC One	25/06/2023	Guest's criticism of the Conservatives not sufficiently challenged	166

94% of all complaints dealt with between 19 June – 2 July 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 15 findings at Stage 2 between 19th June – 2nd July 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
News bulletins	Various	30/01/2023	Inaccurate impression that Scotgold Resources had discovered new vein of gold	Upheld
News	BBC News Channel	23/02/2023	Undue prominence for Starbucks	Upheld
Look East	BBC One (East)	22/12/2022	Misleading about proportion of ethnic minorities applying for higher education	Upheld
Question Time	BBC One	13/01/2023	Misleading impression of NHS spend by current Government	Upheld
Britain's Lost Masterpieces	BBC Four	13/02/2023	"Sexist" reference to "male gaze"	Not upheld
News bulletin	Radio 2	20/05/2023	Promoted trans agenda	Not upheld
Trail for Our World	BBC News Channel	14/05/2023	Pro-abortion bias	Not upheld
The News Quiz	Radio 4	26/05/2023	Offensive joke about long Covid	Not upheld
Defenders UK	BBC One	24/01/2023	Unfair to Mop End Farm	Not upheld
Good Morning Scotland	Radio Scotland	19/04/2023	Inaccuracy about Nicola Sturgeon	Not upheld
BBC News promo	Various	08/04/2023	Promoted appeasement of Putin	Not upheld
Mornings	Radio Scotland	02/05/2023	Defamation of Joanna Cherry MP	Not upheld
Countryfile	BBC Two	08/01/2023	Inaccuracy about plans to introduce beavers in Scotland	Not upheld

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.

South East Today	BBC One (South East)	26/04/2023	False claim about deaths from air pollution	Not upheld
The Nolan Show	Radio Ulster	21/04/2023	Pro-Unionist bias	Not upheld

73% of complaints (11 out of 15) dealt with between 19th June – 2nd July 2023 received a response within the target time.