

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 3 - 16 July 2023, BBC Audience Services (Stage 1) received a total of **4,027** complaints about programmes. **7,291** 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
The Daily Global	BBC News	04/07/2023	Inappropriate line of questioning regarding the deaths of young people in the Jenin refugee camp.	157
Wimbledon	BBC One	16/07/2023	Bias in favour of Novak Djokovic.	127

97% of all complaints dealt with between 3 – 16 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/>

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 8 findings at Stage 2 between 3rd – 16th 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
Breakfast	BBC One	16/05/2023	Dambusters Raid described as “infamous” x2	Resolved
Politics Live	BBC Two	27/03/2023	False claim about EHRC report on Labour	Not upheld
Today	Radio 4	31/03/2023	Misleading statement about World Athletics press release	Not upheld
Sing For The King: The Search for the Coronation Choir	BBC One	05/05/2023	Omission of Northern Isles from UK map	Not upheld
News	BBC News Channel	13/05/2023	Pro-Palestinian bias	Not upheld
Politics Live	BBC Two	26/04/2023	False claim about Jeremy Corbyn	Not upheld
News	BBC News Channel	23/05/2023	Inflammatory reporting of Cardiff riots	Not upheld

75% of complaints (6 out of 8) dealt with between 3rd – 16th July 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.