

## 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 14 - 27 August 2023, BBC Audience Services (Stage 1) received a total of **2,123** complaints about programmes. **4,500** complaints in total were received at Stage 1.

No programme received more than 100<sup>2</sup> complaints during this period:

96% of all complaints dealt with between 14 - 27 August 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 45 findings at Stage 2 between 14 - 27 August 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
Panorama: Private ADHD Clinics Exposed	BBC One	15/05/2023	Inaccurate and biased portrayal of ADHD x 31	<u>Not Upheld</u>

<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.

<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.

The World At One	Radio 4	15/06/2023	Pro Conservative bias	<a href="#">Not Upheld</a>
Andrew Tate: The Interview	BBC iPlayer		Bias against Andrew Tate	<a href="#">Not Upheld</a>
Today	Radio 4	13/06/2023	Lack of due impartiality on abortion court case	<a href="#">Not Upheld</a>
Question Time	BBC One	22/06/2023	Pro Brexit Bias x 2	<a href="#">Not Upheld</a>
Conspiracyland Uk?	BBC News Channel	22/06/2023	Inaccurate portrayal of article written by complainant	<a href="#">Not Upheld</a>
History's Secret Heroes	Radio 4	21/06/2023	Inaccurate claim the Nazis persecuted Trans people	<a href="#">Not Upheld</a>
Today	Radio 4	26/07/2023	Bias against Nigel Farage	<a href="#">Not Upheld</a>
The Daily Global	BBC News Channel	4/07/2023	Insufficient apology for 'blood libel' against Jewish Government	<a href="#">Resolved</a>
Politics Live	BBC Two	17/04/2023	Misrepresentation of RCN view on pay offer	<a href="#">Resolved</a>
Panorama: Private ADHD Clinics Exposed	BBC One	15/05/2023	Breach of privacy and unfair portrayal	Not Upheld
Politics Live	BBC Two	12/06/2023	Offence to contributor in debate on legal definition of "sex"	Not Upheld
Test Match Special	Radio 4 LW	1/07/2023	Offensive comment about umpire	Not Upheld
BBC London News	BBC One (London)	9/6/2023	Unauthorised use of complainant's image	Not Upheld

89% of complaints (40 out of 45) dealt with between 14 - 27 August 2023 received a response within the target time.