

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 17th – 30th July 2023, BBC Audience Services (Stage 1) received a total of **2,638** complaints about programmes. **5,555** complaints in total were received at Stage 1.

No BBC programmes received more than 100² complaints during this period.

95% of all complaints dealt with between 17th – 30th 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)

The Executive Complaints Unit made 54 findings at Stage 2 between 17th – 30th 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
London News	BBC One (London)	15/04/2023	Biased and inaccurate report on anti-ULEZ demonstration x44	Upheld

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.

Andrew Tate: The Interview	BBC News Channel	01/06/2023	Bias against Andrew Tate x2	Not upheld Not upheld
Have I Got News for You	BBC One	24/01/2023	Unfair to call runner a cheat	Not upheld
Question Time	BBC One	18/05/2023	Anti-SNP bias	Not upheld
Today	Radio 4	28/03/2023	Derogatory comment about Union representative	Not upheld
Panorama: Electric Cars: Is it Time to Buy?	BBC One	12/06/2023	Error about speed of chargers	Not upheld
Have I Got News for You	BBC One	28/04/2023	Mockery of red-headed people	Not upheld
Any Questions?	Radio 4	09/06/2023	Pro-Conservative bias	Not upheld
Jeremy Vine	Radio 2	19/05/2023	Insulting to people with disabilities	Not upheld
London News	BBC One (London)	18/05/2023	Pro-ULEZ bias	Not upheld

19% of complaints (10 out of 54) dealt with between 17th – 30th July 2023 received a response within the target time.