

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 27th March – 9th April 2023, BBC Audience Services (Stage 1) received a total of **3,354** complaints about programmes. **6,210** 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
Politics London	BBC One London	02/04/2023	Claims of deaths due to poor air quality not sufficiently challenged.	173 (after invitations to complain were posted online)

58% of all complaints dealt with between 27th March – 9th April 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 11 findings at Stage 2 between 27th March – 9th April 2023. Highlighted text links to published findings⁴. Other recently-published findings can be found here: <http://www.bbc.co.uk/complaints/comp-reports/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.

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.

Programme	Service	Date of Transmission	Issue	Outcome
Moneybox	Radio 2	26/11/2020	Inaccurate impression of research on earnings of different ethnic groups in the UK	Upheld
News (9am)	BBC News Channel	13/01/2023	Unchallenged claim about the safety record of Covid vaccines	Resolved
Jeremy Vine	Radio 2	31/01/2023	Misleading about status and policies of the SNP	Resolved
PM	Radio 4	02/02/2023	Insufficient challenge to attack on JK Rowling	Resolved
Sunday with Laura Kuenssberg	BBC One	15/01/2023	Anti-trans bias	Not upheld
Sunday with Laura Kuenssberg	BBC One	22/01/2023	Anti-trans bias	Not upheld
Question Time	BBC One	16/02/2023	Pro-Conservative bias	Not upheld
Today	Radio 4	16/02/2023	Failed to question Chairman of British Museum on strike affecting the museum	Not upheld
QI XL	BBC Two	17/02/2023	Inaccurate pronunciation of Japanese word	Not upheld
News (6pm)	Radio 4	03/02/2023	Inaccuracy about responsibility for Amritsar massacre	Not upheld
The Media Show	Radio 4	08/02/2023	Disobliging comment about Stop Funding Hate	Not upheld

64% of complaints (7 out of 11) dealt with between 27th March – 9th April 2023 received a response within the target time.