

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 23 October – 5 November 2023, BBC Audience Services (Stage 1) received a total of **3,337** complaints about programmes. **7,887** 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
House of Commons	BBC Parliament	20/10/2023	Bias against Andrew Bridgen's position on Covid-19 vaccines	164

93% of all complaints dealt with between 23 October – 5 November 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 9 findings at Stage 2 between 23 October – 5 November 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
PM	Radio 4	29/05/2023	Insufficient challenge to support for new North Sea extraction licenses	Partly upheld
Weather for the week ahead	bbc.co.uk		Inaccurate about rainfall in Italy	Upheld
Only Connect	BBC Two	28/03/2023	Bias on theory of evolution	Not upheld
Newsnight	BBC Two	07/08/2023	Failure to identify guest properly, infringement of privacy	Not upheld
Woman's Hour	BBC Sounds	30/06/2023	Did not accurately reproduce original broadcast	Not upheld
The World at One	Radio 4	27/09/2023	Biased and misleading interview with Ken Loach	Not upheld
Call Jonathan Pie	Radio 4	26/09/2023	Offensive language	Not upheld
Breakfast	BBC One	14/09/2023	Pro-Government bias on NHS	Not upheld
The World at One	Radio 4	21/09/23	Bias towards trans activist agenda	Not upheld

67% (6 out of 9) of complaints dealt with between 9 – 22 October 2023 received a response within the target time.