

## 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 6 - 19 November 2023, BBC Audience Services (Stage 1) received a total of **3,599** complaints about programmes. **7,586** complaints in total were received at Stage 1.

BBC programmes receiving more than 100<sup>2</sup> complaints during this period:

| Programme  | Service  | Date of Transmission | Main Issue(s)  | Number of Complaints |
|------------|----------|----------------------|--|----------------------|
| Newsday    | BBC News | 15/11/2023           | Incorrect suggestion IDF were targeting “medical teams and Arab speakers” at Gaza’s Al-Shifa hospital. | 103                  |
| Boat Story | BBC One  | 19/11/2023           | Violence.  | 114                  |

81% of all complaints dealt with between 6 - 19 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)

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<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.

The Executive Complaints Unit made 12 findings at Stage 2 between 6 – 19 November 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                             |
|--|------------------|----------------------|---|-------------------------------------|
| The Context and related items            | BBC News Channel | 17/10/2023           | Inaccuracy and bias in reporting of Israel-Gaza conflict x2 | <a href="#">Resolved/not upheld</a> |
| The Holy Land and Us: Our Untold Stories | BBC Two          | 20/03/2023           | Imbalance in accounts of leaving Palestine                  | <a href="#">Not upheld</a>          |
| BBC News (10pm)                          | BBC One          | 28/08/2023           | Pro-Palestinian bias  | <a href="#">Not upheld</a>          |
| Various                                  | Radio 6 Music    | 01/11/2021           | Song encouraged violence against women x2                   | Not upheld                          |
| The Sunday Show                          | BBC One Scotland | 01/10/2023           | Guest's political affiliations not made clear               | <a href="#">Not upheld</a>          |
| Politics Live                            | BBC Two          | 18/09/2023           | Sources of IEA funding not made clear                       | <a href="#">Not upheld</a>          |
| Earth: Human                             | BBC Two          | 17/07/2023           | Inaccuracy about increase in global temperatures            | <a href="#">Not upheld</a>          |
| Politics Live                            | BBC Two          | 25/09/2023           | Abusive comment about men's mental health                   | Not upheld                          |
| Newsnight                                | BBC Two          | 09/10/2023           | Offensive treatment of interviewee                          | Not upheld                          |
| The World at One                         | Radio 4          | 21/09/2023           | Endorsed trans activist agenda                              | <a href="#">Not upheld</a>          |

100% of complaints dealt with between 6 – 19 November 2023 received a response within the target time.

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<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.