

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 20 November – 3 December 2023, BBC Audience Services (Stage 1) received a total of **3,929** complaints about programmes. **7,713** 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
Boat Story	BBC One	19/11/2023	Violence.	208
EastEnders	BBC One	22/11/2023	Insensitive sexual assault storyline.	160
Doctor who	BBC One	25/11/2023	Anti-male / inappropriate inclusion of transgender character.	144

84% of all complaints dealt with between 20 November – 3 December 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)

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.

The Executive Complaints Unit made 12 findings at Stage 2 between 20 November – 3 December 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
The Kemps: All True	BBC Two	24/02/2023	Inappropriate rape scene	Not upheld
Good Morning Scotland	Radio Scotland	22/06/2023	Guest's Labour affiliations not made clear	Not upheld
Panorama: Is China Watching You?	BBC One	26/06/2023	Unfair to Hikvision UK Ltd	Not upheld
Have I Got News for You	BBC One	06/10/2023	Inappropriate Laurence Fox reference x2	Not upheld
Salma El-Wardany	Radio 5 Live	12/08/2023	Presenter rude to caller	Not upheld
BBC Introducing Mixtape New Music Fix	Radio 6 Music	01/11/2021 05/11/2021	Concerned by newspaper reports of inappropriate track being played	Not upheld
Trail for RuPaul's Drag Race UK	BBC One	Various	Inappropriate pre-watershed	Not upheld
Reporting Scotland	BBC One Scotland	07/09/2023	Misrepresentation of minister in Scottish government	Not upheld
Talkback	Radio Ulster	18/09/2023	"Defamation" of Russel Brand	Not upheld
More or Less	Radio 4	20/09/2023	Bias against Liz Truss	Not upheld
News (7am)	Radio 4	22/08/2023	Misinformation about CEO remuneration	Not upheld

92% of complaints (11 out of 12) dealt with between 20 November – 3 December 2023 received a response within the target time.

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.