

## 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 4 - 17 December 2023, BBC Audience Services (Stage 1) received a total of **3,447** complaints about programmes. **6,809** 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
Sunday with Laura Kuenssberg	BBC One	17/12/2023	Inappropriate to interview Michelle Mone and Doug Barrowman/bias in their favour.	168

82% of all complaints dealt with between 4 - 17 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)

The Executive Complaints Unit made 15 findings at Stage 2 between 4 - 17 December 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/>

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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.

<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.

Programme	Service	Date of Transmission	Issue	Outcome
Good Morning Scotland	Radio Scotland	02/09/2023	Inaccuracy about school closures	<a href="#">Upheld</a>
Newsnight	BBC Two	27/09/2023	Bias against GB News	<a href="#">Resolved</a>
Adjournment Debate	BBC Parliament	20/10/2023	Inaccurate caption	<a href="#">Resolved</a>
Adjournment Debate	BBC Parliament	20/10/2023	Bias against Andrew Bridgen MP x5	<a href="#">Not upheld</a>
Panorama: Private ADHD Clinics Exposed	BBC One	15/05/2023	Misleading representation of private clinic	<a href="#">Not upheld</a>
The Context	BBC News Channel	05/10/2023	Bias against Government policy	<a href="#">Not upheld</a>
The World at One	Radio 4	27/09/2023	Inaccuracy about responsibility for train cancellation	<a href="#">Not upheld</a>
Newsnight	BBC Two	19/10/2023	Bias against Ehud Barak	<a href="#">Not upheld</a>
Today	Radio 4	21/09/2023	Bias against Prime Minister	<a href="#">Not upheld</a>
The Nolan Show	Radio Ulster	17/11/2023	Controversial statement not challenged	<a href="#">Not upheld</a>
The News Quiz	Radio 4	27/10/2023	Inappropriate allusion to Gaza conflict	Not upheld

47% of complaints (7 out of 15) dealt with between 4 - 17 December 2023 received a response within the target time.