

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 1 – 14 January 2024, BBC Audience Services (Stage 1) received a total of **2,239** complaints about programmes. **8,508** complaints in total were received at Stage 1.

No BBC programmes received more than 100² complaints during this period:

90% of all complaints dealt with between 1 – 14 January 2024 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 27 findings at Stage 2 between 1 – 14 January 2024.

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
Question Time	BBC One	12/10/2023	Objection to panellist who had posted offensive tweet	Not upheld

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.

News (1pm)	Radio 4	11/11/2023	Pro-Israeli bias	Not upheld
BBC News (10pm)	BBC One	23/10/2023	Pro-Israeli bias	Not upheld
Question Time	BBC One	23/11/2023	Right-wing bias	Not upheld
The Now Show	Radio 4	03/11/2023	Pro-Palestinian bias	Not upheld
The Context	BBC News Channel	17/10/2023	Inaccuracy about Al Ahli Hospital blast x3	Resolved
1Xtra Talks	Radio 1Xtra	12/11/23	Crude sexual references	Not upheld
File on 4	Radio 4	24/10/23	Objection to contributor with disreputable history	Not upheld
The Haunter of the Dark	Radio 4	07/11/2023	Anti-Brexit bias	Not upheld
5 Live Breakfast	Radio 5 Live	14/10/2023	Objection to guest who had posted offensive tweet	Not upheld
Today	Radio 4	12/10/2023	Anti-trans bias	Not upheld
BBC News (6pm)	BBC One	10/10/2023	Anti-Israeli bias	Not upheld
The World at One	Radio 4	03/11/2023	Pro-Israeli bias	Not upheld
The World at One	Radio 4	27/09/2023	Bias against Ken Loach	Not upheld
The Food Programme	Radio 4	26/11/2023	Anti-Israeli bias	Not upheld
Today	Radio 4	11/08/2023	Pro-Israeli bias	Not upheld
5 Live Breakfast	Radio 5 Live	02/12/2023	Pro-Israeli bias	Not upheld
Breakfast	BBC One	11/08/2023	Anti-government bias	Not upheld
Strictly Come Dancing	BBC One	Various	Inappropriate interactions with member of studio audience	Not upheld
Trail for RuPaul's Drag Race UK	BBC One	Various	Offence to religious feeling	Not upheld
Politics Wales	BBC One Wales	01/10/2023	Unfair to Member of Welsh Senedd x4	Not upheld
Today	Radio 4	11/12/2023	Inaccuracy about public sector pay	Not upheld

85% of complaints (23 out of 27) dealt with between 1 – 14 January 2024 received a response within the target time.