

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 12 – 25 September 2022, BBC Audience Services (Stage 1) received a total of **3,118** complaints about programmes. **7,301** 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
The State Funeral of HM Queen Elizabeth II	BBC One	19/09/2022	Inaccuracies in commentary	121
BBC News Special: The Queen's Coffin Moved to Edinburgh	BBC One	11/09/2022	Offensive reference to John Knox	257

95% of all complaints dealt with between 12 – 25 September 2022 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 11 findings at Stage 2 between 12 – 25 September 2022. 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
BBC News (10pm)	BBC One	01/03/2022	Inaccuracy in report of UNHCR meeting	Upheld
BBC London News	BBC One (London)	30/03/2022	Biased report on Marble Arch Mound	Partly upheld
Breakfast	BBC One	30/05/2022	Inaccuracy in coverage of French police treatment of Liverpool fans	Not upheld
Thought for the Day	Radio 4	31/03/2022	Offensive comments about NHS workers	Not upheld
Inside Science	Radio 4	03/02/2022	Inaccuracy about disposal of radioactive waste	Not upheld
Inside Science	Radio 4	17/02/2022	Bias against theory of laboratory origin for Covid-19	Not upheld
News (1.30pm)	Radio 6 Music	21/07/2022	Anti-Brexit bias	Not upheld
The Nolan Show	Radio Ulster	27/07/2022	Inappropriate treatment of monkeypox	Not upheld
Today	Radio 4	30/07/2022	Bias in reporting of Ukraine war	Not upheld
Today	Radio 4	08/08/2022	Excessive interruption of interviewee	Not upheld
Jeremy Vine	Radio 2	28/07/2022	Presenter expressed personal view on 2008 financial crisis	Not upheld

64% of complaints (7 out of 11) dealt with between 12 – 25 September 2022 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.