

## 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 10<sup>th</sup> – 23<sup>rd</sup> October 2022, BBC Audience Services (Stage 1) received a total of **2,968** complaints about programmes. **5,788** complaints in total were received at Stage 1.

No BBC programmes received more than 100<sup>2</sup> complaints during this period:

95% of all complaints dealt with between 10<sup>th</sup> – 23<sup>rd</sup> October 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/>

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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.

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 6 findings at Stage 2 between 10 - 23 October 2022. 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
Have I Got News for Boris	BBC One	02/09/2022	Bias against Boris Johnson, offensive language x3	<a href="#">Not upheld</a>
Alex Scott: The Future of Women's Football	BBC One	26/07/2022	Inaccurate suggestion of lack of diversity	<a href="#">Not upheld</a>
BBC News (1pm)	BBC One	08/04/2022	Aggressive interviewing of Home Secretary	<a href="#">Not upheld</a>
The World at One	Radio 4	27/07/2022	Inaccuracy about racism in "Child Q" case	<a href="#">Not upheld</a>

100% of complaints dealt with between 10 - 23 October 2022 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.