

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 5th – 18th December 2022, BBC Audience Services (Stage 1) received a total of **3,107** complaints about programmes. **6,409** 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
Love Life	BBC iPlayer	06/05/2022	Anti-white racism	130 (After invitations to complain were posted online)

93% of all complaints dealt with between 5th – 18th December 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 12 findings at Stage 2 between 5th – 18th December 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
News Special	BBC One	11/09/2022	Inappropriate response to offensive comment x3	Upheld
Question Time	BBC One	29/09/2022	Inaccuracy about mortgage rates x2	Not upheld
Crimewatch Live	BBC One	18/10/2022	Bias towards the police	Not upheld
Unvaccinated	BBC Two	20/07/2022	Bias in favour of Covid vaccination	Not upheld
BBC London News	BBC One (London)	28/08/2022	Inaccuracies about Notting Hill Carnival	Not upheld
Unspun World	BBC Two	21/09/2022	Inaccuracy about death of Mahsa Amini	Not upheld
PM	Radio 4	15/07/2022	Misinformation about climate change	Not upheld
Newsnight	BBC Two	31/10/2022	Inaccuracies about cross-Channel migration	Not upheld
Sunday with Laura Kuennsberg	BBC One	13/11/2022	Politicisation of Remembrance Sunday	Not upheld

67% of complaints (8 out of 12) dealt with between 5th – 18th December 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.