

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 19 December 2022 – 1 January 2023, BBC Audience Services (Stage 1) received a total of **2,099** complaints about programmes. **4,332** 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
World Cup Final 2022 – Argentina v France	BBC One	18/12/2022	Unduly negative coverage of Qatar / offensive commentary regarding traditional robe.	110

95% of all complaints dealt with between 19 December 2022 – 1 January 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/>

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 8 findings at Stage 2 between 19 December 2022 – 1 January 2023. 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
The Papers	BBC News Channel	23/10/2022	Biased reference to “Daily Mirror”	Not upheld
Jeremy Vine	Radio 2	28/07/2022 & 05/10/2022	Anti-Labour bias	Not upheld
News (10pm)	Radio 4	07/07/2022	Inaccuracy about price of offshore wind power	Not upheld
Reporting Scotland	BBC One Scotland	18/11/2022	Anti-English “racism”	Not upheld
Politics Live	BBC Two	06/10/2022	Anti-Corbyn bias	Not upheld
Question Time	BBC One	27/10/2022	Insufficient challenge to climate change sceptic	Not upheld
BBC News (6 & 10pm)	BBC One	05/10/2022	Misleading account of Prime Minister leaving the Party Conference	Not upheld
You and Yours	Radio 4	11/10/2022	“Racist” reference to Eastern Europeans	Not upheld

100% of complaints dealt with between 19 December 2022 – 1 January 2023 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.