

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 11 - 24 September 2023, BBC Audience Services (Stage 1) received a total of **2,153** complaints about programmes. **5,377** complaints in total were received at Stage 1.

No programme received more than 100² complaints during this period:

93% of all complaints dealt with between 11 - 24 September 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 9 findings at Stage 2 between 11 – 24 September 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
Dragons' Den	BBC One	02/02/2023	Promotion of unsafe business idea	Not upheld
Murder on the Blackpool Express	BBC Two	12/07/2023	Ridicule of Christianity	Not upheld
Later with Jools Holland	BBC Two	01/07/2023	Offensive language	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.

Newsnight	BBC Two	10/07/2023	Believes presenter deliberately named Huw Edwards	Not upheld
Panorama: The Antidepressant Story	BBC One	19/06/2023	Undue focus on risks of antidepressants	Not upheld
Midnight News	Radio 4	21/07/2023	Inaccuracy about mortgage rates	Not upheld
BBC News (1pm)	BBC News Channel	12/07/2023	Inaccuracy about tax rules for buy-to-let landlords	Not upheld
Marianna in Conspiracyland	Radio 4	24/06/2023	Failed to mention Democrat conspiracies against Trump	Not upheld
Inside the Iranian Uprising	BBC Two	29/06/2023	Bias against Iranian government	Not upheld

56% of complaints (5 out of 9) dealt with between 11 – 24 September received a response within the target time.