

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 28 August – 10 September 2023, BBC Audience Services (Stage 1) received a total of **2,168** complaints about programmes. **4,526** complaints in total were received at Stage 1.

No programme received more than 100² complaints during this period:

96% of all complaints dealt with between 28 August – 10 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 20 findings at Stage 2 between 28 August - 10 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
Scott Mills	Radio 2	22/06/2023	Wrong for presenter to encourage listeners in cars to honk horns	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.

A Very British Cult	BBC iPlayer, BBC Sounds		Unfair and inaccurate treatment of Lighthouse International Group and its members x11	Not upheld
Question Time	BBC One	22/06/2023	Bias in composition of audience	Not upheld
Have I Got News for You	BBC One	16/06/2023	Sexist humour	Not upheld
Marianna in Conspiracyland, Episode 1	BBC Sounds		Inaccurate statement about Carl Benjamin	Not upheld
Blue Peter	CBBC	23/06/2023	Inappropriate reference to Pride	Not upheld
News	Radio 4	10/07/2023	Failure to label Israeli settlements as illegal	Not upheld
The Moral Maze	Radio 4	21/06/2023	Inappropriate choice of contributor	Not upheld
Any Answers?	BBC Sounds		Objects to edition of original broadcast	Not upheld
News	BBC News Channel	03/07/2023	Bias against French police	Not upheld

75% of complaints (15 out of 20) dealt with between 28 August - 10 September received a response within the target time.