

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 25 September – 8 October 2023, BBC Audience Services (Stage 1) received a total of **3,387** complaints about programmes. **8,039** 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
Newsnight	BBC Two	27/09/2023	Bias against GB News.	942
Sunday with Laura Kuenssberg	BBC One	01/10/2023	Bias against Rishi Sunak/Conservative Party.	148
Have I Got News For You	BBC One	06/10/2023	Offensive reference to Laurence Fox	119

95% of all complaints dealt with between 25 September – 8 October 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 9 findings at Stage 2 between 25 September – 8 October 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
Countryfile	BBC One	17/07/2022	Accuracy, impartiality	Partly upheld
DIY SOS	BBC One	10/07/2023	Offensive treatment of neurodiversity	Not upheld
The World at One	Radio 4	05/07/2023	Misleading about reason for suspensions from Labour Party	Not upheld
Celebrity Masterchef	BBC One	Series	Considers drag queen's name misogynistic x2	Not upheld
The Skewer	Radio 4	26/07/2023	Pro-left bias	Not upheld
Broadcasting House	Radio 4	07/05/2023	Inaccurate reference to guest's remark on Royal Family	Not upheld
Radio 1 at Reading	Radio 1	28/08/2023	"Racist" comment by performer	Not upheld
Today	Radio 4	17/08/2023	Reporter expressed opinion on causes of high rent	Not upheld

78% of complaints (7 out of 9) dealt with between 25 September – 8 October 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.