

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- 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 9 – 22 October 2023, BBC Audience Services (Stage 1) received a total of **9,646** complaints about programmes. **16,487** complaints in total were received at Stage 1.

BBC programmes receiving more than 100<sup>2</sup> complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Have I Got News For You	BBC One	06/10/2023	Offensive reference to Laurence Fox	280
Question Time	BBC One	12/10/2023	Bias in favour of Israel	621 (After invitations to complain were posted online)
BBC News (11am)	BBC News Channel	16/10/2023	Pro-Palestinian marches misrepresented as pro-Hamas	363
House of Commons	BBC Parliament	20/10/2023	Bias against Andrew Bridgen's position on Covid-19 vaccines	367

98% of all complaints dealt with between 9 -22 October 2023 received an initial response within the stage 1 target period of 10 working days.

<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

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 10 findings at Stage 2 between 9 – 22 October 2023. Highlighted text links to published findings<sup>4</sup>. Other recently-published findings can be found here:  
<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Newsnight	BBC Two	27/09/2023	Insufficient representation of GB News viewpoint	<a href="#">Resolved</a>
Panorama: Private ADHD Clinics Exposed	BBC One	15/05/2023	Bias against private health care	<a href="#">Not upheld</a>
BBC News (1pm)	BBC One	25/08/2023	Inaccuracy about Bloody Sunday	<a href="#">Not upheld</a>
Look North	BBC One (E Yorks & Lincs)	23/08/2023	Homophobic interview	Not upheld
Newsnight	BBC Two	03/07/2023	Anti-Israel bias	<a href="#">Not upheld</a>
Celebrity Masterchef	BBC One	Series	Considers drag queen's name misogynistic	Not upheld
Sarah Keyworth – Are You a Boy or a Girl?	Radio 4	06/09/2023	Made light of mastectomy	Not upheld
Today	Radio 4	04/08/2023	Misleading about relevance of UKCA Mark	<a href="#">Not upheld</a>
Front Row	Radio 4	06/09/2023	Objects to interview about father's film	Not upheld
Panorama: Road Wars: Neighbourhood Traffic Chaos	BBC One	17/04/2023	Misinformation about Walthamstow LTNs	<a href="#">Not upheld</a>

100% of complaints dealt with between 9 – 22 October 2023 received a response within the target time.

<sup>4</sup> 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.