

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 07 – 20 October 2024, BBC Audience Services (Stage 1) received a total of **2,614** complaints about programmes. **5,291** complaints in total were received at Stage 1.

No individual BBC programme received more than 100² complaints during this period.

95% of all complaints dealt with between 07 - 20 October 2024 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 14 findings at Stage 2 between 07 – 20 October 2024. 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
Good Morning Scotland	Radio Scotland	23/07/2024	Inaccuracy about Scottish Labour position on two child benefit cap	Upheld
Front Row	Radio 4	13/08/2024	Anti-Jewish racism	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.

News and papers (8.05am)	Radio 4	07/07/2024	Pro-Israel bias	Not upheld
Celebrity Masterchef	BBC One	15/08/2024	Language offensive to Christians	Not upheld
News	BBC News Channel	06/07/2024	Inaccuracy about Hilary Benn's education	Not upheld
Newsnight	BBC Two	05/08/2024	Bias on UK riots	Not upheld
The Jetty	BBC One	16/07/2024	Offensive language	Not upheld
BBC News (10pm)	BBC One	01/08/2024	Stigmatised people with autism	Not upheld
BBC News (1pm)	BBC One	16/07/2024	Anti-Welsh bias	Not upheld
Michael McIntyre's The Wheel	BBC One	01/06/2024	Language offensive to Christians	Not upheld
Politics Live	BBC Two	11/06/2024	Bias against Reform UK	Not upheld
Newsnight	BBC Two	23/09/2024	Language offensive to Christians	Not upheld
Thought for the Day	Radio 4	13/08/2024	Anti-Palestinian bias	Not upheld
Newsnight	BBC Two	21/08/2024	Anti-Lib Dem bias	Not upheld

79% of complaints (11 out of 14) dealt with between 07 – 20 October 2024 received a response within the target time.