

## 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 21 October – 03 November 2024, BBC Audience Services (Stage 1) received a total of **2,935** complaints about programmes. **5,571** 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
Panorama: The Menopause Industry Uncovered	BBC One	30/09/24	Programme was biased against Newson Health.	583

96% of all complaints dealt with between 21 October – 03 November 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 12 findings at Stage 2 between 21 October – 03 November 2024. 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/>

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<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.

<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.

Programme	Service	Date of Transmission	Issue	Outcome
The Wake Up Call	Radio Kent	26/08/2024	Insufficient information about anti-choking device	<a href="#">Upheld</a>
Thought for the Day	Radio 4	27/08/2024	Pro-Israel bias	<a href="#">Not upheld</a>
The News Quiz	Radio 4	06/09/2024	Offence to Christians	Not upheld
Today	Radio 4	23/07/2024	Wrong to focus on violence against women and girls	<a href="#">Not upheld</a>
BBC News (10pm)	BBC One	14/08/2024	Offensive reference to “monkeypox”	Not upheld
Verified Live	BBC News Channel	23/08/2024	Misleading quote from Truth Social	<a href="#">Not upheld</a>
The Life Scientific	Radio 4	23/07/2024	Anti-male sexism	Not upheld
The Zelensky Story	BBC Two	02/09/2024	Inaccurate about history of Ukraine	<a href="#">Not upheld</a>
Breakfast	BBC One	18/06/2024	Inaccurate about pensioners and triple lock	<a href="#">Not upheld</a>
Panorama: The Menopause Industry Uncovered	BBC One	30/09/2024	Inaccurate about risks from HRT	<a href="#">Not upheld</a>
Who Do You Think You Are?	BBC One	29/08/2024	Failed to explain cause of Irish potato famine	<a href="#">Not upheld</a>
Scott Mills	Radio 2	25/07/2024	Inappropriate interviewee	Not upheld

100% of complaints dealt with between 21 October – 03 November 2024 received a response within the target time.