

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 04 – 17 November 2024, BBC Audience Services (Stage 1) received a total of **2,703** complaints about programmes. **5,606** 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 |
|-----------------------------------|---------|----------------------|--|----------------------|
| The Chris Kaba Shooting: Panorama | BBC One | 04/11/24 | Programme was biased in favour of Chris Kaba/against the Metropolitan Police | 170 |

96% of all complaints dealt with between 04 – 17 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 18 findings at Stage 2 between 04 – 17 November 2024.

Highlighted text links to published findings⁴. Other recently-published findings can be found here:

<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

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.

| Programme | Service | Date of Transmission | Issue | Outcome |
|--|---|-----------------------------|---|----------------------------|
| Brian May: The Badgers, the Farmers and Me | BBC Two | 23/08/2024 | Bias and inaccuracy on badger-culling x2 | Not upheld |
| News | BBC News Channel | 27/07/2024 | Anti-Trump bias | Not upheld |
| Today | Radio 4 | 27/06/2024 | Bias against Reform UK | Not upheld |
| Today | Radio 4 | 15/04/2024 | Bias against the Government | Not upheld |
| Superhead | Radio 4 | 23-27/09/2024 | Unfair to complainant | Not upheld |
| BBC News (10pm) | BBC One | 24/07/2024 | Anti-Israeli bias | Not upheld |
| BBC News (6pm) | BBC One | 27/08/2024 | Anti-Palestinian bias | Not upheld |
| Today | Radio 4 | 03/10/2024 | Pro-Israeli bias x4 | Not upheld |
| Politics Live | BBC Two | 10/09/2024 | Inappropriate choice of guest | Not upheld |
| Today | Radio 4 | 04/10/2024 | Inaccuracy about sexual violence by Hamas on 7 October 2023 | Not upheld |
| The World This Weekend | Radio 4 | 14/04/2024 | Inaccuracy about status of diplomatic buildings | Not upheld |
| AntiSocial | Radio 4 | 16/08/2024 | Bias against post-Southport demonstrators | Not upheld |
| Look North | BBC One (East Yorkshire and Lincolnshire) | Various | Green Party under-represented in election coverage | Not upheld |
| BBC News (4.50pm) | BBC One | 06/10/2024 | Bias against Boris Johnson | Not upheld |

100% of complaints dealt with between 04 – 17 November 2024 received a response within the target time.