

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 2 - 15 December 2024, BBC Audience Services (Stage 1) received a total of **2,601** complaints about programmes. **5,288** complaints in total were received at Stage 1.

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

97% of all complaints dealt with between 2 – 15 December 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 11 findings at Stage 2 between 2 – 15 December 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
BBC News (10pm)	BBC One	05/09/2024	Unfairness to complainant	<u>Upheld</u>
Today	Radio 4	01/10/2024	Insufficient challenge to anti-Israeli views	<u>Resolved</u>
Newsnight	BBC Two	25/09/2024	Anti-Palestinian bias	<u>Not upheld</u>

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.

BBC London News	BBC One (London)	28/09/2024	Bias about Wimbledon plans	Not upheld
Today	Radio 4	24/09/2024	Misleading about number of Gaza fatalities	Not upheld
News promotional video	BBC One	Various	Bias on climate change	Not upheld
BBC News (6 & 10pm)	BBC One	17/10/2024	Offence to victims of 7 October attacks	Not upheld
Trail for Gavin and Stacey	BBC One	Various	Casual use of holy names	Not upheld
BBC News (10pm)	BBC One	21/10/2024	Biased and misleading report of Chris Kaba verdict	Not upheld
Wales Today	BBC One Wales	08/11/2024	Pro-nuclear bias	Not upheld
This cultural Life	BBC News Channel	10/08/2024	Inappropriate choice of interviewee	Not upheld

82% of complaints (9 out of 11) dealt with between 1 – 15 December 2024 received a response within the target time.