

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 16 - 29 December 2024, BBC Audience Services (Stage 1) received a total of **1,656** complaints about programmes. **4,039** complaints in total were received at Stage 1.

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

92% of all complaints dealt with between 16 - 29 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 9 findings at Stage 2 between 16 - 29 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
Brian May: The Badgers, The Farmers and Me	BBC Two	23/08/2024	Bias against badger-culling x2	Not upheld
The One Show	BBC One	21/08/2024	Bias against badger-culling	Not upheld
Farming Today	Radio 4	23/08/2024	Bias against badger-culling	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.

Steffan Powell	Radio 5 Live	23/08/2024	Bias against badger-culling	Not upheld
From Our Own Correspondent	Radio 4	20/07/2024	Bias against Israel	Not upheld
Electric Ride	BBC Sounds		Misleading impression of electric cars	Not upheld
Newsnight	BBC Two	05/09/2024	Inaccuracy about 7 October 2023 attack	Not upheld
Showtrial	BBC One	06/10/2024	Inappropriate to name veterinary medical product	Not upheld

100% of complaints dealt with between 16 - 29 December 2024 received a response within the target time.