

## 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 30 December 2024 – 12 January 2025, BBC Audience Services (Stage 1) received a total of **2,588** complaints about programmes. **6,191** 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: E-Bikes: The Battle for Our Streets	BBC One	06/01/25	Programme was biased and contained inaccurate information about E-Bikes.	230

96% of all complaints dealt with between 30 December 2024 – 12 January 2025 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/>

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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.

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 6 findings at Stage 2 between 30 December 2024 – 12 January 2025. 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/>

Programme	Service	Date of Transmission	Issue	Outcome
5 Live Drive	Radio 5 Live	20/09/2024	Inaccuracy and bias against Israel	<a href="#">Partly upheld</a>
Breakfast	BBC One	18/09/2024	Inaccurate about effects of climate change	<a href="#">Not upheld</a>
BBC News (10pm)	BBC One	29/10/2024	Inaccurate statement about US election	<a href="#">Not upheld</a>
Money Box Live	Radio 4	02/10/24	Misleading information about Inheritance Tax	<a href="#">Not upheld</a>
Morning Live	BBC One	04/11/2024	Misleading cost comparison between mortgage products	<a href="#">Not upheld</a>
News (6pm)	Radio 4	13/11/2024	Did not provide appropriate information about think tank	<a href="#">Not upheld</a>

83% of complaints (5 out of 6) dealt with between 30 December 2024 – 12 January 2025 received a response within the target time.

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<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.