

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 7 - 20 April 2025, BBC Audience Services (Stage 1) received a total of **1,796** complaints about programmes. **4,816** 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
Breakfast	BBC One	10/04/25	Interview felt to be biased against Kemi Badenoch.	266

93% of all complaints dealt with between 7 - 20 April 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/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 5 findings at Stage 2 between 06 – 20 April 2025. 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
Panorama: The Chris Kaba Shooting	BBC One	04/11/2024	Anti-police bias	Not upheld
Desert Island Discs	Radio 4	07/02/2025	Offensive lyrics	Not upheld
Today	Radio 4	27/11/2024	Misleading questions about assisted dying	Not upheld
Good Morning Scotland	Radio Scotland	27/12/2024	Anti-SNP bias	Not upheld
Politics Live	BBC Two	31/10/2024	Not transparent about funding of think tank	Not upheld

80% (4 out of 5) of complaints dealt with between 06 – 20 April 2025 received a response within the target time.