

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 1 – 14 July 2024, BBC Audience Services (Stage 1) received a total of **4,881** complaints about programmes. **9,215** 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 |
|-------------------------------------|---------|----------------------|--|----------------------|
| Sunday with Laura Kuenssberg | BBC One | 07/07/24 | Felt Laura Kuenssberg was biased in favour of the Conservative Party/against Labour Party & Liberal Democrats. | 299 |
| Election 2024: The Results | BBC One | 05/07/24 | Coverage was biased in favour of Reform UK & Labour Party/against the Green Party. | 261 |
| Euro 2024 | BBC One | 01/07/24 | Biased & Disrespectful Commentary about Cristiano Ronaldo. | 203 |
| Question Time Leaders' Special 2024 | BBC One | 28/06/24 | Audience was biased against Nigel Farage/Reform UK. | 118 |

92% of all complaints dealt with between 1 – 14 July 2024 received an initial response within the stage 1 target period of 10 working days.

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.

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 23 findings at Stage 2 between 1 – 14 July 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 |
|-------------------------------------|----------------------|----------------------|---|--|
| Sunday with Laura Kuenssberg | BBC News Channel | 21/04/2024 | Controversial claim by guest uncontested x5 | Resolved |
| Politics Live | BBC Two | 19/02/2024 | Controversial claim about Hamas | Not upheld |
| News | BBC News Channel | 12/03/2024 | Offence to Irish people | Not upheld |
| Eurovision Song Contest Grand Final | BBC One | 11/05/2024 | Overly sexualised performance x3 | Not upheld |
| A Mayor for Greater Manchester | BBC One (North West) | 25/04/2024 | Bias towards incumbent | Not upheld |
| Have I Got News for You | BBC One | 05/04/2024 | Anti-Government bias | Not upheld |
| The Context | BBC News Channel | 19/02/2024 | Inaccuracy/bias on trans breast milk | Partly upheld/resolved |
| A Dentist's Life | Radio 4 | 13/04/2024 | Omitted key aspects of crisis in NHS dentistry | Not upheld |
| Blue Lights | BBC One | 22/04/2024 | Encouraged imitation of dangerous behaviour | Not upheld |
| BBC News (6pm) | BBC One | 19/12/2023 | Misleading about gravity of traffic incident | Not upheld |
| BBC Wales General Election Debate | BBC One Wales | 21/06/2024 | Wrong to exclude Greens | Not upheld |
| BBC News (1pm) | BBC One | 09/04/2024 | Negative impression of Conservatives | Not upheld |
| The Nine | BBC Scotland | 03/04/2024 | Reference to "Israeli airstrike" was misleading | Not upheld |
| News | BBC News Channel | 01/03/2024 | Coverage of Navalny funeral endangered mourners | Not upheld |

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.

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| Reporting Scotland | BBC One Scotland | 02/04/2024 | Objects to phrase "claiming a scalp" | Not upheld |
| Station ident | BBC One | Various | Stereotyping of black people | Not upheld |
| Doctor Who | BBC One | 08/06/2024 | Inappropriately sexualised storyline | Not upheld |

65% (15 out of 23) of complaints dealt with between 17 – 30 June 2024 received a response within the target time.