

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 15 - 28 July 2024, BBC Audience Services (Stage 1) received a total of **3,928** complaints about programmes. **7,644** 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
The Jetty	BBC One	15/07/24	Scenes inappropriate for broadcast.	193
BBC News at One	BBC One	25/07/24	Broadcast footage of Manchester Airport Incident was too graphic.	157
Olympics 2024: Opening Ceremony	BBC One	26/07/24	Felt parts of the ceremony were offensive to Christians/overly sexualised.	148

94% of all complaints dealt with between 15 - 28 July 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)

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.

The Executive Complaints Unit made 42 findings at Stage 2 between 15 – 28 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
Drivetime	Radio Scotland	28/03/2024	Bias in favour of NUJ action	Upheld
News	BBC News Channel	28/05/2024	Inappropriate comment about Nigel Farage x3	Resolved
Today	Radio 4	12/04/2024	Insufficient context about civilian casualties in Gaza	Not upheld
Politics Live	BBC Two	23/05/2024	Pro-Conservative bias	Not upheld
Politics Live	BBC Two	21/05/2024	Failure to challenge false claim	Not upheld
Politics Live	BBC Two	30/05/2024	Reform Party not represented	Not upheld
File on 4	Radio 4	22/05/2024	Unfair criticism of treatment for long Covid	Not upheld
Eurovision Song Contest	BBC One	11/05/2024	Objected to occult elements in Irish entry	Not upheld
Eurovision Song Contest	BBC One	11/05/2024	Objected to sexual elements in UK entry	Not upheld
Eurovision Song Contest	BBC One	11/05/2024	Misgendering by presenter	Not upheld
Question Time	BBC One	30/05/2024	Objected to inclusion of Nigel Farage	Not upheld
Predator: The Secret Scandal of J-Pop	BBC Two	18/03/2024	Inaccuracy about subject of programme	Not upheld
Wales Today	BBC One Wales	07/06/2024	Pro-Labour bias	Not upheld
Nicky Campbell	Radio 5 Live	26/02/2024	Failure to challenge interviewee	Not upheld
Newsnight	BBC Two	03/04/2024	Bias against Israel	Not upheld
Question Time Leaders' Special	BBC One	28/06/2024	Bias against Nigel Farage x20	Not upheld
Talkback	Radio Ulster	31/05/2024	Disgusted by interviewee's opinions	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.

BBC News (1pm & 6pm)	BBC One	12/04/2024	Misleading report on Post Office enquiry	Not upheld
Election 2024: BBC Election Debate	BBC One	07/06/2024	Bias towards the left x 2	Not upheld
Election 2024 Scotland	BBC Scotland	04/07/2024	Failed to point out guest's Labour affiliation	Not upheld

88% (37 out of 42) of complaints dealt with between 15 – 28 July 2024 received a response within the target time.