

## 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 18 November – 01 December 2024, BBC Audience Services (Stage 1) received a total of **2,216** complaints about programmes. **5,008** complaints in total were received at Stage 1.

No individual BBC programme received more than 100<sup>2</sup> complaints during this period.

91% of all complaints dealt with between 18 November – 01 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 15 findings at Stage 2 between 18 November – 01 December 2024. 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
Hawl I Holi	Radio Cymru	11/04/2024	Anti-Conservative bias	<a href="#">Not upheld</a>
Front Row	Radio 4	13/08/2024	Anti-Jewish racism	Not upheld
Today	Radio 4	30/08/2024	Inaccuracy and bias about river pollution	<a href="#">Not upheld</a>

<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.

<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.

The Sunday Show	Radio Scotland	04/08/2024	Inaccuracy about Tommy Robinson	<a href="#">Not upheld</a>
BBC News (6pm & 10pm)	BBC One	17/10/2024	Inaccuracy and bias against Israel	<a href="#">Not upheld</a>
Today	Radio 4	05/08/2024	Inaccuracy about Tommy Robinson	<a href="#">Not upheld</a>
Reporting Scotland & The Nine	BBC One Scotland, BBC Scotland	25/09/2024	Inaccuracy about salmon-farming	<a href="#">Not upheld</a>
BBC News (1pm)	BBC One	07/10/2024	Misleading about casualties of Hamas attacks	<a href="#">Not upheld</a>
Today	Radio 4	01/10/2024	Undue prominence for Amazon Prime	Not upheld
Today	Radio 4	20/10/2024	Inaccurate use of “stunted”	<a href="#">Not upheld</a>
BBC News (6pm)	BBC One	21/10/2024	Bias against acquitted police officer	<a href="#">Not upheld</a>
Reporting Scotland & The Nine	BBC One Scotland BBC Scotland	11/06/2024	Bias against Scottish Family Party	<a href="#">Not upheld</a>
Politics Live	BBC Two	03/10/2024	Bias against Government Minister	<a href="#">Not upheld</a>
Newsnight	BBC Two	05/07/2024	Bias against Israel	<a href="#">Not upheld</a>
Breakfast	BBC One	03/11/2024	Disrespect towards bagpipes	Not upheld

87% of complaints (13 out of 15) dealt with between 18 November – 01 December 2024 received a response within the target time.