

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 20 May – 2 June 2024, BBC Audience Services (Stage 1) received a total of **4,279** complaints about programmes. **7,361** 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
Today	Radio 4	22/05/2024	Bias against Jeremy Hunt.	152
BBC News (10am)	BBC News Channel	28/05/2024	Description of Nigel Farage's language as 'inflammatory'.	757
Question Time	BBC One	11/05/2024	Nigel Farage felt to be inappropriate panellist.	375

91% of all complaints dealt with between 20 May – 2 June 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 17 findings at Stage 2 between 20 May – 2 June 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
The World at One	Radio 4	20/02/2024	Impression of bias in relation to Gaza	Upheld
EastEnders	BBC One	15/11/2023	Misleading impression that AATD is not serious	Not upheld
News coverage	BBC Scotland services	25/03/2024	Pro-SNP bias	Not upheld
Marianna in Conspiracyland	Radio 4	01/06 – 24/07/2023	Bias across whole series	Not upheld
Have I Got a Bit More News for You	BBC One	15/04/2024	Inappropriate use of complainant's image	Not upheld
News	BBC News Channel	12/02/2024	Failure to challenge false claim about Hamas	Not upheld
Newsnight	BBC Two	15/02/2024	Pro-Israeli bias	Not upheld
The News Quiz	Radio 4	19/01/2024	Bias against Hamas	Not upheld
Casualty	BBC One	09/03/2024	Inaccuracy about ongoing risk of Covid	Not upheld
Newsnight	BBC Two	18/03/2024	Audience for "meet the people" item not socially representative	Not upheld
A Point of View	Radio 4	05/05/2024	Incitement to break the law	Not upheld
PM	Radio 4	20/03/2024	Biased use of term "gender-based"	Not upheld
Beyond Belief	Radio 4	12/02/2024	People of faith ridiculed	Not upheld
Dragons' Den	BBC One	08/02/2024	Contestant demeaned by Dragon	Not upheld
Verified Live (3pm & 4pm)	BBC News Channel	13/02/2024	Traumatic footage when children might be watching	Not upheld
Panorama: Trump: The Sequel?	BBC One	04/03/2024	Anti-Trump bias	Not upheld
Today	Radio 4	30/04/2024	Anti-Truss bias	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.

88% (15 out of 17) of complaints dealt with between 6 – 19 May 2024 received a response within the target time.