

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 23 September – 06 October 2024, BBC Audience Services (Stage 1) received a total of **3,487** complaints about programmes. **6,050** 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
Panorama: The Menopause Industry Uncovered	BBC One	30/09/24	Programme was biased against Newson Health.	774
Today	BBC Radio 4	03/10/24	Emma Barnett displayed bias in favour of Israel during her interview with the Lebanese ambassador.	119
BBC News (Channel)	BBC News Channel	04/10/24	Offensive to broadcast Friday prayers delivered by Iranian Supreme Leader Ayatollah Ali Khamenei.	114

95% of all complaints dealt with between 23 September – 06 October 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 10 findings at Stage 2 between 23 September – 6 October 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
News (10am)	Radio Ulster	05/07/2024	Inaccuracy about Traditional Unionist Voice	Resolved
Reporting Scotland	BBC One Scotland	18/07/2024	Bias against Scottish government	Not upheld
Rare Earth	Radio 4	02/08/2024	Inaccuracy about rising sea levels	Not upheld
BBC News (7pm)	BBC News Channel	20/07/2024	Misleading about Turkish Cypriot public opinion	Not upheld
The World at One	Radio 4	18/07/2024	Bias on Venezuela, cruelty to horses	Not upheld
Olympics Paris 2024: Opening Ceremony	BBC One	26/07/2024	Offensive parody of Last Supper	Not upheld
AntiSocial	Radio 4	30/08/2024	Offensive language	Not upheld
I'm Sorry I Haven't a Clue	Radio 4	03/06/2024	Inappropriate humour	Not upheld
Politics Live	BBC Two	03/05/2024	Anti-Conservative bias	Not upheld
BBC News (10pm)	BBC One	21/07/2024	Biased and misleading reference to President Biden	Not upheld

90% of complaints (9 out of 10) dealt with between 23 September – 6 October 2024 received a response within the target time.

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.