

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 3 - 16 June 2024, BBC Audience Services (Stage 1) received a total of **3,901** complaints about programmes. **7,430** 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
Election 2024: BBC Election Debate	BBC One	07/06/2024	Felt the audience had a left-leaning bias.	264
Doctor Who	BBC One	08/06/2024	Inappropriate for the Doctor to kiss a man.	169
Question Time	BBC One	13/06/2024	Bias against Kate Forbes/SNP.	145

91% of all complaints dealt with between 3 - 16 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 27 findings at Stage 2 between 3 – 16 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 Context	BBC News Channel	19/02/2024	Inaccuracy/bias on trans breast milk x2	Partly upheld/resolved
Mornings	Radio Scotland	03/04/2024	Inaccuracy on Scottish hate crime legislation	Resolved
The Context	BBC News Channel	01/03/2024	Offensive to women	Not upheld
News Briefing	Radio 4	25/03/2024	Bias against Russia	Not upheld
Panorama: NHS Patients Going Private: What Are the risks?	BBC One	08/04/2024	Harm to individuals	Not upheld
Today	Radio 4	26/02/2024	Misleading on Palestinian support for two-state solution	Not upheld
A Mayor for Greater Manchester	BBC One (North West)	25/04/2024	Bias against independent candidate x2	Not upheld
Sunday with Laura Kuenssberg	BBC One	10/03/2024	Failure to challenge statement by contributor	Not upheld
Have I Got News for You	BBC One	19/04/2024	Homophobic reference	Not upheld
Snooker World Championship	BBC Two	04/2024	Undue prominence for event sponsor	Not upheld
Breakfast	BBC One	16/02/2024	Bias against Reform leader	Not upheld
Morning Live	BBC One	28/02/2024	Pro- wood burner bias	Not upheld
Today	Radio 4	08/02/2024	Inaccurate and biased on climate change	Not upheld
Today	Radio 4	15/02/2024	Pro-Labour bias	Not upheld
The World This Weekend	Radio 4	07/01/2024	False claim about Hamas	Not upheld
Today	Radio 4	29/02/2024	Bias in favour of assisted dying	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.

News (8am)	Radio 4	21/03/2024	Inaccuracy about climate change	Not upheld
Newswatch	BBC News Channel	01/03/2024	Unfair to complainant	Not upheld
The News Quiz	Radio 4	09/02/2024	Made light of global warming	Not upheld
Look East	BBC One (East)	24/04/2020	Inaccurate about National Grid construction project	Not upheld
The World Today	BBC News Channel	10/04/2024	Bias against Cass Report	Not upheld
Good Morning Scotland	Radio Scotland	11/05/2024	Anti-SNP bias	Not upheld
Today	Radio 4	07/03/2024	Aggressive interview with Jeremy Hunt	Not upheld
The Infinite Monkey Cage	Radio 4	02/12/2023	Objected to “boring white men” reference	Not upheld
Sunday with Laura Kuenssberg	BBC One	14/04/2024	Insufficient challenge to Israeli spokesman	Not upheld

93% (25 out of 27) of complaints dealt with between 3 – 16 June 2024 received a response within the target time.