76% of all complaints dealt with between 22 June – 5 July 2020 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:
https://www.bbc.co.uk/contact/complaints/recent-complaints
Stage 2 complaints –

92% of complaints (11 out of 12) dealt with between 22 June – 5 July 2020 received a response
within the target time.