## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- x the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- x findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- x 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

Recent BBC public responses to significant complaints at Stage 1 are published at: <a href="http://www.bbc.co.uk/complaints/complaint/">http://www.bbc.co.uk/complaints/complaints/</a>

## Stage 2 complaints Executive Complaints Unit (ECU)

The Executive Complaints Unit made 10 findings at Stage 2 between 18 31 January 2021. Highlighted text links to published findings. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here: <u>http://www.bbc.co.uk/complaints/comp-reports/ecu/</u>

Programme	Service	Date of Transmission	Issue	Outcome
Strictly Come Dancing	BBCOne	21/11/2020	Suggestive dance routine	Not upheld