

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 30 August – 12 September 2021, BBC Audience Services (Stage 1) received a total of complaints about programmes. complaints in total were received at Stage 1.

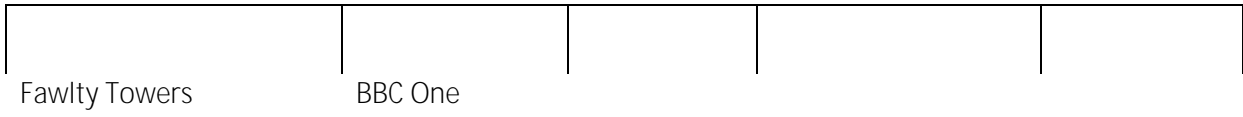
No BBC programmes received more than 100²complaints during this period:

97% of all complaints dealt with between 30 August – 12 September 2021 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)

The Executive Complaints Unit made xx findings at Stage 2 between 30 August – 12 September 2021.



Breakfast	BBC One	14/05/2021	Bias against Conservatives	Not Upheld
The World at One	BBC Radio 4	13/05/2021	Biased reporting on Middle East	Not Upheld
Morning Live	BBC One	17/06/2021	Misleading account of WHO programme on alcohol abuse	Not Upheld
The Nolan Show	BBC Radio Ulster	13/08/2021	Ant-Catholic bias	Not Upheld

92% of complaints (24 out of 26) dealt with between 30 August