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 21st November 2022 4th December, BBC Audience Services (Stage 1) received a total of complaints about programmes. complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

World Cup 2022:	1	!	!	'
Qatar v Ecuador				

The Executive Complaints Unit made 7 findings at Stage 2 between 21st November 2022 4th December 2022. Highlighted text links to published findings⁴. Other recently-published findings can be found here: http://www.bbc.co.uk/complaints/comp-reports/ecu/

Unvaccinated	BBCTwo	20/07/2022	Inaccuracy and bias	Not upheld
Match of the Day	BBCOne	15/10/2022	Offensive chanting	Not upheld
Today	Radio 4	03/10/2022	Failure to provide information about IEA	Not upheld
BBC News (6pm)	BBCOne	02/09/2022	Bias on planning dispute in Epsom and Ewell	Not upheld
Today	Radio 4	22/10/2022	Inappropriate description of Mao	Not upheld
Today	Radio 4	23/07/2022	Misleading daim about dimate change	Not upheld
BBCNews (6 & 10pm)	BBCOne	05/10/2022		•