

## Complaints to the BBC

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

the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);  
findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;  
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 19 December 2022 – 1 January 2023, BBC Audience Services (Stage 1) received a total of 2,099 complaints about programmes. 4,332 complaints in total were received at Stage 1.

BBC programmes receiving more than 100<sup>2</sup> complaints during this period:

| Programme                                 | Service | Date of Transmission | Main Issue(s)   | Number of Complaints |
|---|---------|----------------------|-----------------|----------------------|
| World Cup Final 2022 – Argentina v France | BBC One | 18/12/2022           | Unduly negative |                      |

