

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 16th – 29th January 2023, BBC Audience Services (Stage 1) received a total of 5,199 complaints about programmes. 9,516 complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Service	Date of
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94% of all complaints dealt with between 16th – 29th January 2023 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:

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 7 findings at Stage 2 between 16th – 29th January 2023. Highlighted text links to published findings⁴. Other recently-published findings can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
BBC News (10pm)	BBC One	06/11/2022	Inaccuracy about extent of flooding in Pakistan	Upheld
Question Time	BBC One	20/10/2022	Inaccuracy about outcome of audience show of hands	Upheld
Panorama: The Billion Pound Savings Scandal	BBC One	16/08/2021	Reconstruction not identified as such	Upheld
Politics Live	BBC Two	29/11/2022	Lack of SNP speaker	Not upheld
OnlyFans Uncovered	iPlayer		Insufficient right of reply	Not upheld
Match of the Day Live	BBC One	25/11/2022	"Racist" comment	Not upheld
The World at One	Radio 4	29/09/2022	Anti-Government bias	Not upheld

71% of complaints (5 out of 7) dealt with between 16th – 29th January 2023 received a response within the target time.
