

# Complaints to the BBC

This fortnightly report for the BBC complaints service shows for the periods covered:

- the number of complaints about programmes and those which received more than 100 Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)
- 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 10<sup>th</sup> – 23<sup>rd</sup> April 2023, BBC Audience Services (Stage 1) received a total of 506 complaints about programmes. 506 complaints in total were received at Stage 1.

BBC programmes receiving more than 100 complaints during this period:

Programme	Channel	Date	Description	Number of Complaints
BBC London News	BBC One London	15/04/2023	Complaints about description of people attending an ultra-low emission zone protest.	506

73% of all complaints dealt with between 10<sup>th</sup> – 23<sup>rd</sup> April 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: <http://www.bbc.co.uk/complaints/complaint/>

## Stage 2 complaints Executive Complaints Unit (ECU)

The Executive Complaints Unit made 13 findings at Stage 2 between 10<sup>th</sup> – 23<sup>rd</sup> April 2023. Highlighted text links to published findings. Other recently published findings can be found here: <http://www.bbc.co.uk/complaints/comreports/ecu/>

<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedure](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedure](#) and regulated under [Code](#)

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<sup>4</sup> These include all upheld, partly upheld and resolved findings, all non upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.

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