

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 12 - 25 August 2024, BBC Audience Services (Stage 1) received a total of complaints about programmes. complaints in total were received at Stage 1.

No individual BBC programme received more than 100² complaints during this period.

91% of all complaints dealt with between 12 - 25 August 2024 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 26 findings at Stage 2 between 12 – 25 August 2024. Highlighted text links to published findings⁴. Other recently-published findings can be found here:
<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

File on 4	Radio 4	08/08/2023	Bias on adoption issues	Partly upheld
Question Time	BBC One	23/05/2024		

Question Time	BBC One	29/02/2024	Anti-Government bias	Not upheld
Transformers: EarthSpark	CBBC	05/05/2024	Unnecessary censorship	Not upheld
Question Time: Leaders' Special	BBC One	28/06/2024	Bias against Nigel Farage x8	Not upheld
Question Time	BBC One	30/05/2024	Bias towards Nigel Farage	Not upheld
Doctor Who	BBC One	08/06/2024	Inappropriately sexualised storyline	Not upheld
Newsnight	BBC Two	23/05/2024	Bias towards Reform UK	Not upheld
BBC News (6pm)	BBC One	06/12/2023	Bias against Boris Johnson	Not upheld
The News Quiz	Radio 4	16/02/2024	Pro-Israel bias	Not upheld
Drugs Map of Britain	BBC Three	13/02/2024	Glamourised illegal drugs	Not upheld
Doctor Who	BBC One	18/05/2024	Offence to religious feeling	Not upheld
Talkback	Radio Ulster	25/05/2024	Wrong to say dinosaurs not mentioned in Bible	Not upheld
Predator: The Secret Scandal of J-Pop	BBC Two	18/03/2024	Inaccuracy about subject of programme	Not upheld
The 1Xtra Breakfast Show with Nadia Jae	Radio 1Xtra	13/06/2024	Misleading about test for autism	Not upheld

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