

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 11 -24 March 2024, BBC Audience Services (Stage 1) received a total of **2,940** complaints about programmes. **6,265** complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Question Time	BBC One	14/03/2024	Panellist's views on Israel/Gaza not sufficiently challenged.	351
Question Time	BBC One	21/03/2024	Audience member's connection to topic being discussed not made clear.	228

91% of all complaints dealt with between 11 - 24 March 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)

¹ Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

² As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

³ Excluding investigations of online material outside Ofcom's remit.

The Executive Complaints Unit made 14 findings at Stage 2 between 11 – 24 March 2024. 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
Off the Ball	Radio Scotland	20/01/2024	Offensive comment by presenter	Resolved
Off the Ball	Radio Scotland	10/02/2024	Offensive comment by presenter	Resolved
Clive Myrie's Italian Road Trip	BBC Two	02/05/2023	False claim by interviewee	Not upheld
Tony Blackburn's Golden Hour	Radio 2	24/12/2023	Inappropriate to include record produced by Phil Spector	Not upheld
Mornings	Radio Scotland	09/01/2024	Offence to religious feeling	Not upheld
Nuclear Armageddon: How Close Are We?	BBC Two	18/01/2024	Inaccurate claim about UK nuclear deterrent	Not upheld
Liar: The Fake Grooming Scandal	BBC Three	17/01/2023	Implied victims of sexual abuse are liars	Not upheld
BBC News (10pm)	BBC One	30/01/2024	Failed to mention IDF attacked hospital patients	Not upheld
The Context	BBC News Channel	16/01/2024	Anti-Trump bias	Not upheld
Food for Life by Tim Spector	Radio 4	29/01/2024	Failed to mention author's business interests	Not upheld
The World at One	Radio 4	25/01/2024	Anti-Putin bias	Not upheld
The World This Weekend	Radio 4	24/12/2023	Used material obtained under duress	Not upheld
News (8am)	Radio 4	08/09/2023	Inaccurate to say Prime Minister is of Indian heritage	Not upheld
Newsnight	BBC Two	15/02/2024	Pro-Israel bias	Not upheld

86% of complaints (12 out of 14) dealt with between 11 – 24 March 2024 received a response within the target time.

⁴ These include all upheld, partly-upheld and resolved findings, all not-upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.