

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 26 February – 10 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
BBC News (1pm)	BBC News	18/02/2024	Scarlet Blake's transgender status not made clear.	121

91% of all complaints dealt with between 26 February – 10 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)

The Executive Complaints Unit made 11 findings at Stage 2 between 26 February – 10 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/>

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.

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.

Programme	Service	Date of Transmission	Issue	Outcome
PM	Radio 4	03/11/2024	Pro-Israel bias	Not upheld
Reporting Scotland	BBC One Scotland	29/01/2024	Misrepresentation of Michael Gove	Not upheld
News	BBC News Channel	11/01/2024	Bias in favour of Israel in coverage of ICJ hearings x 2	Not Upheld
Sunday with Laura Kuennsberg	BBC One	17/12/2023	Inappropriate to interview Baroness Mone and her husband	Not upheld
The Sunday Show	BBC One Scotland	17/12.2024	Overstated the potential saving from abolishing free prescriptions	Not upheld
The World at One	Radio 4	27/11/2024	Interviewee incorrectly termed "Professor"	Not upheld
Time for Some 'LGBTa'	BBC Sounds		Misleading language about trans people	Not upheld
Charles III: The Coronation Year	BBC One	26/12/2023	Bias in favour of the Monarchy	Not Upheld
Verified Live	BBC News Channel	05/02/2024	Inaccuracy about Hamas attack on Israel	Not upheld
Woman's Hour	Radio 4	13/02/2024	Inaccuracy about sexual violence by Hamas	Not upheld

100% of complaints dealt with between 26 February – 10 March 2024 received a response within the target time.