

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 25 March – 7 April 2024, BBC Audience Services (Stage 1) received a total of **2,285** complaints about programmes. **5,159** complaints in total were received at Stage 1.

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

89% of all complaints dealt with between 25 March – 7 April 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 29 findings at Stage 2 between 25 March – 7 April 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
BBC News (1pm)	BBC One	26/02/2024	Did not make clear subject of sentencing was trans x 17	Resolved

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.

Coverage of Bafta Awards	BBC News Channel	18/02/2025	Inappropriate question by reporter	Resolved
Rick Stein's Spain	BBC Two	25/09/2022	Slur on East Asian people	Not upheld
Dougray Scott: Bringing Football Home	BBC Scotland	11/02/2024	Inaccuracy about origin of passing	Not upheld
The World at One	Radio 4	30/01/2024	Inaccuracy and pro-Israel bias	Not upheld
Fighting Talk	Radio 5 Live	10/02/2024	Ageist comment by presenter	Not upheld
Today	Radio 4	28/02/2024	Sexually explicit language	Not upheld
Six Nations Rugby Special	BBC Two	04/02/2024	Promotion of Apple product	Not upheld
BBC News (10pm)	BBC One	24/01/2024	Inaccuracy and anti-Russia bias	Not upheld
News	BBC News Channel	17/12/2023	Baseless claim about what Pope said	Not upheld
Question Time	BBC One	15/02/2024	Anti-SNP bias	Not upheld
Crimewatch Live	BBC One	13/03/2024	Complainant objects to being named	Not upheld
Sunday with Laura Kuenssberg	BBC One	21/01/2024	Anti-Labour bias	Not upheld

100% of complaints dealt with between 25 March – 7 April 2024 received a response within the target time.