

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 8 - 21 April 2024, BBC Audience Services (Stage 1) received a total of **2,525** complaints about programmes. **5,183** complaints in total were received at Stage 1.

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

92% of all complaints dealt with between 8 - 21 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 19 findings at Stage 2 between 8 – 21 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
Dragons' Den	BBC One	18/01/2024	Misleading claims for product x6	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.

BBC News (10pm)	BBC One	14/01/2024	Misleading about Gaza casualty figures	Upheld
Newsnight	BBC Two	24/01/2024	Bias and inaccuracy about whistleblowing	Not upheld
The Archers	Radio 4	04/02/2024	Negative portrayal of Wolverhampton	Not upheld
News	BBC News Channel	11/01/2024	Bias in favour of Israel in coverage of ICJ hearings x2	Not upheld
BBC News (6pm)	BBC One	14/02/2024	Inaccurate reference to antisemitism	Not upheld
The Apprentice	BBC one	08/02/2024	Offence to Catholics	Not upheld
You and Yours	Radio 4	19/02/2024	Bias against heat pumps	Not upheld
News (7am)	Radio 4	08/03/2024	Bias against pro-Palestinian marches	Not upheld
Today Podcast	BBC Sounds	15/02/2024	Bias against women's rights	Not upheld
Short Works	Radio 4	16/02/2024	Offensive language	Not upheld
Any Questions?	Radio 4	02/02/2024	Inaccuracy about Northern Ireland	Not upheld
Conservative London Mayoral Party Election Broadcast	BBC One (London)	02/04/2024	Inaccuracy and unfairness	Not upheld

63% (12 out of 19) of complaints dealt with between 8 – 21 April 2024 received a response within the target time.