

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 22 April – 5 May 2024, BBC Audience Services (Stage 1) received a total of **2,833** complaints about programmes. **5,758** 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
Sunday with Laura Kuenssberg	BBC One	21/04/2024	Panel members claims about the Daily Sceptic not sufficiently challenged.	396 (after an invitation to complain was posted online)
Sunday with Laura Kuenssberg	BBC One	05/05/2024	Felt Suella Braverman was an inappropriate guest / bias in favour of the Conservative Party.	108

92% of all complaints dealt with between 22 April – 5 May 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 21 findings at Stage 2 between 22 April – 5 May 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
Jeremy Vine	Radio 2	02/02/2024	Bias on law relating to asylum seekers	Upheld
Today	Radio 4	25/01/2024	Unfair to TikTok	Resolved
Today	Radio 4	09/01/2024	Inaccurate statements by Saudi Ambassador	Not upheld
Question Time	BBC One	29/02/2024	Casual use of holy names	Not upheld
Today	Radio 4	26/02/2024	“Antisemitic” comment by presenter	Not upheld
The World at One	Radio 4	15/02/2024	Number of antisemitic incidents overstated	Not upheld
Sunday with Laura Kuennsberg	BBC One	03/03/2024	Failed to mention Brexit as factor in UK debt	Not upheld
Breakfast	BBC One	24/02/2024	Anti-Government bias	Not upheld
5 Live Formula 1	Radio 5 Live	15/02/2024	Pundit had vested interest	Not upheld
Question Time	BBC One	14/03/2024	Offensive and inaccurate comments by panellist x3	Not upheld
Today	Radio 4	07/03/2024	Offensive reference to Chancellor of the Exchequer	Not upheld
Newswatch	BBC News Channel	01/03/2024	Bias against gender-critical views	Not upheld
EastEnders	BBC One	04/03/24	Harmful portrayal of vulnerable group	Not upheld
The Sunday Show	BBC One Scotland	10/03/2024	Unwarranted imputation of Islamophobia	Not upheld
Countryfile	BBC One	10/03/2024	Unduly prominent branding	Not upheld
Talkback	Radio Ulster	29/02/2025	Pro-Unionist bias	Not upheld

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.

EastEnders	BBC One	04 & 05/03/2024	Unfair portrayal of Milton Keynes	Not upheld
Dermot O'Leary	Radio 2	02/03/2024	Incitement to violence	Not upheld
News (11am)	Radio Scotland	09/02/2024	Inaccuracy about President Biden	Not upheld

90% (19 out of 21) of complaints dealt with between 22 April – 5 May 2024 received a response within the target time.