

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 6 - 19 May 2024, BBC Audience Services (Stage 1) received a total of **2,917** complaints about programmes. **4,881** 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
Newscast	BBC News	05/05/2024	Comments about Sir Keir Starmer appearing at football grounds felt to be biased against him.	132
Eurovision Song Contest (Semi-Final)	BBC One	07/05/2024	Inappropriate/overly sexualised performances.	126
Eurovision Song Contest	BBC One	11/05/2024	Inappropriate/overly sexualised performances.	654

92% of all complaints dealt with between 6 - 19 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 9 findings at Stage 2 between 6 – 19 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
The Context	BBC News Channel	24/11/2023	Pro-Israeli bias	Not upheld
BBC News (10pm)	BBC One	10/02/2024	Overstated number of Israelis killed by Hamas	Not upheld
Today	Radio 4	04/01/2024	Inaccuracy about CEO remuneration	Not upheld
The World at One	Radio 4	23/01/2024	Understated number of Israelis killed by Hamas	Not upheld
Sunday with Laura Kuennsberg	BBC One	03/03/2024	Pro-Conservative bias x2	Not upheld
Disclosure: The Truth about Brewdog	BBC iPlayer		Inaccurate claim by former employee	Not upheld
Question Time	BBC One	21/03/2024	Bias towards Tees Valley Mayoral candidate	Not upheld
BBC London News (6.30pm)	BBC One (London)	05/03/2024	Bias against Michaela School	Not upheld

100% of complaints dealt with between 6 – 19 May 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.