

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 1 – 14 July 2024, BBC Audience Services (Stage 1) received a total of **4,881** complaints about programmes. **9,215** 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	07/07/24	Felt Laura Kuenssberg was biased in favour of the Conservative Party/against Labour Party & Liberal Democrats.	299
Election 2024: The Results	BBC One	05/07/24	Coverage was biased in favour of Reform UK & Labour Party/against the Green Party.	261
Euro 2024	BBC One	01/07/24	Biased & Disrespectful Commentary about Cristiano Ronaldo.	203
Question Time Leaders' Special 2024	BBC One	28/06/24	Audience was biased against Nigel Farage/Reform UK.	118

92% of all complaints dealt with between 1 – 14 July 2024 received an initial response within the stage 1 target period of 10 working days.

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.

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 23 findings at Stage 2 between 1 – 14 July 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
Sunday with Laura Kuenssberg	BBC News Channel	21/04/2024	Controversial claim by guest uncontested x5	Resolved
Politics Live	BBC Two	09/02/2024	Controversial claim about Hamas	Not upheld
News	BBC News Channel	12/03/2024	Offence to Irish people	Not upheld
Eurovision Song Contest Grand Final	BBC One	11/05/2024	Overly sexualised performance x3	Not upheld
A Mayor for Greater Manchester	BBC One (North West)	25/04/2024	Bias towards incumbent	Not upheld
Have I Got News for You	BBC One	05/04/2024	Anti-Government bias	Not upheld
The Context	BBC News Channel	19/02/2024	Inaccuracy/bias on trans breast milk	Partly upheld/resolved
A Dentist's Life	Radio 4	13/04/2024	Omitted key aspects of crisis in NHS dentistry	Not upheld
Blue Lights	BBC One	22/04/2024	Encouraged imitation of dangerous behaviour	Not upheld
BBC News (6pm)	BBC One	19/12/2023	Misleading about gravity of traffic incident	Not upheld
BBC Wales General Election Debate	BBC One Wales	21/06/2024	Wrong to exclude Greens	Not upheld
BBC News (1pm)	BBC One	09/04/2024	Negative impression of Conservatives	Not upheld
The Nine	BBC Scotland	03/04/2024	Reference to "Israeli airstrike" was misleading	Not upheld
News	BBC News Channel	01/03/2024	Coverage of Navalny funeral endangered mourners	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.

Reporting Scotland	BBC One Scotland	02/04/2024	Objects to phrase "claiming a scalp"	Not upheld
Station ident	BBC One	Various	Stereotyping of black people	Not upheld
Doctor Who	BBC One	08/06/2024	Inappropriately sexualised storyline	<u>Not upheld</u>

65% (15 out of 23) of complaints dealt with between 1 – 14 July 2024 received a response within the target time.