

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 17 – 30 June 2024, BBC Audience Services (Stage 1) received a total of **5,928** complaints about programmes. **9,993** 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
Question Time Leaders' Special 2024	BBC One	28/06/2024	Audience was biased against Nigel Farage.	1,351
Question Time Leaders' Special 2024	BBC One	20/06/2024	Bias to not include Nigel Farage/Reform UK in the debate.	367
Election 2024: The Panorama Interviews	BBC One	21/06/2024	Nick Robinson displayed bias against Nigel Farage.	302
Election 2024: BBC Prime Ministerial Debate	BBC One	21/06/2024	Mishal Husain displayed bias in favour of Rishi Sunak.	358

94% of all complaints dealt with between 17 – 30 June 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 27 findings at Stage 2 between 17 – 30 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
Reporting Scotland	BBC One Scotland	04/01/2024	Inaccuracy about effect of Scottish vote x2	Upheld
Today	Radio 4	15/04/2024	Use of “murder” not clearly attributed x3	Resolved
Have I Got News for You	BBC One	05/04/2024	Offensive language	Not upheld
Our World: The Shadow of a Predator	BBC News Channel	30/03/2024	Bias against subject of the programme	Not upheld
Today	Radio 4	07/05/2024	“Racist” reference to Israeli politician	Not upheld
Politics Wales	BBC One (Wales)	10/03/2024	Inaccurate about member of Senedd	Not upheld
How to Win an Information War by Peter Pomertantsev	BBC Sounds		Lacked trigger warning	Not upheld
Panorama: Hamas’ Secret Financial Empire	BBC One	19/02/2024	Inaccurate about Gaza pre-7 October	Not upheld
The Skewer	Radio 4 Extra	20/03/2024	Bad taste	Not upheld
Sunday with Laura Kuennsberg	BBC One	18/02/2024	Unchallenged assertion about Jeremy Corbyn	Not upheld
Today	Radio 4	22/05/2024	Bias against Jeremy Hunt	Not upheld
BBC News (6pm) News (6pm)	BBC One Radio 4	17/04/2024	Pro-Israeli bias	Not upheld
The View	BBC One Northern Ireland	30/05/2024	Complainant’s views misrepresented	Not upheld
News (8am)	Radio 4	08/05/2024	Inaccurate reference to “superheated” oceans	Not upheld
Coverage of D-Day commemoration	BBC One	06/06/2024	Failed to mention absence of NI First Minister	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.

Today	Radio 4	08/05/2024	Inaccuracy about ICJ ruling	Not upheld
The World at One	Radio 4	04/04/2024	Unsubstantiated claims about Hamas	Not upheld
News Now	BBC News Channel	26/02/2024	Anti-Israeli bias	Not upheld
Sunday with Laura Kuenssberg	BBC One	25/02/2024	Anti-Conservative bias	Not upheld
This Town	BBC One	14/04/2024	Historically inaccurate	Not upheld
Today	Radio 4	04/06/2024	Offensive questioning of Nigel Farage	Not upheld
The World at One	Radio 4	13/03/2024	Inappropriate choice of guest	Not upheld
Law in Action	Radio 4	24/10/2023	Pro-Israeli bias	Not upheld
Farming Today This Week	Radio 4	27/04/2024	Inaccuracy about landmines in Ukraine	Not upheld

78% (21 out of 27) of complaints dealt with between 17 – 30 June 2024 received a response within the target time.