

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 29 July – 11 August 2024, BBC Audience Services (Stage 1) received a total of **5,802** complaints about programmes. **10,255** 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
BBC News (6pm)	BBC One	01/08/2024	Insensitive interview with a child re Southport stabbing / insensitive or stigmatising to report suspected Southport attacker's autism.	114
BBC News (10pm)	BBC One	01/08/24	Insensitive interview with a child re Southport stabbing / insensitive or stigmatising to report suspected Southport attacker's autism.	247
BBC News (5.30pm)	BBC One	04/08/2024	Inaccurate to refer violent protests as 'pro-British'.	404

95% of all complaints dealt with between 29 July – 11 August 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 19 findings at Stage 2 between 29 July – 11 August 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
News (6pm)	Radio 3	24/05/2024	Biased headline on ICJ ruling on Israel	Not Upheld
News (12pm)	News Channel	3/03/2024	Unsubstantiated claim Pakistan election was rigged	Not Upheld
The World at One	Radio 4	4/06/2024	Failure to highlight political leanings of Fabian Society	Not Upheld
News (10pm)	BBC One	12/03/2024	Misleading report on Gaza casualties	Not Upheld
More or Less	Radio 4	20/04/2024	Biased account of Cass report	Not Upheld
Reporting Scotland	BBC One (Scotland)	2/07/2024	Failure to report response of Reform candidate	Not Upheld
Seven Days	BBC Scotland	7/04/2024	Biased discussion on arms sales to Israel	Not Upheld
Newsline	BBC Northern Ireland	24/07/2024	Pro -Republican bias x 2	Not Upheld
News (6,7 & 8 am)	Radio 4	18/04/2024	Bias against Scottish Government action on climate change	Not Upheld
Business Today	News Channel	5/06/2024	Misleading headline regarding Australian GDP	Not Upheld
Mornings	Radio Scotland	2/07/2024	Biased interview with SNP leader John Swinney	Not Upheld
The Stephen Nolan Show	Radio Ulster	18/06/2024	Inaccurate reference to programme contributor	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.

Eurovision Song Contest	BBC One	11/05/2024	Inappropriate act (UK)	Not Upheld
Miranda	BBC Two	20/04/2024	Homophobic and transphobic dialogue	Not Upheld
Glastonbury	BBC Two	30/06/2024	Glorifying use of machetes	Not Upheld
News (6pm)	BBC One	10/06/2025	Failure to mention immigration as primary cause of housing shortage	Not Upheld
Election 2024: BBC Prime Ministerial Debate	BBC One	26/06/2024	Transphobic bias	Not Upheld
News (10am)	News Channel	15/02/2024	Inaccurate description of Israeli military action	Not Upheld

100% (19 out of 19) of complaints dealt with between 29 July – 11 August 2024 received a response within the target time.