

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- 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 26 August – 8 September 2024, BBC Audience Services (Stage 1) received a total of **1,624** complaints about programmes. **3,935** complaints in total were received at Stage 1.

No individual BBC programme received more than 100<sup>2</sup> complaints during this period.

93% of all complaints dealt with between 26 August – 8 September 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)

The Executive Complaints Unit made 16 findings at Stage 2 between 26 August – 8 September 2024. Highlighted text links to published findings<sup>4</sup>. 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 (1pm)	BBC News Channel	22/06/2024	Inaccurate report of Nigel Farage interview	<a href="#">Upheld</a>
Archive on 4: A Most Consequential Death	Radio 4	21/07/2024	Unfairness to complainant	Not upheld

<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

<sup>4</sup> 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.

PM	Radio 4	06/04/2024	Pro-Israel bias	<a href="#">Not upheld</a>
The View	BBC One Northern Ireland	20/06/2024	Offensive humour	Not upheld
5 Live Breakfast	Radio 5 Live	20/05/2024	Offensive humour	Not upheld
Today	Radio 4	12/06/2024	Pro-Israel bias	<a href="#">Not upheld</a>
Today	Radio 4	14/05/2024	Misleading about effects of Semaglutide	<a href="#">Not upheld</a>
Question Time	BBC One	09/05/2024	Misleading about Labour position on Gaza	<a href="#">Not upheld</a>
BBC News (10pm)	BBC One	07/05/2024	Bias against ASLEF	<a href="#">Not upheld</a>
Dead Ringers	Radio 4	24/05/2025	Indecent humour	Not upheld
Blue Peter	CBBC	17/05/2024	Frightening for young children	Not upheld
News	BBC News Channel	21/05/2024	Inaccurate impression of Iranian public opinion	<a href="#">Not upheld</a>
Reporting Scotland	BBC One Scotland	12/08/2024	Bias against Elon Musk	<a href="#">Not upheld</a>
Question Time Leaders' Special	BBC One	28/06/2024	Bias against Nigel Farage	<a href="#">Not upheld</a>
Breakfast	BBC One	18/06/2024	Offensive reference to "rich" pensioners	Not upheld
News (6pm)	Radio 4	18/07/2024	Bias towards environmental protesters	<a href="#">Not upheld</a>

81% (13 out of 16) of complaints dealt with between 26 August – 8 September 2024 received a response within the target time.