

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 9 – 22 September 2024, BBC Audience Services (Stage 1) received a total of **2,035** complaints about programmes. **4,936** complaints in total were received at Stage 1.

No individual BBC programme received more than 100² complaints during this period.

95% of all complaints dealt with between 9 – 22 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 14 findings at Stage 2 between 9 – 22 September 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
Today	Radio 4	15/04/2024	Inaccurate about risk of famine in Gaza	Not upheld
BBC News (10pm)	BBC One	05/07/2024	Inaccurate about Jeremy Corbyn	Not upheld

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.

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.

Sunday Morning	Radio 3	21/07/2024	Inaccurate about title of piano piece	Not upheld
Talkback	Radio Ulster	20/07/2024	Unfair to complainant	Not upheld
BBC News (1pm)	BBC One	30/03/2024	Inaccurate about Ireland	Not upheld
Olympics: Paris 2024: Opening Ceremony	BBC One	26/07/2024	Bias against Israel	Not upheld
Today	Radio 4	02/07/2024	Biased discussion on population	Not upheld
The Skewer	Radio 4	10/07/2024	Offensive in connection with Prime Minister	Not upheld
Sarah Cox	Radio 2	20/06/2024	Offensive lyrics	Not upheld
Politics Live	BBC Two	16/07.2024	Inaccurate about cost of renewable energy	Not upheld
Election 2024: BBC Prime Ministerial Debate	BBC One	26/06/2024	Offensive question	Not upheld
File on 4	Radio 4	22/05/2024	Inappropriate use of leading questions	Not upheld
Newsnight	BBC Two	01/07/2024	Dismissive of Government minister	Not upheld
BBC News (10pm)	BBC One	05/08/2024	Reporters expressed personal opinions	Not upheld

100% of complaints dealt with between 9 – 22 September 2024 received a response within the target time.