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 27th March 9th April 2023, BBC Audience Services (Stage 1) received a total of 3,354 complaints about programmes. 6,210 complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Service	Date of	Main Issue(s)	Number of
		Transmission		Complaints
Politics London	BBCOne	02/04/2023	Claims of deaths due	173 (after
	London		to poor air quality not	invitationsto
			sufficiently	complain were
			challenged.	posted online)

58% of all complaints dealt with between 27th March 9th April 2023 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/complaints/

The Executive Complaints Unit made 11 findings at Stage 2 between 27th March 9th April 2023. Highlighted text links to published findings⁴. Other recently-published findings can be found here: http://www.bbc.co.uk/complaints/comp-reports/ecu/

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 <u>Code</u>.

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 \$\frac{1}{2}\$ age 1.

Programme	Service	Date of Transmission	Issue	Outcome
Moneybox	Radio 2	26/11/2020	Inaccurate impression of research on earnings of different ethnic groups in the UK	<u>Upheld</u>
News (9am)	BBC News Channel	13/01/2023	Unchallenged daim about the safety record of Covid vaccines	Resolved
Jeremy Vine	Radio 2	31/01/2023	Misleading about status and policies of the SNP	Resolved
PM	Radio 4	02/02/2023	Insufficient challenge to attack on JK Rowling	Resolved
Sunday with Laura Kuenssberg	BBCOne	15/01/2023	Anti-trans bias	Not upheld
Sunday with Laura Kuenssberg	BBCOne	22/01/2023	Anti-trans bias	Not upheld
Question Time	BBCOne	16/02/2023	Pro-Conservative bias	Not upheld
Today	Radio 4	16/02/2023	Failed to question Chairman of British Museum on strike affecting the museum	Not upheld
QIXL	BBCTwo	17/02/2023	Inaccurate pronunciation of Japanese word	Not upheld
News (6pm)	Radio 4	03/02/2023	Inaccuracy about responsibility for Amritsar massacre	Not upheld
The Media Show	Radio 4	08/02/2023	Disobliging comment about Stop Funding Hate	Not upheld

64% of complaints (7 out of 11) dealt with between 27