

# 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 February – 10 March 2024, BBC Audience Services (Stage 1) received a total of [redacted] complaints about programmes. [redacted] complaints in total were received at Stage 1.

BBC programmes receiving more than 100<sup>2</sup> complaints during this period:

Programme	Complainant	Date	Issue	Number of Complaints
BBC News (1pm)	BBC News	18/02/2024	Scarlet Blake's transgender status not made clear.	121

91% of all complaints dealt with between 26 February – 10 March 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:

