

## 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 28 March – 10 April 2022, BBC Audience Services (Stage 1) received a total of **2,606** complaints about programmes. **5,516** complaints in total were received at Stage 1.

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

| Programme    | Service | Date of Transmission | Main Issue(s)              | Number of Complaints |
|--------------|---------|----------------------|----------------------------|----------------------|
| The One Show | BBC One | 14/04/2022           | Bias against Boris Johnson | 102                  |

93% of all complaints dealt with between 11 - 24 April 2022 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 13 findings at Stage 2 between 11 - 24 April 2022. Highlighted text links to published findings. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

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<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.

| Programme   | Service                                 | Date of Transmission | Issue   | Outcome                |
|---|---|----------------------|---|------------------------|
| Panorama: Wild Weather                                  | BBC One                                 | 03/11/2021           | Inaccuracy x2   | <a href="#">Upheld</a> |
| Sarah Cox   | Radio 2                                 | 15/03/2022           | Misleading remarks about small fairgrounds x7           | Not upheld             |
| MOTD Live   | BBC One                                 | 02/03/2022           | Bias against Chelsea FC                                 | Not upheld             |
| PM  | Radio 4                                 | 14/12/2021           | False equivalence between democracy and popular opinion | Not upheld             |
| Continuity announcement for The River Man               | Radio 3                                 | 05/12/2021           | Term “colonial” incorrectly applied to Ireland in 1921  | Not upheld             |
| Coverage of Northern Ireland Assembly election campaign | BBC One Northern Ireland & Radio Ulster | Various              | Insufficient coverage of Green Party NI                 | Not upheld             |

100% of complaints (13 out of 13) dealt with between 11 - 24 April 2022 received a response within the target time.