

## 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 12 - 25 February 2024, BBC Audience Services (Stage 1) received a total of **2,804** complaints about programmes. **5,826** 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
BBC News (3pm)	BBC News	18/02/2024	Inappropriate/homophobic line of questioning to BAFTA guest	106
The Context	BBC News	19/02/2024	Inaccurate/misleading coverage of 'Trans-women's milk as good as breast milk' story.	287

93% of all complaints dealt with between 12 - 25 February 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)

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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.

The Executive Complaints Unit made 31 findings at Stage 2 between 12 - 25 February 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
Charles III; The Coronation Year	BBC One	26/12/2023	Bias in favour of the Monarchy x12	<a href="#">Not Upheld</a>
News	BBC News Channel	27/10/2023	Anti-Israel bias	<a href="#">Not Upheld</a>
News (6pm)	BBC One	1/12/2023	Inaccurate account of ceasefire breakdown	<a href="#">Not Upheld</a>
News	BBC News Channel	14/11/2023	Pro-Palestinian bias	<a href="#">Not Upheld</a>
News (6pm)	BBC One	27/10/2023	Overly explicit account of Brianna Ghey case	Not Upheld
News	BBC News Channel	11/01/2024	Bias in favour of Israel in coverage of ICJ hearings x 8	<a href="#">Not Upheld</a>
News (6pm)	Radio 4	19/01/2023	Misrepresentation of CEO's salary	<a href="#">Not Upheld</a>
Sunday with Laura Kuennsberg	BBC One	21/01/2024	Anti-Labour bias	<a href="#">Not Upheld</a>
Today	Radio 4	28/06/2023	Inaccurate claims in interview on heat pumps	<a href="#">Not Upheld</a>
Today	Radio 4	17/11/2023	Lack of impartiality on Gaza	<a href="#">Not Upheld</a>
Today	Radio 4	22/08/2023	Lack of impartiality on trans issue	<a href="#">Part Upheld</a>
Sunday with Laura Kuennsberg	BBC One	3/12/2023	Offensive remark about old people	Not Upheld
Breakfast	BBC One	29/01/2024	Misleading item about pavement parking	<a href="#">Not Upheld</a>

58% of complaints (18 out of 31) dealt with between 12 - 25 February 2024 received a response within the target time.

<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.