

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 15 - 28 January 2024, BBC Audience Services (Stage 1) received a total of **3,327** complaints about programmes. **8,451** complaints in total were received at Stage 1.

No BBC programmes received more than 100² complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Dragons' Den	BBC One	18/01/2024	Business pitch felt to contain misleading medical claims.	478 (invitations to complain were posted online)
Sunday with Laura Kuenssberg	BBC One	21/01/2024	Bias against Yvette Cooper/the Labour Party.	150

97% of all complaints dealt with between 15 - 28 January 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 12 findings at Stage 2 between 15 - 28 January 2024. 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 [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.

Programme	Service	Date of Transmission	Issue	Outcome
Live coverage of Covid Inquiry	BBC News Channel	31/10/2023	Offensive language	Not upheld
PM	Radio 4	08/11/2023	Offensive language	Not upheld
The Context	BBC News Channel	08/11/2023	Anti-Israeli bias	Not upheld
Newsnight	BBC Two	24/10/2023	Anti-Palestinian bias	Not upheld
Politics Live	BBC Two	01/11/2023	Inaccurate about feelings of UK Jewish community	Not upheld
Politics Live	BBC Two	01/11/2023	Inaccurate about options for resolving Gaza conflict	Not upheld
BBC News (10pm)	BBC One	07/12/2023	Anti-Israeli bias	Not upheld
Today	Radio 4	18/10/2023	Anti-Israeli bias	Not upheld
Only Connect	BBC Two	27/11/2023	Pro-Israeli bias x2	Not upheld
News	BBC News Channel	29/12/2023	Pro-Palestinian bias	Not upheld
Newsnight	BBC Two	19/09/2023	Anti-trans bias	Not upheld

92% of complaints (11 out of 12) dealt with between 15 - 28 January 2024 received a response within the target time.