

## 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 29 January – 11 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.

No BBC programmes received more than 100<sup>2</sup> complaints during this period

95% of all complaints dealt with between 29 January – 11 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)

The Executive Complaints Unit made 14 findings at Stage 2 between 28 January – 11 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
Question Time	BBC One	02/11/2023	Pro-Israeli bias	<u>Not upheld</u>
Radio 1's Life Hacks	Radio 1	03/12/2023	Unpatriotic sentiments	Not upheld
BBC News (10pm)	BBC One	18/12/2023	Anti-Israeli bias	<u>Not upheld</u>

<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.

<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.

BBC News (10pm)	BBC One	01/12/2023	Anti-Israeli bias	<a href="#">Not upheld</a>
Today	Radio 4	28/10/2023	Aggressive interview with Israeli diplomat	<a href="#">Not upheld</a>
Today	Radio 4	20/12/2023	Anti-Trump bias	<a href="#">Not upheld</a>
The Bottom Line	Radio 4	28/09/2023	Bias on climate change	<a href="#">Not upheld</a>
Nihal Arthanayake	Radio 5 Live	27/11/2023	Disrespect for critics of Dr Who	Not upheld
BBC News (10pm)	BBC One	06/12/2023	Anti-Israeli bias	<a href="#">Not upheld</a>
Global News Podcast: The Conflict	BBC News Channel	15/10/2023	Anti-Israeli bias	<a href="#">Not upheld</a>
Breakfast	BBC One	16/11/2023	Anti-government bias	Not upheld
BBC News at Six	BBC News Channel	17/01/2024	Pro-feminist bias	<a href="#">Not upheld</a>
The World at One	Radio 4	06/12/2023	Error on effect of pandemic on education	<a href="#">Not upheld</a>
Today	Radio 4	25/10/2023	Pro-Israeli bias	<a href="#">Not upheld</a>

93% of complaints (13 out of 14) dealt with between 28 January – 11 February 2024 received a response within the target time.