

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 31 January – 12 February 2022, BBC Audience Services (Stage 1) received a total of **5,055** complaints about programmes. **9,117** complaints in total were received at Stage 1.

BBC programmes receiving more than 100²complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
The Graham Norton Show	BBC One	04/02/2022	Inappropriate humour.	130

95% of all complaints dealt with between 31 January – 13 February 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 31 January – 13 February 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/>

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.

Programme	Service	Date of Transmission	Issue	Outcome
Look North	BBC One (North)	04/07/2021	Imbalance on Covid restrictions for care home visits	Upheld
Nolan Investigates: Stonewall (episode 5)	BBC Sounds		Bias against Tavistock Clinic	Not upheld
The Food Programme	Radio 4	07/11/2021	Bias against vegan diet	Not upheld
The Stephen Nolan Show	Radio Ulster	20/12/2021	“Racist” interviewing	Not upheld
Reporting Scotland	BBC One Scotland	06/01/2022	Bias against Scottish government	Not upheld
BBC News (6pm)	BBC One	02/12/2021	Sensationalist use of audio	Not upheld
Ambulance	BBC One	14/11/2021	Unduly graphic scenes of injury	Not upheld
North West Tonight	BBC One (North West)	29/09/2021	Bias in favour of bloodsports	Not upheld
Dave	BBC Two	17/10/2021	Excessive nudity and drug-taking	Not upheld
Today	Radio 4	17/09/2021	“Transphobic” language by presenter	Not upheld
Dom Delivers		01/11/2021	Inappropriate to feature greetings card company in item about Royal Mail	Not upheld
Evening Extra	Radio Ulster	04/01/2022	Inaccurate coverage of Police Ombudsman’s report	Not upheld
Match of the Day	BBC One	30/10/2021	Bias against Tottenham Hotspur FC	Not upheld

92% of complaints (12 out of 13) dealt with between 31 January – 13 February 2022 received a response within the target time.