

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 22 November – 5 December 2021, BBC Audience Services (Stage 1) received a total of **6,123** complaints about programmes. **12,930** 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 Princes and the Press	BBC Two	22/11/2021	Bias against the Royal Family.	776
The Princes and the Press	BBC Two	29/11/2021	Bias against the Royal Family.	149
BBC News (6pm)	BBC One	02/12/2021	Distressing detail of murder case.	145
EastEnders	BBC One	02/12/2021	Objected to racist attack storyline	117

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.

68% of all complaints dealt with between 22 November – 5 December 2021 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 16 findings at Stage 2 between 22 November – 5 December 2021. 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/>

Programme	Service	Date of Transmission	Issue	Outcome
Til Kingdom Come: Trump, Faith and Money	BBC Four	22/01/2021	Misleading editing of Trump speech	Resolved
BBC News (10pm)	BBC One	23/09/2021	Inaccuracy in report on Haitian migrants to US	Upheld
The Andrew Marr Show	BBC One	03/10/2021	Bias against the north of England	Not upheld
Politics Live	BBC Two	27/09/2021	“Transphobic” comment by guest	Not upheld
Have I Got News for You	BBC One	08/10/2021	Anti-Conservative bias	Not upheld
News (12pm)	Radio Kent	13/10/2021	Misleading about import shortages	Not upheld
The Andrew Marr Show	BBC One	19/09/21	“Transphobic” interviewing	Not upheld
RuPaul’s Drag Race UK	BBC Three		Demeaning to women	Not upheld
Today	Radio 4	20/07/2021	Presenter expressed personal opinion on Government response to Covid	Not upheld
PM	Radio 4	22/07/2021	Bias in favour of interviewee resisting extradition	Not upheld
BBC News (1pm)	BBC One	09/09/2021	Inaccuracy about rights of migrants	Not upheld
Strictly Come Dancing	BBC One	06/11/2021	Casual use of holy names x2	Not upheld
PM	Radio 4	29/10/2021	Misleading reference to Government threatening to break Brexit agreement	Not upheld

The Connor Phillips Show	Radio Ulster	11/11/2021	Inappropriate treatment of Armistice Day	Not upheld
Points West	BBC One (West)	09/09/2021	Failure to challenge "lie" about money promised to NHS	Not upheld

87% of complaints (14 out of 16) dealt with between 22 November – 5 December 2021 received a response within the target time.