

## 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 30<sup>th</sup> January – 12<sup>th</sup> February 2023, BBC Audience Services (Stage 1) received a total of **6,744** complaints about programmes. **10,827** 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
Sort Your Life Out	BBC One	01/02/2023	Animal welfare concerns.	1,502 (after invitations to complain were posted online)
Question Time	BBC One	02/02/2023	Discussion biased against trans-gender people/panellist.	220
PM	Radio 4	02/02/2023	Unfair characterisation of JK Rowling's views on trans issues.	199
The Shamima Begum Story	BBC Two	07/02/2023	Offensive choice of subject/bias in favour of Shamima Begum.	387

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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.

96% of all complaints dealt with between 30<sup>th</sup> January – 12<sup>th</sup> February 2023 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 7 findings at Stage 2 between 30<sup>th</sup> January – 12<sup>th</sup> February 2023. 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
Panorama-Road Rage; Cars vs Bikes	BBC One	2/11/2022	Impartiality in choice of contributors and treatment of subject matter	<u>Not Upheld</u>
Match of the Day Live	BBC One	25/11/2022	“Racist” comments	Not Upheld
Sunday	Radio 4	18/09/2022	Unchallenged reference to shooting by Police of Mark Duggan as “murder”	<u>Upheld</u>
Wales Today	BBC One (Wales)	7/12/2022	Impartiality over future of Welsh devolution	<u>Not Upheld</u>
News Channel	News	13/01/2023	Unchallenged claim about the safety record of Covid vaccines	<u>Resolved</u>
Today	Radio 4	26/10/2022	Climate change inaccuracy	<u>Upheld</u>
The New Gurus	Radio 4	27/12/2022	Unfair and disrespectful account of an online guru’s work	Not Upheld
Happy New Year Live!	BBC One	1/1/2023	Use of “homophobic” term x2	Not Upheld

<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.

The Cleaner	BBC One	23/12/2022	Ridiculing of people with autism	Not Upheld
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80% of complaints (8 out of 10) dealt with between 30<sup>th</sup> January – 12<sup>th</sup> February 2023 received a response within the target time.