Complaints to the BBC

This fortnightly report for the BBC complaints service¹ shows for the periods covered:

- x the number of complaints about programmes and those which received more than 100² at Stage 1 (Audience Services);
- x findings of subsequent investigations made at \$tage 2 (by the Executive Complaints Unit)3;
- x 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

Recent BBC public responses to significant complaints at Stage 1 are published at: http://www.bbc.co.uk/complaints/complaints/

The Executive Complaints Unit made 10 findings at Stage 2 between 18 31 January 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
Strictly Come Dancing	BBCOne	21/11/2020	Suggestive dance routine	Not upheld