

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 2 - 15 August 2021, BBC Audience Services (Stage 1) received a total of complaints about programmes. complaints in total were received at Stage 1.

BBC programmes which received more than 100²complaints during this period:

Sickness & Lies	BBC News	05/08/2021	Misleading representation of chronic illness.	615 (after invitations to complain were posted online)
BBC Newslines	BBC Northern Ireland	11/08/2021	Offensive football chant.	430 (after invitations to complain were posted online)

95% of all complaints dealt with between 2 - 15

The Executive Complaints Unit made 21 findings at Stage 2 between 2 - 15 August 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/>

The Rise of the Murdoch Dynasty	BBC Two	14/07/2020	Inaccuracy about News Corp and Conservative MPs in the 1990s x3	Partly upheld
South Today	BBC One (South)	15/03/2021	Inaccuracy about prosecution of parking company	Partly upheld
Newsround	CBBC	08/06/2021	Inaccuracy about Covid vaccines x3	Resolved
Earth: The Power of the Planet	BBC Two	22/03/2021	Inaccuracy about effects of Carbon Dioxide	Not upheld
Newsnight	BBC Two	08/04/2021	Inappropriate contributor in item on long Covid	Not upheld

