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 6 19 December 2021, BBC Audience Services (Stage 1) received a total of 3,917 complaints about programmes. 8,672 complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Service	Date of	Main Issue(s)	Number of
		Transmission		Complaints
BBCNews	BBCOne	08/12/2021	Bias against the	103
Special:			Conservative party	
Coronavirus				
Update				
'				

84% of all complaints dealt with between 6 19 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/complaints/

The Executive Complaints Unit made 8 findings at Stage 2 between 6 19 December 2021. Highlighted text links to published findings. Further information on complaints which were upheld or resolved after investigation by the EOU 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 <u>BBC Complaints Framework and Procedures</u> and regulated under <u>Code</u>.

Programme	Service	Date of Transmission	Issue	Outcome
The Stephen Nolan Show	Radio Ulster	28/04/2021	Intrusive and aggressive questioning of caller	Not upheld
Impeachment: American Orime Story	BBCTwo	Series	Bias against Clintons	Not upheld
Talkback	Radio Ulster	24/08/2021	Unduly aggressive interviewing	Not upheld
Breakfast	BBCOne	01/11/2021	Disrespectful interviewing of Prime Minister	Not upheld
BBC News (10pm)	BBCOne	21/08/2021	Biased interviewing of Prime minister	Not upheld
Strictly Come Dancing	BBCOne	06/11/2021	Casual use of holy names	Not upheld
The Blame Game	BBCTwo (Northern Ireland)	22/11/2021	Bias against anti- vaxers	Not upheld
Euro 2020	BBCOne	12/06/2020		<u>Upheld</u> *

^{*} Finding on earlier complaints published on 14 October 2021.

75% of complaints (6