

## 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 24<sup>th</sup> April – 7<sup>th</sup> May 2023, BBC Audience Services (Stage 1) received a total of 2,992 complaints about programmes. 6,180 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
BBC London News	BBC One London	15/04/2023	Complaints about description of people attending an ultra-low emission zone protest.	125
The Coronation of TM the King and Queen Camilla	BBC One, Two & BBC News	06/05/2023	Bias both for and against the Monarchy.	133

90% of all complaints dealt with between 24<sup>th</sup> April – 7<sup>th</sup> May 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 24<sup>th</sup> April – 7<sup>th</sup> May 2023.  
Highlighted text links to published findings<sup>4</sup>. Other recently-published findings