

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 15 - 28 July 2024, BBC Audience Services (Stage 1) received a total of complaints about programmes. complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Channel	Date	Reason	Number of Complaints
The Jetty	BBC One	15/07/24	Scenes inappropriate for broadcast.	193
BBC News at One	BBC One	25/07/24	Broadcast footage of Manchester Airport Incident was too graphic.	157
Olympics 2024: Opening Ceremony	BBC One	26/07/24	Felt parts of the ceremony were offensive to Christians/overly sexualised.	148

94% of all complaints dealt with between 15 - 28 July 2024 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 – S ics 2nts ve4(mpC(w)4(ET-8t)-4(s))TJEU)/5((t)10age)11(ELU

The Executive Complaints Unit made 42

BBC News (1pm)

BBC One

12/04/2024

Misleading report on