

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 29 July – 11 August 2024, BBC Audience Services (Stage 1) received a total of 1,000 complaints about programmes. 1,000 complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Channel	Date	Complaints	Reason
BBC News (6pm)	BBC One	01/08/2024	114	Insensitive interview with a child re Southport stabbing / insensitive or stigmatising to report suspected Southport attacker's autism.
BBC News (10pm)	BBC One	01/08/24	201	Insensitive interview with a child re Southport stabbing / insensitive or stigmatising to report suspected Southport attacker's autism.

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 19 findings at Stage 2 between 29 July – 11 August 2024. Highlighted text links to published findings⁴. Other recently-published findings can be found here:
<http://www.bbc.co.uk/complaints/comp-reports/ecu/>
