

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 11 - 24 November 2019, BBC Audience Services (Stage 1) received a total of 17,952 complaints about programmes. 24,435 complaints in total were received at Stage 1.

Stage 2 complaints Executive Complaints Unit (ECU)

The Executive Complaints Unit made 18 findings at Stage 2 between 11 – 24 November 2019. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here: <https://www.bbc.co.uk/contact/recent-ecu>

Programme	Service	Date of Transmission	Issue	Outcome
Politics Live	BBC Two	27/09/1 27.1-		

78% of complaints (14 out of 18) dealt with between 11