

## 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 16 - 29 August 2021, BBC Audience Services (Stage 1) received a total of                      complaints about programmes.                      complaints in total were received at Stage 1.

No BBC programmes received more than 100<sup>2</sup>complaints during this period:

92% of all complaints dealt with between 16 - 29 August 2021 received an initial response within the stage 1 target period of 10 working days received at Stage 1.

The Andrew Marr Show	BBC One	24/01/2021	Inaccurate about l a b for vaccination in occupied territories	Not upheld
How The Made Us Doubt Everything	Radio 4	30/07/2020	Inaccuracy about fossil fuel industry and Rush Limbaugh	Not upheld
Good Morning Scotland	Radio Scotland	26/05/2021	Inaccurate about status of Conservative Party in Scotland	Not upheld

Inside No 9

BBC Two