

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 08 – 21 September 2025, BBC Audience Services (Stage 1) received a total of **3,051** complaints about programmes. **8,072** complaints in total were received at Stage 1.

No individual BBC programme received more than 100² complaints during this period.

93% of all complaints dealt with between 08 – 21 September 2025 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 8 findings at Stage 2 between 8 – 21 September 2025. Highlighted text links to published findings⁴. Other recently-published findings can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Good Morning Scotland	Radio Scotland	13/08/2025	Misleading about Scotland's public finances	<u>Not upheld</u>

¹ Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

² As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

³ Excluding investigations of online material outside Ofcom's remit.

⁴ These include all upheld, partly-upheld and resolved findings, all not-upheld findings concerning impartiality and accuracy and all findings where there were more than 100 complaints about the same issue at Stage 1.

I Kissed a Boy	BBC Three	15/06/2025	Homophobic premise and comment	Not upheld
The Word This Weekend	Radio 4	06/07/2025	Misleading on climate change x2	<u>Not upheld</u>
Nicky Campbell	Radio 5 Live	02/07/2025	“Antisemitic” call poorly handled	Not upheld
News (6pm)	Radio 4	04/06/2025	Repeated false statement by Israel	<u>Not upheld</u>
News	News Channel	04/08/2025	Distressing footage of cats	Not upheld
Breakfast	BBC One	20/07/2025	Cruelty to owl	Not upheld

100% of complaints dealt with between 8 – 21 September 2025 received a response within the target time.