

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 22 September – 5 October 2025, BBC Audience Services (Stage 1) received a total of **3,122** complaints about programmes. **7,366** complaints in total were received at Stage 1.

BBC programmes receiving more than 100² complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Panorama: Undercover in the Police	BBC One	01/10/25	Programme was biased against the police.	105

94% of all complaints dealt with between 22 September – 5 October 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 10 findings at Stage 2 between 22 September – 5 October 2025. Highlighted text links to published findings⁴. Other recently-published findings can be found here:

<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

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.

Programme	Service	Date of Transmission	Issue	Outcome
File on Four Investigates: The Carbon Offset Trap	Radio 4	01/04/2025	Inaccurate about carbon offset market	Not upheld
Politics Live	BBC Two	24/06/2025	Failure to challenge inaccurate claim	Not upheld
Newscast	BBC Sounds & News Channel	13/07/2025	Presenter expressed personal view	Not upheld
Today	Radio 4	30/07/2025	Pro-Israel bias	Not upheld
News bulletins	Radio 4	30/07/2025	Misleading impression of US neutrality	Not upheld
BBC News (1pm)	BBC One	26/07/2025	Inaccurate and biased against Israel	Not upheld
BBC News (6pm)	BBC One	01/07/2025	Inaccurate about migrants	Not upheld
Sunday with Laura Kuenssberg	BBC One	22/06/2025	False claim about Iranian nuclear facility	Not upheld
25 for 25: Sounds of the Century	Radio 3	12/07/2025	Exaggerated Israeli casualties in Gaza conflict	Not upheld
Last Night of the Proms	BBC One & BBC Two	13/09/2025	Objects to EU flags	Not upheld

80% of complaints (8 out of 10) dealt with between 22 September – 5 October 2025 received a response within the target time.