

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/edu/>

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.