

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 20 October – 02 November 2025, BBC Audience Services (Stage 1) received a total of **2,663** complaints about programmes. **5,522** complaints in total were received at Stage 1.

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

88% of all complaints dealt with between 20 October – 02 November 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/>

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.

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 33 findings at Stage 2 between 20 October – 2 November 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
News (12.30pm)	News Channel	21/06/2025	Impression of bias x20	<u>Upheled</u>
Panorama: Lucy Letby: Who to Believe?	BBC One	11/08/2025	Inaccurate statistic x4	<u>Resolved</u>
Look North	BBC One (E Yorks & Lincs)	03/06/2025	Inaccurate about location of nuclear dump	<u>Upheled</u>
News (7pm)	Radio 4	03/07/2025	Pro-Israel bias	<u>Not upheld</u>
News (10pm)	Radio 4	28/04/2025	Bias about grooming gangs	<u>Not upheld</u>
Aithris na Maidne	Radio nan Gàidheal	08/08/2025	Pro-Israel bias	<u>Not upheld</u>
Breakfast	News Channel	29/07/2025	Inaccurate description of Gaza pictures	<u>Not upheld</u>
Money for Nothing	BBC One	07/08/2025	Promotion of controversial causes	Not upheld
Today	Radio 4	02/09/2025	Bias and inaccuracy about climate change	<u>Not upheld</u>
Today	Radio 4	11/09/2025	Biased/inaccurate reference to Bluesky x2	<u>Not upheld</u>

33% of complaints (11 out of 33) dealt with between 20 October – 2 November 2025 received a response within the target time.

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.