

## 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 03 - 16 November 2025, BBC Audience Services (Stage 1) received a total of **5,045** complaints about programmes. **9,999** complaints in total were received at Stage 1.

BBC programmes receiving more than 100<sup>2</sup> complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Panorama: Trump: A Second Chance?	BBC One	28/10/24	Unhappy footage of Donald Trump's 6 January speech was 'doctored'.	1,185
BBC News (Channel)	News Channel	11/11/25	Disrespectful Catherine, Princess of Wales was referred to as Kate Middleton instead of her official title.	728
Have I Got News For You	BBC One	07/11/25	Felt the use of bad language during the programme was inappropriate.	122

92% of all complaints dealt with between 03 - 16 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/>

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

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

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

## Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 14 findings at Stage 2 between 03 – 16 November 2025. Highlighted text links to published findings<sup>4</sup>. Other recently-published findings can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Broadcasting House	Radio 4	15/06/2025	Inaccuracy about asylum-seekers	<a href="#">Resolved</a>
Look North	BBC One (East Yorkshire and Lincolnshire)	13/06/2025	Inaccuracy and lack of informed consent	<a href="#">Upheld</a>
Reporting Scotland	BBC One Scotland	16/10/2025	Misleading about demand for water	<a href="#">Upheld</a>
Title withheld	BBC Scotland	Date withheld	Young person identifiable without appropriate consent	<a href="#">Resolved</a>
Panorama: Lucy Letby: Who to Believe?	BBC One	11/08/2025	Inaccurate statistic	<a href="#">Resolved</a>
Panorama: Lucy Letby: Who to Believe?	BBC One	11/08/2025	Misleading in connection with Baby C x2	<a href="#">Not upheld</a>
Panorama: Lucy Letby: Who to Believe?	BBC One	11/08/2025	Misleading in connection with Babies F and L	<a href="#">Not upheld</a>
Panorama: Lucy Letby: Who to Believe?	BBC One	11/08/2025	Biased treatment of statistics	<a href="#">Not upheld</a>
Reporting Scotland	BBC One Scotland	05/09/2025	Pro-Reform bias	<a href="#">Not upheld</a>
Reporting Scotland	BBC One Scotland	17/09/2025	Inaccurate impression of Scottish NHS	<a href="#">Not upheld</a>
Last Night of the Proms	BBC One & BBC Two	13/09/2025	Objected to EU flags	<a href="#">Not upheld</a>
The World Tonight	Radio 4	04/08/2025	Misleading description of Tommy Robinson	<a href="#">Not upheld</a>
BBC News (10pm)	BBC One	08/09/2025	Anti-trans bias	<a href="#">Not upheld</a>

79% of complaints (11 out of 14) dealt with between 03 – 16 November 2025 received a response within the target time.

<sup>4</sup> 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.