

## 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 6 – 19 October 2025, BBC Audience Services (Stage 1) received a total of **3,275** complaints about programmes. **7,200** 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
Breakfast	BBC One	13/10/25	Factually inaccurate for Henry Zeffman to describe the release of Israeli hostages as a 'hostage exchange'.	283
Call Jonathan Pie	BBC Radio 4	16/10/25	Gratuitous strong language which was inappropriate for broadcast.	103

93% of all complaints dealt with between 6 – 19 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/>

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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 9 findings at Stage 2 between 6 – 19 October 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
News bulletin (1.30pm)	Radio 6 Music	02/07/2025	“Disinformation” about cause of Heathrow fire	<a href="#">Not upheld</a>
Panorama: Why I Joined a Riot	BBC One	04/08/2025	Biased impression of migration debate	<a href="#">Not upheld</a>
The Nolan Show	Radio Ulster	12/09/2025	Inaccurate statement about Unionist culture	<a href="#">Not upheld</a>
Good Morning Scotland	Radio Scotland	28/07/2025	Offensive lyrics	Not upheld
BBC News (6pm)	BBC One	29/05/2025	Failure to explain Israeli occupation of West Bank	<a href="#">Not upheld</a>
The Narrow Road to the Deep North	BBC One	20/07/2024	Offensive to Christians	Not upheld
Newsnight	BBC Two	28/08/2025	Inaccurate about number of illegal immigrants	<a href="#">Not upheld</a>
Today	Radio 4	05/09/2025	Anti-Reform UK bias	<a href="#">Not upheld</a>
News bulletin (10.30am)	6 Music	30/08/2025	Undue focus on Angela Rayner	<a href="#">Not upheld</a>

78% of complaints (7 out of 9) dealt with between 6 – 19 October 2025 received a response within the target time.

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<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.