

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 01 - 14 December 2025, BBC Audience Services (Stage 1) received a total of **4,702** complaints about programmes. **8,347** 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
Question Time	BBC One	04/12/2025	Bias in favour of immigration / inappropriate to include migrants in audience / bias for and against Reform & Zia Yusuf	1,379
Today	Radio 4	04/12/2025	Bias against Richard Tice / Reform	201
Saturday Kitchen	BBC One	06/12/2025	Guest's behaviour felt to be inappropriate.	232
Strictly Come Dancing: The Results	BBC One	07/12/2025	Offensive to include a routine from 'Titanique' / risqué or inappropriate performances.	111

86% of all complaints dealt with between 01 - 14 December 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 9 findings at Stage 2 between 01 – 14 December 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
Panorama:Lucy Letby Who to Believe?	BBC One	11/08/2025	Inaccurate and misleading in connection with Babies K and O	Not Upheld
Panorama:Lucy Letby Who to Believe?	BBC One	11/08/2025	Inaccurate and misleading in connection with Babies F and L	Not Upheld
News (10pm)	BBC One	29/08/2025	Inaccurate account of McCann's whereabouts at time of daughter's disappearance	Not Upheld
News (1pm)	BBC One	12/09/2025	Biased account relating to Nigel Farage and Clacton house	Not upheld
Sunday with Laura Kuenssberg	BBC One	14/09/2025	Inaccurate to describe Tommy Robinson as “far-right”	Not Upheld
Panorama:Undercover in the Police	BBC One	1/10/2025	Bias against the Police	Not Upheld
Sunday with Laura Kuenssberg	BBC One	7/9/2025	Lack of challenge in interview with Nigel Farage	Not Upheld
Newsnight	BBC Two	3/11/2025	Biased interview with Zia Yusuf from Reform UK	Not Upheld
Look North	BBC One (East Yorkshire and Lincolnshire)	1/10/2025	Breach of privacy	Resolved

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.

89% of complaints (8 out of 9) dealt with between 01 – 14 December 2025 received a response within the target time.