

## 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 17 - 30 November 2025, BBC Audience Services (Stage 1) received a total of **2,608** complaints about programmes. **5,553** complaints in total were received at Stage 1.

No individual BBC programme received more than 100<sup>2</sup> complaints during this period.

88% of all complaints dealt with between 17 - 30 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/>

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

The Executive Complaints Unit made 7 findings at Stage 2 between 17 - 30 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	17/08/2025	Failed to mention allegation of antisemitism	<a href="#">Not upheld</a>
Breakfast	BBC One	11/09/2025	Biased description of Charlie Kirk	<a href="#">Not upheld</a>

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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.

<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.

Question Time	BBC One	18/09/2025	Inaccuracy about Jimmy Kimmel	<a href="#">Not upheld</a>
BBC News (10pm)	BBC One	28/08/2025	Misleading use of feminine pronouns	<a href="#">Not upheld</a>
BBC News (10.15pm)	BBC One	21/09/2025	Inaccurate description of Charlie Kirk x2	<a href="#">Not upheld</a>
Good Morning Scotland	Radio Scotland	17/10/2025	Misrepresented SNP policy	<a href="#">Not upheld</a>

100% of complaints dealt with between 17 - 30 November 2025 received a response within the target time.