

## 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 29 December 2025 – 11 January 2026, BBC Audience Services (Stage 1) received a total of **3,358** complaints about programmes. **6,073** 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	07/01/2026	Inaccurate to say the USA might 'acquire' Greenland / bias in favour of President Trump.	1,064 (after invitations to complain were posted online)

92% of all complaints dealt with between 29 December 2025 – 11 January 2026 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 5 findings at Stage 2 between 29 December 2025 – 11 January 2026. 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/>

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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.

<b>Programme</b>	<b>Service</b>	<b>Date of Transmission</b>	<b>Issue</b>	<b>Outcome</b>
News (6pm)	Radio 4	25/10/2025	Bias against Nigel Farage	<a href="#">Not Upheld</a>
Sportsound	Radio Scotland	8/11/2025	Discussion on VAR system biased against Rangers	<a href="#">Not Upheld</a>
News	News Channel	26/09/2025	Biased against Israeli Prime Minister	<a href="#">Not Upheld</a>
South Today	BBC One (South)	21/11/2025	Inaccurate report on bed costs at dementia unit	<a href="#">Not Upheld</a>
News (1pm)	BBC One	13/10/2025	Biased language in report on Israel/Gaza conflict	<a href="#">Not Upheld</a>

100% of complaints (5 out of 5) dealt with between 29 December 2025 – 11 January 2026 received a response within the target time.