

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 12 – 25 January 2026, BBC Audience Services (Stage 1) received a total of **3,325** complaints about programmes. **6,196** 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
Look North (East Yorkshire and Lincolnshire)	BBC English Regions	05/01/26	Inaccurate to state that foxhounds on the Holderness Hunt had never been foxhunting. Evidence of lobbying.	849
Match of the Day	BBC One	17/01/26	Coverage and analysis of Sunderland v Crystal Palace was poor/biased against Sunderland	103

93% of all complaints dealt with between 12 – 25 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)

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.

The Executive Complaints Unit made 12 findings at Stage 2 between 12 – 25 January 2026. 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
BBC News (10pm)	BBC One	05/08/2024	Bias in report of riots	Upheld
5 Live Breakfast	Radio 5 Live	29/08/2025	Bias and inaccuracy in relation to asylum-seekers	Upheld
Today	Radio 4	20/05/2025	Inaccurate figure for babies at risk of starvation in Gaza	Not upheld
The Archers	Radio 4	17/10/2025	“Antisemitic” comment	Not upheld
Rethink	Radio 4	04/09/2025	Bias towards Palestine Action	Not upheld
BBC News (6pm)	BBC One	08/12/2025	Anti-trans bias	Not upheld
Amol Rajan Interviews	BBC Two	18/06/2025	Pro-trans bias	Not upheld
Today	Today	25/07/2025	Offensive comment	Not upheld
Question Time	BBC One	04/12/2025	Pro-immigration bias x4	Not upheld

75% (9 out of 12) of complaints dealt with between 12 – 25 January 2026 received a response within the target time.

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.