

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 23 March – 05 April 2026, BBC Audience Services (Stage 1) received a total of **2,669** complaints about programmes. **5,812** complaints in total were received at Stage 1.

No BBC programmes received more than 100² complaints during this period.

93% of all complaints dealt with between 23 March – 05 April 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 14 findings at Stage 2 between 23 March – 05 April 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
BAFTA Film Awards 2026	BBC One & iPlayer	22/02/2026	Occurrence of n-word x6	Upheld
Strong Message Here	BBC Sounds	30/10/2025	Unfairness to complainant	Upheld
BBC News (10pm)	BBC One	01/10/2025	Pro-Israel bias	Not upheld

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.

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.

Today	Radio 4	20/09/2025	Anti-Israel bias	Not upheld
Vinny and Cate	Radio Ulster	15/12/2025	Inaccuracy about primary colours	Not upheld
The School Prison Cells	News Channel	27/11/2025	Failure to disguise identity of complainant	Not upheld
Today	Radio 4	12/02/2026	Offensive to trans people	Not upheld
Prisoner 951: The Hostages' Story	BBC Two	23/11/2025	Bias against the Iranian authorities	Not upheld
Newsnight	BBC Two	16/02/2026	Unexplained inclusion of disturbing image	Not upheld

93% of complaints (13 out of 14) dealt with between 23 March – 05 April 2026 received a response within the target time.