

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 10 - 23 February 2025, BBC Audience Services (Stage 1) received a total of **3,672** complaints about programmes. **7,352** 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
Gaza: How to Survive a Warzone	BBC Two	17/02/25	Programme was biased against Israel and failed to explore potential crew connections with Hamas.	271

95% of all complaints dealt with between 10 - 23 February 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 8 findings at Stage 2 between 10 - 23 February 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
History's Youngest Heroes	Radio 4	13/01/2025	Inaccuracy about origin of Braille	Upheld
The Sunday Show	BBC One Scotland	24/11/2024	Inaccurate about impact of Storm Bert	Not upheld
BBC News (10pm)	BBC One	15/08/2024	Inaccurate and partial account of Gaza death toll figures	Not upheld
Rage Against the Regime	BBC Two	27/11 & 4/12 2024	Bias against Iranian government	Not upheld
Today	Radio 4	07/01/2025	Failed to correct Musk inaccuracy	Not upheld
News	BBC News Channel	11/12/2024	Inaccurate impression about Jews in Syria x2	Not upheld
Newsnight	BBC Two	22/10/2024	Distorted image of politician	Not upheld

88% (7 out of 8) of complaints dealt with between 10 - 23 February 2025 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.