

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 27 January - 09 February 2025, BBC Audience Services (Stage 1) received a total of **2,423** complaints about programmes. **5,433** complaints in total were received at Stage 1.

No individual BBC programme received more than 100² complaints during this period.

95% of all complaints dealt with between 27 January - 09 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/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 7 findings at Stage 2 between 27 – 9 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
Mums on the Run: Failed by the Family Courts	iPlayer	04/09/2023	Bias about “parental alienation”	Not upheld
Highland Cops	BBC Scotland	17/11/2024	Inaccuracy about cause of death among raptors	Not upheld
Today	Radio 4	28/10/2024	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	25/09/2024	Anti-Israel bias	Not upheld
BBC News (10pm)	BBC One	25/10/2024	Biased use of "terrorist"	Not upheld
Woman's Hour	Radio 4	20/11/2024	Pro-trans bias	Not upheld
News	BBC News Channel	11/12/2024	Inaccurate impression about Jews in Syria	Not upheld

86% (6 out of 7) of complaints dealt with between 27 – 9 February 2025 received a response within the target time.