

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 March 2025, BBC Audience Services (Stage 1) received a total of **1,952** complaints about programmes. **4,588** complaints in total were received at Stage 1.

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

92% of all complaints dealt with between 10 - 23 March 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 10 - 23 March 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
Panorama: Ultra-Processed Food: A Recipe for Ill-Health	BBC One	05/06/2023	Biased and misleading about health risks	Not upheld
Panorama: Ultra-Processed Food: A Recipe for Ill-Health	BBC One	05/06/2023	Misleading about health risks from Bisphenol A	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.

Panorama: The Menopause Industry Uncovered	BBC One	30/09/2024	Unfair and misleading treatment of Newson Health Ltd	Not upheld
Points West & Newsnight	BBC One (South West) BBC Two	09/02/2025	Bias against Gloucestershire NHS Health Trust	Not upheld
Asia	BBC One	24/11/2024	Inaccurate about footage of Persian leopard in Iraq	Not upheld
BBC News (6 & 10pm)	BBC One	13/02/2025	Bias against Rachel Reeves	Not upheld
Naga Munchetty	Radio 5 Live	04/12/2024	Bias against Israel	Not upheld

71% (5 out of 7) of complaints dealt with between 10 - 23 March 2025 received a response within the target time.