

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 24 February – 9 March 2025, BBC Audience Services (Stage 1) received a total of **3,517** complaints about programmes. **6,343** 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/failed to explore potential connections with Hamas.	340
BBC News (10pm)	BBC One	28/02/2025	Bias against Ukraine/President Zelensky.	120

95% of all complaints dealt with between 24 February – 9 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/>

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 13 findings at Stage 2 between 24 February – 9 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
BBC News Now	BBC News Channel & BBC Two	12/08/2024	Undue prominence x2	Upheld
Brian May: The Badgers, the Farmers and Me	BBC Two	23/08/2024	Bias against badger-culling	Not upheld
Rage Against the Regime	BBC Two	27/11 & 04/12/2024	Bias against Iranian government x2	Not upheld
Lucan	BBC Two	06–08/11/2024	Misleading conclusion	Not upheld
Panorama: E-bikes – The Battle for Our Streets	BBC One	06/01/2024	Bias against e-bikes	Not upheld
Pointless	BBC One	11/11/2024	Wrong answer accepted as correct	Not upheld
News Briefing	Radio 4	23/11/2024	Inaccuracy about war crimes	Not upheld
BBC News (6pm & 10pm)	BBC One	21/10/2024	Bias on Chris Kaba shooting verdict	Not upheld
Woman’s Hour	Radio 4	30/12/2024	Anti-male sexism	Not upheld
The World at One	Radio 4	15/01/2025	Misleading about Wimbledon expansion plan	Not upheld
Today	Radio 4	19/11/2024	Bias against Indian farmers	Not upheld

87% (11 out of 13) of complaints dealt with between 24 February – 9 March 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.