

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 March – 06 April 2025, BBC Audience Services (Stage 1) received a total of **2,193** complaints about programmes. **4,996** complaints in total were received at Stage 1.

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

93% of all complaints dealt with between 24 March – 06 April 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 6 findings at Stage 2 between 24 March – 06 April 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: The Chris Kaba Shooting	BBC One	04/11/24	Insufficient right of reply	Resolved
BBC News (10pm)	BBC One	29/08/2024	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.

BBC News (10pm)	BBC One	05/02/2025	Inaccuracy about Trump and trans athletes x3	Not upheld
Today	Radio 4	07/01/2025	Party political bias	Not upheld

83% (5 out of 6) of complaints dealt with between 24 March – 06 April 2025 received a response within the target time.