

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 19 May – 01 June 2025, BBC Audience Services (Stage 1) received a total of **3,556** complaints about programmes. **7,538** 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
Today	BBC Radio 4	20/05/25	UN's Tom Fletcher was not challenged when he stated that "14,000 babies could die in Gaza in the next 48 hours" without more aid.	1,061 (after invitations to complain were posted online)

94% of all complaints dealt with between 19 May – 01 June 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 8 findings at Stage 2 between 19 May – 01 June 2025.

Highlighted text links to published findings⁴. Other recently-published findings can be found here:

<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

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.

Programme	Service	Date of Transmission	Issue	Outcome
Great British Menu	BBC Two	28/01/2025	Promotion of commercial brand	Not upheld
Today	Radio 4	18/03/2025	Pro-Israeli bias	Not upheld
Alexei Sayle's Imaginary Sandwich Bar	Radio 4	19/03/2025	Offensive use of holy names	Not upheld
BBC News (10pm)	BBC One	26/09/2024	Anti-Israeli bias	Not upheld
Breakfast	BBC One	01/04/2025	Misleading about water price increases	Not upheld
Panorama: E-bikes: The Battle for Our Streets	BBC One	06/01/2025	Misleading claim e-bikes are "green"	Not upheld
News (9am)	BBC News Channel	10/01/2025	Correspondent expressed personal opinion	Not upheld
Today	Radio 4	07/05/2025	Wrong to call Lucy Letby "serial child killer"	Not upheld

88% of complaints (7 out of 8) dealt with between 19 May – 01 June 2025 received a response within the target time.