

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 02 – 15 June 2025, BBC Audience Services (Stage 1) received a total of **3,294** complaints about programmes. **7,521** 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
BBC News Special: Air India Plane Crash	BBC News Channel	12/06/25	Inappropriate/insensitive to show footage of plane crash & interview relatives of survivor.	199
Question Time	BBC One	12/06/25	MP Darren Jones made factually inaccurate comments about migration/programme was biased against Reform.	128
Today	Radio 4	10/06/25	Rachel Clarke (BPAS) was allowed to express a biased viewpoint.	128

93% of all complaints dealt with between 02 – 15 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/>

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 11 findings at Stage 2 between 02 – 15 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/>

Programme	Service	Date of Transmission	Issue	Outcome
News (2.30pm)	Radio 6 Music	07/01/2025	Misleading impression of Jean-Marie Le Pen	Upheld
Jeremy Vine	Radio 2	20/03/2025	Inaccuracy about disability payments	Not upheld
News	BBC News Channel	08/02/2025	Pro-Israeli bias	Not upheld
Woman's Hour	Radio 4	16/05/2025	Unfair criticism of contributor	Not upheld
Currently	Radio 4	20/04/2025	Inaccurate about Government finance	Not upheld
BBC News	BBC One	03 & 04/04/2025	Bias in favour of assisted dying	Not upheld
Sunday with Laura Kuennsberg	BBC One	09/03/2025	Inaccuracy about disability payments	Not upheld
Today	Radio 4	05/02/2025	Pro-Israeli bias	Not upheld
Question Time	BBC One	06/03/2025	Insufficient challenge to misleading claims	Not upheld
BBC News (6pm)	BBC One	12/03/2025	Misleading claims about MS treatment	Not upheld
Trail for I Kissed a Boy	BBC One	03/05/2025	Inappropriately scheduled	Not upheld

91% of complaints (10 out of 11) dealt with between 02 – 15 June 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.