

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- 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 14 – 27 July 2025, BBC Audience Services (Stage 1) received a total of **2,827** complaints about programmes. **7,028** complaints in total were received at Stage 1.

No individual BBC programme received more than 100<sup>2</sup> complaints during this period.

85% of all complaints dealt with between 14 – 27 July 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 9 findings at Stage 2 between 14 – 27 July 2025. Highlighted text links to published findings<sup>4</sup>. Other recently-published findings can be found here:

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

Programme	Service	Date of Transmission	Issue	Outcome
The World at One	Radio 4	14/04/2024	Inaccuracy about cost of electricity	<a href="#">Not upheld</a>
Panorama: Lucy Letby: Unanswered Questions	BBC One	21/10/2024	Inaccuracy x2	<a href="#">Not upheld</a>
Breakfast	BBC One	15/05/2025	Omission of women's views	Not upheld

<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

<sup>4</sup> 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.

Today	Radio 4	08/05/2025	Bias against Iranian government	<a href="#">Not upheld</a>
Newsbeat	Radio 1	08/11/2024	Bias about Amsterdam football violence	<a href="#">Not upheld</a>
EastEnders	BBC One	03/06/2025	Vilification of incels	Not upheld
Today	Radio 4	24/06/2025	Presenter gave misleading reason for ending interview	<a href="#">Not upheld</a>
Today	Radio 4	14/05/2025	Anti-Israeli bias	<a href="#">Not upheld</a>

100% of complaints dealt with between 14 – 27 July 2025 received a response within the target time.