

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 16 – 29 June 2025, BBC Audience Services (Stage 1) received a total of **7,516** complaints about programmes. **10,846** 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
Glastonbury	BBC iPlayer	28/06/25	Offended the BBC broadcasted Bob Vylan and/or other acts who led pro-Palestinian chants across the festival.	3,396
BBC News (Channel)	BBC News Channel	21/06/25	Felt Martine Croxall was transphobic for saying “women” after “pregnant people”.	428

85% of all complaints dealt with between 16 – 29 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)

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.

The Executive Complaints Unit made 13 findings at Stage 2 between 16 – 29 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
Panorama: The Nottingham Attacks: A Search for Answers	BBC One	12/08/2024	Steps taken to notify victim's family	Upheld
Meet David Sedaris	Radio 4	01/04/2025	Offensive to Christians	Not upheld
Only Connect	BBC Two	20/01/2025	Inaccuracy about invention of lightbulb	Not upheld
Morning Live	BBC One	18/11/2024	Misleading about low-level radiation	Not upheld
BBC News (1pm)	BBC One	13/03/2025	Misleading about scope of NHS change	Not upheld
The World at One	Radio 4	20/03/2025	Anti-Israel bias	Not upheld
Newsnight	BBC Two	07/05/2025	Insufficient information about contributor's views	Not upheld
Panorama: E-Bikes: The Battle for Our Streets	BBC One	06/01/2025	Bias against e-bikes	Not upheld
Question Time	BBC One	27/03/2025	Inaccurate statement by presenter	Not upheld
Today	Radio 4	14/05/2025	Unwarranted aspersion on interviewee	Not upheld
BBC London News	BBC One (London)	11/05/2025	"Ableist" language by interviewee	Not upheld
Good Morning Ulster	Radio Ulster	11/06/2025	Bias against police	Not upheld
BBC News (1pm)	BBC One	17/03/2025	Kosovo not presented as independent state	Not upheld

92% of complaints (12 out of 13) dealt with between 16 – 29 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.