

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 30 June – 13 July 2025, BBC Audience Services (Stage 1) received a total of **6,090** complaints about programmes. **10,837** 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.	1,645

95% of all complaints dealt with between 30 June – 13 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 15 findings at Stage 2 between 30 June – 13 July 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
Gaza: How to Survive a Warzone	BBC Two	17 & 19/02/2025	Accuracy	Upheld
How Safe are Our Nurseries?	BBC One (North West)	07/04/2025	Unfair to complainant	Not upheld
Dotun Adebayo	Radio 5 Live	09/04/2025	Offensive to caller	Not upheld
I Kissed a Boy	BBC Three	11/05 – 15/06/2025	Objects to inclusion of trans man x8	Not upheld
Have I Got News for You	BBC One	02/05/2025	Sexist joke	Not upheld
Woman's Hour	Radio 4	19/05/2025	Excessive challenge of interviewee	Not upheld
Politics Live	BBC Two	21/05/2025	Misleading about PIP	Not upheld
The Comedy Club	Radio 4 Extra	12/03/2025	Misogynistic joke	Not upheld

87% of complaints (13 out of 15) dealt with between 30 June – 13 July 2025 received a response within the target time.