

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 11 – 24 August 2025, BBC Audience Services (Stage 1) received a total of **3,078** complaints about programmes. **6,242** 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
Match of the Day	BBC One	16/08/25	Alan Shearer was biased against Sunderland	180

90% of all complaints dealt with between 11 – 24 August 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 20 findings at Stage 2 between 11 – 24 August 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
PM	Radio 4	05/05/2025	Misleading impression of Ukrainian involvement in WWII	Upheld
Pope Leo XIV Inaugurated	News Channel	18/05/2025	Inaccuracy about the Mass	Upheld
Michael McIntyre’s Big Show	BBC One	15/02/2025	Danger of imitation by children x2	Not upheld
Panorama: What’s on Your Supermarket Shelves? The Dark Side of the Tomato Trade	BBC One	02/12/2024	False claim about Morrisons product	Not upheld
News	Various	Various	Intrusive footage of relatives of Air India crash victims	Not upheld
Good Morning Scotland	Radio Scotland	03/07/2025	Biased interview	Not upheld
News	News Channel	23/03/2025	Pro-Palestinian bias	Not upheld
Today	Radio 4	07/10/2024	Pro-Palestinian bias	Not upheld
The Twelfth	BBC One Northern Ireland	12/07/2025	Anti-Unionist bias	Not upheld
The Media Show	Radio 4	26/02/2025	Pro-Israeli bias	Not upheld
Today	Radio 4	19/06/2025	Use of “antisemitic trope”	Not upheld
Trail for Newscast podcase	BBC Two	16/06/2025	Offensive language	Not upheld
Today	Radio 4	12/06/2025	Anti-Conservative bias	Not upheld
Newsnight	BBC Two	16/04/2025	Bias against Douglas Murray	Not upheld
News	News Channel	15/06/2025	Inaccuracy about Iranian government	Not upheld
News (7.30pm)	Radio 6 Music	17/04/2025	Transphobic language	Not upheld

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.

News	News Channel	15/06/2025	Bias against Iranian government	Not upheld
Doctor Who	BBC One	24/05/2025	Offence to religion	Not upheld
EastEnders	BBC One	02/06/2025	Offensive comment about red hair	Not upheld

65% of complaints (13 out of 20) dealt with between 11 – 24 August 2025 received a response within the target time.