

## 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 28 July – 10 August 2025, BBC Audience Services (Stage 1) received a total of **2,800** complaints about programmes. **6,532** complaints in total were received at Stage 1.

BBC programmes receiving more than 100<sup>2</sup> complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Rescue Roulette: Dogs from Abroad	BBC One	28/07/25	Unduly negative portrayal of foreign dog rescue organisations.	155
Breakfast	BBC One	04/08/2025	Footage of animal cruelty felt to be too graphic.	149
BBC News at Six	BBC One	04/08/2025	Footage of animal cruelty felt to be too graphic.	114

90% of all complaints dealt with between 28 July – 10 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/>

### Stage 2 complaints – Executive Complaints Unit (ECU)

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<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.

The Executive Complaints Unit made 14 findings at Stage 2 between 28 July – 10 August 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
Debate Night	BBC One Scotland	04/06/2025	Accuracy	<u>Resolved</u>
Radio 1's Group Chat with Nat O'Leary	Radio 1	22/02/2025	Inappropriate promotion of controversial group	Not upheld
Verified Live	BBC Two	06/11/2025	Inaccurate reference to Donald Trump	<u>Not upheld</u>
News	BBC News Channel	24/05/2025	False balance	<u>Not upheld</u>
Have I Got News for You	BBC One	23/05/2025	Offensive humour	Not upheld
The Today Debate	Radio 4	03/06/2025	Anti-Palestinian bias	<u>Not upheld</u>
Jeremy Vine	Radio 2	16/06/2025	Bias against motorists	<u>Not upheld</u>
EastEnders	BBC One	10/06/2025	Inappropriate sexual content	Not upheld
BBC News (1pm & 6pm)	BBC One	12/05/2025	Misleading about drug research	<u>Not upheld</u>
Breakfast	BBC One	22/06/2025	Inaccuracy about Iran and Israel	<u>Not upheld</u>
The World at One	Radio 4	22/04/2025	Unbalanced account of Supreme Court judgement	<u>Not upheld</u>
Today	Radio 4	10/06/2025	Pro-abortion bias	<u>Not upheld</u>
Newsline	BBC One Northern Ireland	26/06/2025	Mispronunciation of complainant's father's name	Not upheld
I Kissed a Boy	BBC Three	Various	Objects to inclusion of trans man	Not upheld

79% of complaints (11 out of 14) dealt with between 28 July – 10 August 2025 received a response within the target time.

<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.