

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 25 August – 7 September 2025, BBC Audience Services (Stage 1) received a total of **2,788** complaints about programmes. **15,709** complaints in total were received at Stage 1.

No individual BBC programme received more than 100² complaints during this period.

98% of all complaints dealt with between 25 August – 7 September 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 6 findings at Stage 2 between 25 August – 7 September 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
News	News Channel	15/06/2024	Breach of BBC policy	Upheld
The One That Got Away	BBC Four	08/03/2025	Offence to religious feeling	Not upheld

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.

Dead Ringers	Radio 4	18/07/2025	Offensive portrayal	Not upheld
News	News Channel	24/05/2025	False balance	Not upheld
Fool's Gold	Radio 4	07/07/2025	Offensive language	Not upheld
Look East and morning news bulletins	BBC One (East)	18/06/2025	Inaccuracy about complainant's partner	Not upheld

83% of complaints (5 out of 6) dealt with between 25 August – 7 September 2025 received a response within the target time.