

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 29 June – 12 July 2026, BBC Audience Services (Stage 1) received a total of **4,607** complaints about programmes. **7,909** 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
BBC News	News Channel	06/07/26	Reports on detained Dr Hussam Abu Safiya were biased in favour of Israel.	462 (after invitations to complain were posted online)
Newsnight	BBC Two	06/07/26	Felt it was insensitive for Kay Burley to refer to Andrew Mountbatten-Windsor as a "war hero"	160
From Our Own Correspondent	BBC Radio 4	27/06/26	Al-Aqsa inaccurately labelled as "in Israel".	133 (after invitations to complain were posted online)

96% of all complaints dealt with between 29 June – 12 July 2026 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 4 findings at Stage 2 between 29 June – 12 July 2026. 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
Debate Night	BBC Scotland	13/05/2026	Bias against independence	Not upheld
Newsbeat	Radio 1	18/05/2026	Inappropriate language	Not upheld
Radio Scotland Breakfast	Radio Scotland	27/05/2026	Bias against independence	Not upheld
The Nolan Show	Radio Ulster	09/06/2026	Inappropriate audio clip of violent attack	Not upheld

75% of complaints (3 out of 4) dealt with between 29 June – 12 July 2026 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.